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> Tiffany Squires, *Training Manager* The Sherwin-Williams Company





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SULU	Society for human resource management	Northern Ohio Human Resource Conference Rhythms of Success	

President's Welcome Letter



On behalf of the Cleveland SHRM Board of Directors, I wish to welcome you to the Annual Northern Ohio Human Resource Conference (NOHRC), sponsored by Cleveland SHRM! We are thrilled to host the 47th annual conference and are proud to note that we

have a record crowd of attendees. Thank you Northeast Ohio!

With over 500 members and growing, Cleveland SHRM's membership includes practitioners and service providers from all HR disciplines and professional levels.

This year's conference **"Rhythms of Success"** again provides an exceptional opportunity for HR Professionals in Northeast Ohio. We hope that you will enjoy today's programming in a great venue to network with peers, and an opportunity to learn leading-edge HR practices.

A special thank you to NOHRC Chair Tamara Hagerty and our Vice Chair Jeri Johansen. Both have done an outstanding job demonstrating leadership, dedication and commitment to making this conference a success. Thanks also to all of our NOHRC Committee members for their contribution, dedication, and time to make this conference the best ever!

I further offer a word of thanks to the many NOHRC exhibitors and sponsors, who made this day possible and helped to keep our attendance costs as low as possible. Sincerely.

Sulan Mass

SueAnn Naso President, Cleveland SHRM





Thank you for joining us for the 47th annual Northern Ohio Human Resource Conference "**Rhythms of Success**." We are glad that you have made the decision to attend

Northeast Ohio's premier human resource conference!

We know that you will learn a great deal from today's programming including how to enhance your skills to lead, strategize, and become business partners within your organization. We hope we haven't made it too hard for you to decide which sessions to attend. The HR Certification Institute has pre-approved the conference for 5.5 recertification credits – 3.25 of which may be considered strategic!

Opening the conference will be Jim Knight in the Ballroom. Jim has been described as being "predictable in his unpredictability!" In Jim's interactive session, "How to Build a Rock Star Team," he will highlight best practices to create, maintain and revolutionize a strong internal employee culture, by building and managing top talent.

Philip Solomon and Dan Thurmon are our dynamic luncheon keynote presenters. They will be combining their powerful message with the elements of music, percussion, acrobatics and audience involvement. In **Rhythms of Success**, the duo will teach you how to build and strengthen our most vital relationships while enhancing the importance of interviewing, negotiating, and providing coaching!

In the closing session Chip Madera will be sharing his thoughts on "How to Be A HR Rock Star!" In this session you'll learn how to define a high performance culture, find out about HR's role in creating a culture of WOW and learn strategies for engaging employees. Don't miss out on this amazing power session, as well as earn strategic credits!

Additionally, we are thrilled to offer ten concurrent sessions, presented by superior speakers, for you to choose from throughout the day.

New for 2013! Wireless Service Sponsored by:



This year, NOHRC is supporting Shoes and Clothes for Kids (SC4K), the only non-profit organization in Greater Cleveland providing new shoes and clothes at no charge throughout the year to thousands of children in need. Support this worthy organization by dropping off new children's underwear, socks and/or monetary donations to the Shoes and Clothes for Kids Booth. Their booth will be right outside of Registration in the exhibit hall.

Every year NOHRC provides the opportunity to network with 600+ HR professionals and visit with over 85 exhibitors. And, this year is no different but we are mixing it up by introducing *The Network Frenzy;* a fun way to meet, interact and talk with exhibitors and fellow registrants at the conference. The Network Frenzy will allow you to collect raffle tickets from each vendor in the exhibit hall. The more vendors you talk to, the more raffle tickets you will get for the Chinese Raffle. The Chinese Raffle gives you the opportunity to win one of our many Grand Prizes listed in this program guide.

We'll end the day with the famous "After Hours Social" generously sponsored by Alliance Solutions Group. Plan on joining us at the 100th Bomb Group Restaurant and celebrate 50 years of James Bond with the folks from Alliance.

