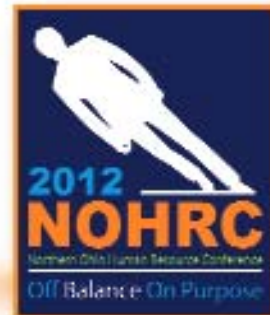