Your feedback about your conference experience is welcome and encouraged. Please complete the conference evaluation, which will be sent to your email address within a week following the conference.

Thank you, again, for attending the 2013 Northern Ohio Human Resource Conference. The committee has worked diligently to put on an exceptional conference so you could experience **Rhythms of Success**!

Jamaia Hazertz

Tamara Hagerty 2013 NOHRC Chair

Jei Johansen

Jeri Johansen 2013 NOHRC Vice Chair







7 :00 AM	Registration Opens/Continent	al Breakfast	
8: ⁰⁰ – 9: ¹⁵ AM	Opening Keynote How To Build A Rock Star Team	Jim Knight	I-X Center Ballroom
9:15 - 10:00 AM	Visit the Exhibit Hall		
10: ⁰⁰ - 11: ^{00 AM}	Concurrent Sessions Trends In Learning	Susan Pyles	Room 13
	Leading To The Beat Of Their Own Drum Women Leaders	-	Room 14
	Never Make Another Hiring, Promotion C Training Mistake Again By Identifying Your	Dr	
	Employee's Signature Song Recruiting By The Numbers -	Dr. Ingeborg Hrabowy	Room 15
	Key Metrics For Reporting Staffing Outco	mes Joe Murphy	Room 7
	Investigation NightmaresAnd How To Av	void Them Sindy Warren	Room 16
■ ■ ■ ¹⁵ ■ ■ ■ ¹⁵ PM	Luncheon Keynote		I-X Center
	Rhythms Of Success Ph	ilip Solomon & Dan Thurmon	Ballroom
1 • ¹⁵ 2 • ⁰⁰ PM	Visit the Exhibit Hall		
2:00 - 3:00 PM	Concurrent Sessions		
	The "F Bomb" - How Fear Disrupts Orga Rhythm	Holly Bognar	Room 16
	Managing Employee Benefit Costs In The Era Of Healthcare Reform	Thomas Mangan	Room 13
	2013 Trends In Recognition: Using Recogn Drive Employee Engagement	ition To Rob Catalano	Room 15
	Building A Strategic & Tactically Legal Hun Resource Department	nan Scott Warrick	Room 7
	Don't Let Bad Hiring Decisions Be An Int To Your Rhythms Of Success	ermission Ted Moss	Room 14
3:00 _ 3:30 PM	Visit the Exhibit Hall/Break		
3 • ³⁰ — 4 • ⁴⁵ PM	Closing Power Session: How To Be An HR Rock Star	Chip Madera	Room 7
4:45 _ 5:15 PM	Prize Drawing		



"The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit."

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OPENING KEYNOTE

How To Build A Rock Star Team

- Identity, create and foster a culture that can retain and develop employees who will drive engagement and company performance;
- 2. Create, maintain and revolutionize a strong internal employee culture, by building and managing top talent; and
- Attract, hire, train, develop and treat your front line employees to provide great guest service and, thus, increase the company's bottom line.

How you attract, hire, train, develop and treat your front line employees is commonly known as the one true strategy to provide great guest service. In lieu of managers doing all of the work themselves, a specific culture must be created & fostered to secure commitment from the employees to stick around and deliver the desired service. This takes time and a lot of work.

This interactive session is effectively designed to highlight best practices to create, maintain and revolutionize a strong internal employee culture, by building and managing top talent. Jim Knight, former head of global training & development for Hard Rock International for 2 decades, will use the visceral backdrop of great brands as a platform to discuss key strategies to build a rock star team.

Unique Concepts covered throughout will include:

- The Employee Life Cycle
- Print Materials & Job Aides
- · Video, Technology & Social Media
- The Power of Storytelling
- Virtuous Cycle vs. Vicious Cycle
- The Emotional Bank Account
- Mentorship & Development
- Philanthropy

Moving at blazing speed, the time allotted is full of out-of-the box thinking, book quotes, videos, personal stories, exercises, industry statistics and an interactive handout for some real "take aways"... all told through the spirit of Rock 'n' Roll.

If you're a fan of irreverence and unpredictability, come hear what all the noise is about..



Jim Knight

Although part of a small training group that supported all cafe, hotel and casino properties, Jim Knight's role at Hard Rock involved many facets of organizational training, including creating/managing all staff and management training materials & programs, facilitating its corporate university, overseeing management training locations, producing training DVD's, directing company e-Learning initiatives, facilitating leadership transitions and traveling to property locations to deliver on-site classes & measure standards.

Jim has put his experience and creativity to work, which has consistently developed cutting-edge training concepts. During his time with the Hard Rock brand, his team won coveted Telly Awards in 2000 for their guest service video, took top honors in 2007 for their menu rollout video, garnered Training Directors Forum's 1998 prize for "Reengineering Training" and won Brandon Hall's Gold Best in Class Award for their "Service Recovery" e-Learning course. Jim Knight was also recognized by Training Magazine as representing one of the Top 125 training companies in the world out of all industries & businesses.

Jim has a music degree in Vocal Performance & Education and taught in the Florida public school system for 6 years before catching the "hospitality bug." He is a long-time member of CHART (The Council of Hotel & Restaurant Trainers), previously sat on the Certification Governing Board of the National Restaurant Association and started a local networking group with over 100 active members in Central Florida, to share best practices and discuss common issues with other industry professionals. Networking is a big part of his success.

To contact Jim, you can reach him at: Jim@KnightSpeaker.com/ 407-341-3801



Northern Ohio Human Resource Conference RECERTIFICATION CREDIT FORM



Cleveland, OH March 8th, 2013

This conference has been pre-approved for 5.5 General credit hours. To earn 5.5 General recertification credit hours for attending this conference, please enter the program ID # 132963 with the conference date to your online recertification application at www.hrci.org.

To earn Business Management and Strategy recertification credit hours for sessions that were pre-approved for Business Management and Strategy recertification credits, please do not enter the program ID # to your online recertification application. The HR Certification Institute has prepared an instruction document for your use. You can access this document at the NOHRC password-protected website:

Visit www.nohrc.org/uplink.cfm

Insert the password - 2013NOHRC (all caps)

Reminder: Keep your conference registration in case you are audited by the HR Certification Institute. This confirmation provides documentation required for verifying your registration for the conference. Please visit www.hrci.org for more answers and to enter your information for recertification.



LUNCHEON KEYNOTE

Rhythms of Success

- 1. How to strengthen relationships with internal and external partners.
- 2. Techniques to enhance the skills of interviewing, negotiating, and providing coaching.
- 3. Specific methods to improve communication and encourage effective collaboration.
- 4. Techniques to resolve conflicts and repair damaged relationships.
- 5. How to generate team spirit and alignment to help people take on new challenges together.
- 6. The importance of having FUN in the process!

The Rhythms of Success is a highly entertaining keynote presentation that will teach you how to build and strengthen your most vital relationships. Motivational performers, Dan Thurmon and Philip Solomon, employ an exciting mix of spoken content, percussion, thrilling stunts, and audience participation to teach and demonstrate three keys to powerful relationships: Communication, Collaboration, and Trust.

With a powerful message PLUS the added elements of music, percussion, acrobatics and audience involvement, Dan and Philip will help us all enhance our ability to work together and build better relationships. Together, we will experience and achieve The Rhythms of Success.





Philip Solomon

Dan Thurmon

Philip Solomon is an award winning performer, speaker, creative/musical director, entertainment producer, international trainer for Cirque Du Soleil and president of Way 2 Much Entertainment. He has trained and inspired audiences globally in the areas of communication, conflict resolution, teamwork, and ethics.

Dan Thurmon is a "Hall of Fame" keynote speaker, life balance expert, and author of two books, including *Off Balance On Purpose*. He has appeared at thousands of events on six continents, on national television, and even on the front lines of Iraq and Afghanistan.

CLOSING SESSION

How to be an HR Rock Star

- 1. Defining a High Performance Culture (Rock Star)
- 2. HR's Role in Creating a Culture of WOW!
- 3. Strategies for Engaging Employees and Creating a High Performance Culture

How would you like to be the Rock Star in your organization? HR Professionals become Rock Stars when they produce significant results and when they fundamentally affect the bottom line of the company. Award winning speaker Chip Madera, MS, CSP will help you create a culture that ROCKS and defines HR as the leader in productivity, performance and ultimate success.



🖊 Chip Madera

Chip Madera, MS, CSP is a Motivation and Performance Strategist who speaks over 100 times each year in Canada, Australia, Europe, South America and throughout the USA. He possesses a BS in Psychology and a Masters in HR and Organizational Development from Barry University.

He has spoken to over 45 SHRM Chapters and several State/Regional SHRM Conferences throughout the USA, as well as clients like the Mayo Clinic, Disney, AT&T, Westinghouse, Southern Company and hundreds more. He was honored with the prestigious Certified Speaking Professional designation from the National Speakers Association given only to those professionals who have earned it by achieving strict criteria. This puts Mr. Madera in the ranks of less than 500 speakers worldwide who have been honored with this designation.

You can learn more about Chip at www.chipmadera.com







MORNING CONCURRENT SESSIONS

Trends in Learning

- 1. Review trends for investments in learning made by organizations (time and money);
- 2. Recognize the link between investments in learning and engagement, retention, and results;
- 3. Discuss trends in learning topics and methods of training;
- 4. Differentiate learning trends among employers of choice vs. average employers.

As we look across the training landscape, we see a variety of practices. Some old practices that are tried and true. Some new practices, created to keep up with the changing times, workforce and workplace. Join Susan Pyles as she discusses trends that will help organizations capitalize on employee development, improve performance, and maintain a competitive edge in learning.



Susan Pyles

Susan is a senior talent consultant for ERC. In her role, she helps organizations with a variety of HR projects and programs in the areas of talent assessment, talent management, employee and leadership development, performance management, workforce planning, employee engagement, and of course, HR Metrics! Susan has spent her career working in these areas of HR in a variety of businesses including banking, retail, academia, and consulting. Susan holds a Master of Arts in Communication from KSU and a Bachelor of Business Admin from Ohio University.

Leading to the Beat of their Own Drum – Developing Women Leaders

- 1. Identify the key behaviors associated with successful women leaders;
- 2. Explore ways that your HR Department can support the development of women leaders;
- 3. Recognize the similarities between male and female leaders as each participant identifies ways to become a stronger leader within their own company.

Experience an up-close and personal view of the leadership positions that women hold in the work force. Learn to evaluate people at all levels of organizations to help our clients make better selection and promotion decisions. Use objective data, work history, open-ended responses and interview findings to describe individuals and help them leverage their talents to reach professional goals. Finding one's own rhythm as a leader is the key to being genuinely successful. Extensive research has shown us that women who embrace their strength rather than trying to mimic the leadership styles of men are more successful. This workshop will help HR professionals identify key behaviors linked with successful women leaders, see how those are similar and different from men, explore ways that they can support the women in their companies as well as identify ways that they can become stronger leaders themselves.



Kimberly Bell, Ph.D.

Dr. Bell has spent over 15 years counseling individuals from all walks of life. She has extensive experience in conducting assessments in clinical, academic, legal and business settings. Her talents in these areas have been deployed in the service of multinational corporations, non-profits, start-ups, and local safety forces evaluations. As an author of PRADCO's series of white papers on women leaders and one of the original practitioners of PRADCO's women's coaching initiative.

Dr. Bell works with emerging women leaders to facilitate development and support their career aspirations. A skilled trainer and public speaker, she delivers research findings and practical information in an inspirational way and is sought out for her ability to engage an audience and capture their imaginations.

Dr. Bell also serves on the advisory board of the Hathaway Brown Center for Women's and Girls' Leadership, consulting with educators regarding strategies to develop the leadership skills of young women.

Never Make Another Hiring, Promotion Or Training Mistake Again By Identifying Your Employee's Signature Song

- 1. Recognize the vast differences in employees in mindset and attitude;
- 2. Learn to identify the different mindsets and attitudes;
- 3. Be better prepared to identify and understand the costs and/or benefits to the different musical notes (aka mindsets and attitudes).

Make your life easier, struggle less at work-by being able to manage and develop employees with greater ease. The solution lies in understanding the psychology of success and what motivates people. This is often the misunderstood and missing link to your as well as your company's success. Do you ever look at a situation and ask "why did they do that?" she will reveal, unravel and demystify the mysteries of employee behavior and human psychology so that you can avert landmines and embark on greater success, with greater ease and understanding and fewer headaches and hassles. Learn from local and celebrated author. consultant, psychologist and coach Dr. Ingeborg Hrabowy who has been consulting to and working with individuals, groups, businesses and organizations for over 20 years. She will be pulling back the curtain to share some near disaster scenarios and sweeping victories. Attend this session and she will share some key secrets learned in key negotiations, key conflicts and high stake situations from the boardroom to the shop floor. Spare yourself work related headaches and learn from someone else's struggles and victories. Learn by example and some case study.



Dr. Ingeborg Hrabowy

Dr. Hrabowy is a psychologist, consultant and coach who works with individuals and teams in business settings. She has worked with over 4000 personal and business clients spanning 25 industries. Primarily, Dr. Hrabowy assists individuals and organizations with the "human" side of business by removing obstacles which diminish performance and productivity and impede success. She is also sought out to help sort out complex or sensitive people issues or pressing company challenges which require a high degree of interpersonal skill, psychological expertise or discretion. She assists individuals, business owners, HR staff, business partners, family-owned businesses, teams and organizations to provide timely and relevant strategy, insight, feedback — through planning, troubleshooting, people development and implementation.

She is Past President of the Cleveland Psychological Association, Past President of a Cleveland Chapter of Toastmasters International and Toastmaster of the Year of northeast Ohio.

Recruiting by the Numbers - Key Metrics for Reporting Staffing Outcomes

- 1. Audit and identify high payoff opportunities to improve your staffing process;
- 2. Attribute dollars and data in a way that executives accept as correct and credible;
- 3. Complete three HR calculations that MUST performed in-house.

A tough economy is causing employers to take a closer look at the numbers to see what's working at every level. HR professionals are feeling this pressure more than ever, and it's more crucial than ever that you can show how HR programs are improving your organization and contributing to meeting goals. This session will teach you how to make a transition from activity-based metrics to value- based metrics.

Investigation Nightmares ... And How To Avoid Them

- 1. To provide participants with the most up-to-date information on best practices in workplace investigations;
- To understand the current legal landscape with respect to workplace investigations;
- 3. To arm HR professionals with the tools to avoid common investigations missteps.

This session covers the do's and don'ts of workplace investigations with an eye towards best practices and the most recent case law. Workplace investigations can be tricky, to be sure, but being able to conduct them well is a critical skill for the HR professional. This presentation will review the most common pitfalls investigators can make - and how to avoid them.



Mail Joe Murphy

Joseph P. Murphy, vice president of Shaker Consulting Group, is driven by a passion for measuring the impact of staffing initiatives. He has worked for more than 30 years with clients to develop HR strategies that result in significantly improved business outcomes. With a background as director of human resources and director of training, he has the experience and proven know-how to help clients define, capture, and analyze staffing data to document return on investment.



Sindy Warren

Sindy Warren, Esq. is a lawyer-turned-HR Consultant who specializes in helping clients comply with employment laws and create positive working environments. As the principal for Warren & Associates she conducts workplace investigations, creates and presents training programs on a wide variety of employment law and human resources issues, and acts as an as-needed human resources department for private and public employers, both large and small, throughout Northeast Ohio and nationally. Sindy brings her legal expertise and experience to her consulting work. Combining extensive legal knowledge with a practical, down-to-earth understanding of employee relations, she is able to help companies develop and maintain sound employment practices and positive working environments. Sindy is a widely regarded speaker. She received her Juris Doctor, with honors, from Stanford Law School.



AFTERNOON CONCURRENT SESSIONS

The "F Bomb" - How Fear Disrupts Organizational Rhythm

- 1. Gain an understanding of how fear impacts the workplace;
- 2. Explore the role HR plays in uncovering and identifying fear in the workplace;
- 3. Identify strategies to manage workplace fear.

When most of us hear the term "F bomb," our minds naturally reference a four letter word that is often used in a pejorative manner. In the phenomenon we are will explore in this workshop, that word is weak and has little power when compared to the word "fear" when it pervades an organization and paralyzes its employees. Over the years when talking with students, coworkers, and clients, the word fear rarely is used in a direct sense. However, the research I have conducted confirms the deep presence of fear in the workplace, its impact on employee engagement, and how it cripples organizational rhythms. In this interactive workshop, we will explore the role of HR in uncovering and identifying fear in the workplace and strategies to manage workplace fear.



- 1. Understand the plan design factors driving costs;
- 2. Compare benefit plan's effectiveness against competitors;
- 3. Determine ways to meet the challenge of new healthcare legislation.

The rising cost of health care and the impact of health care reform legislation will challenge HR professionals to evaluate their health plan design, comply with new regulations, and strategically manage rising costs in order to remain competitive. Forward-thinking HR professionals can utilize benchmarking to manage their benefit planning and become more informed in their mission to make critical benefits decisions. This valuable presentation will provide the vast majority of employers the knowledge they need to comply with new legislation and the ability to contrast their benefit plan's effectiveness against competitor's plans, giving them an edge in recruiting and retaining a superior workforce.



Holly H. Bognar, Ph.D.

Holly has been training, consulting, and coaching leadership, team building, organizational development, and strategic planning with businesses, not-for-profit organizations, and public agencies for over ten years. She has designed, facilitated, and written training curriculum for professional development seminars, board and staff retreats, and skill-building workshops on topics such as leadership, emotional intelligence, high performance teams, personality and temperament, communication skills, and strategic planning, to name a few.



Thomas Mangan

Thomas Mangan is CEO of United Benefit Advisors, one of the nation's leading independent employee benefits advisory organizations. Prior to joining UBA, Mangan served as the EB President of the New England Region of USI Insurance Services, President of the employee benefits division of HUB International, and President of Willis Life of Texas. Mangan was a Board Member of the Council of Insurance Agents and Brokers and he has served on the National Broker Advisory Councils of Aetna, Cigna and United Healthcare.

2013 Trends in Recognition: Using Recognition to Drive Employee Engagement

- 1. Three major trends in recognition and the tools and best practices to addressing these trends within your organization.
- 2. How staying ahead of the trends and utilizing these tools to drive employee engagement can have a positive effect on the company's bottom line.
- 3. How to incorporate rhythm and technology in order to reach everyone within the organization and continue to drive employee engagement.

In order to stay ahead of the economic upturn and ensure companies continue to maintain an engaged workforce, it will be crucial to stay up to date on the trends in rewards and recognition that continue the positive momentum of engagement into 2013 and beyond. This session will walk attendees through the Recognition Trend Model which focuses on utilizing rhythm and technology to support the top three trends in recognition that will drive employee engagement.



Rob Catalano

Rob Catalano is a Certified Recognition Professional (CRP) & Recognition and Engagement Professional (REP) that has worked in the Rewards and Recognition space for over 10 years. He has consulted several top employers in North America on implementing and maintaining rewards and recognition strategies and programs.

Building A Strategic & Tactically Legal HR Department

- 1. Understand the critical relationship between what it means to be a "Strategic Partner" and being a "Tactical" HR person;
- 2. Understand the difference between "Contracts" and "Policies" and when HR needs to use each; and
- 3. Understand what important changes have occurred in the law across the last year and what HR needs to do about them.

What is a "strategic partner" ... and how should HR professionals use the law to "untie" their hands to accomplish their strategic goals? What are the legal differences between contracts and policies and when each should be used by HR? What did the courts say about policies that require employees to forfeit their unused PTO? How did the new ADA Regulations change the way we will administer the ADA? Who is a "Parent" and who is a "child" under the Department of Labor's June 2012 FMLA Interpretation Handout? What liability do employers have for giving a BAD reference for former employees? ...and much, much more. Join Scott Warrick as he reviews the most recent and most important employment law changes and updates in his own unique, practical and humorous style. Scott will use his three decades of Legal/Human Resource Management experience to tell you how to use this information immediately!



Scott Warrick

Scott Warrick combines the areas of law and human resources to assist organizations in "Solving Employee Problems BEFORE They Happen." Scott works with companies to put proper human resource measures in place, as well as coaching and training managers and employees in over 40 different topics in his own unique, practical and entertaining style.

Scott is a nationally Certified Emotional Intelligence Counselor and Diversity/Tolerance presenter who travels the country presenting his "Intolerance of Intolerance: Using The Seven Skills of Tolerance," "Bullying and Harassment: Understanding The Physiological, Neurological & Strategic Costs" and "Emotional Intelligence For Humans."

Scott's "Do It Yourself HR Department & legal Compliance CD" is a favorite among Human Resource Professionals across the country to bring their departments into compliance ... AND KEEP THEM THERE! Scott is also a 6 Time SHRM National Diversity Conference Presenter.

Don't Let Bad Hiring Decisions be an Intermission to your Rhythms of Success

- 1. Understand the "Ban the Box" movement which removes the check box from employment applications regarding criminal records;
- Review the EEOC's 2012 release of Guidance on the Consideration of Arrest and Conviction Records in Employment Decisions;
- Understand how social media and credit report checks are at the top of the list for new legislation, and how to prepare your employment policies; and
- 4. Learn how to refine screening procedures to ensure that they are job related and consistent with EEOC guidelines.

To keep your company's Rhythm of Success, it is critical to protect your organization from the risk of negligent hiring litigation while at the same time, protecting the rights of a potential employee. As a Human Resource professional, how do you insure that you have conducted adequate due diligence when screening applicants without stepping over the line? What information is off limits? What information MUST be obtained in order to protect your company and the employees that work there?

This session will discuss key legislation affecting employee/employer rights and their relation to employment screening, including the Fair Credit Reporting Act and Social Media, and their impact on selection procedures. Understand the recent "Ban the Box" movement which removes the checkbox on applications asking about prior convictions and the EEOC's recent guidance concerning employers' use of criminal background checks with regard to job applicants. A discussion of negligent hiring litigation will help participants understand how to make wise hiring decisions that are within the law.



Ted L. Moss, CPP

Ted L. Moss is the founder and President of Crimcheck.com, a global provider of employment screening solutions. Mr. Moss is an expert on matters of employment screening, identity theft, negligent hiring, and The Fair Credit Reporting Act.

In 2006, he earned the designation of CPP (Certified Protection Professional) from ASIS International, the premier international organization for security professionals, for which he also served as a Regional Vice President. As an active COSE Mindspring expert resource, he publishes articles under the topic of Human Resources and Safe Hiring Practices.

Mr. Moss is a 25-year veteran of law enforcement and corporate security. Having spent several years as an Investigator for The Ohio Department of Mental Health added a unique perspective to his diverse experience, after which he transitioned from law enforcement to the loss prevention industry, and finally founded Crimcheck.com in 1991.

After Hours Event















Alliance Solutions Group Luncheon Keynote Speaker

Cleveland Plus Marketing Alliance Registration Mailer

> crimcheck.com Wireless Connection &

Conference Bag

Gallagher Benefit Services Afternoon Break

> InnoSource, Inc. E-postcard

Kaiser Permanente Continental Breakfast

Kent State University Conference Luncheon

Hereita Maloney+Novotny





SOLUTIONS AT WORK







NOHRC Gives Back

SHOES AND CLOTHES FOR KIDS FACTS

- Founded by Businessman Morrie Sayre as Shoes for Kids, 2013 marks Shoes and Clothes for Kids' 44th year of service to families in the Cleveland community.
- Shoes and Clothes for Kids is the only non-profit organization in Greater Cleveland providing new shoes and clothes at no charge throughout the year to thousands of children in need.
- Shoes and Clothes for Kids distributes only brand new items, including quality clothing basics like socks, underwear, t-shirts, pants, mittens, and infant layettes.
- Shoes and Clothes for Kids' distribution network is comprised of 35 social service agency sites in the Greater Cleveland area that distribute Shoes and Clothes for Kids' products.
- Of every dollar donated to Shoes and Clothes for Kids, \$0.92 goes directly to the programs and services that benefit the children it serves.
- For six consecutive years, Shoes and Clothes for Kids has achieved the coveted 4star rating from Charity Navigator, an honor bestowed upon only 3% of the nation's charities.

Shoes and Clothes for Kids will have a booth at NOHRC. Underwear and socks are two of the most requested items for children in need but are often the least donated or available. You can help ensure that these basic essentials are something a child always has by participating in NOHRC's sock and underwear drive for Shoes and Clothes for Kids.

Please consider bringing new children's underwear, socks and/or monetary donations with you to the Shoes and Clothes for Kids Booth at NOHRC and help support a worthy organization in our community.

For more information about Shoes and Clothes for Kids programs and services or additional ways you can help, please log on to the website at www.sc4k.org or call 216.881.SHOE (7463).



PRADCO Committee Shirts

SAW, Inc. Registration Sponsorship

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> > E-postcard

UltimateSoftware E-postcard



We have added a new aspect to the conference this year—The Network Frenzy! The Network Frenzy is a fun way to network with vendors while collecting raffle tickets to win a Grand Prize as a part of our Chinese raffle! The more you make a connection with the vendors, the more tickets you could receive! We have several great prizes to raffle off, so you will want to be sure to visit and connect with as many vendors as possible to collect tickets and maximize your chances of winning!!

Another way to earn tickets towards the Chinese raffle is to support our sponsored charity, Shoes and Clothes for Kids (SC4K). We are asking attendees to bring in socks and underwear items, that are unused and in their original package. If you bring in an item, you can receive 1 ticket towards the raffle! The more items you bring in, the more tickets you will receive!

As always, there will also be the 50/50 raffle to help support our charity, SC4K. Last year, the 50/50 raffle raised over \$500, so please bring cash with you, on the day of the conference, to participate in a great cause!

Grand Prize - sponsored by Playhouse Square



Three Prize Packages - Theater Tickets / Dinner / and a Hotel room!

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A Foursome at the 2013 Cleveland SHRM Annual Golf Outing!



Four (4) General Admission tickets to the Rock and Roll Hall of Fame courtesy of The United Way of Cleveland.



Four (4) Canton Charge Tickets for the March 20th game courtesy of Aramark.



Custom 16" x 20" acrylic painting on canvas of Rock and Roll Hall of Fame and two gift certificates courtesy of Painting with a Twist.

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Signed Anderson Varejao Jersey



Eight (8) CSHRM luncheon meeting registrations for the 2013-2014 year!



Three (3) sets of Indians tickets in the Upper Box or Mezzanine area for the 2013 season.



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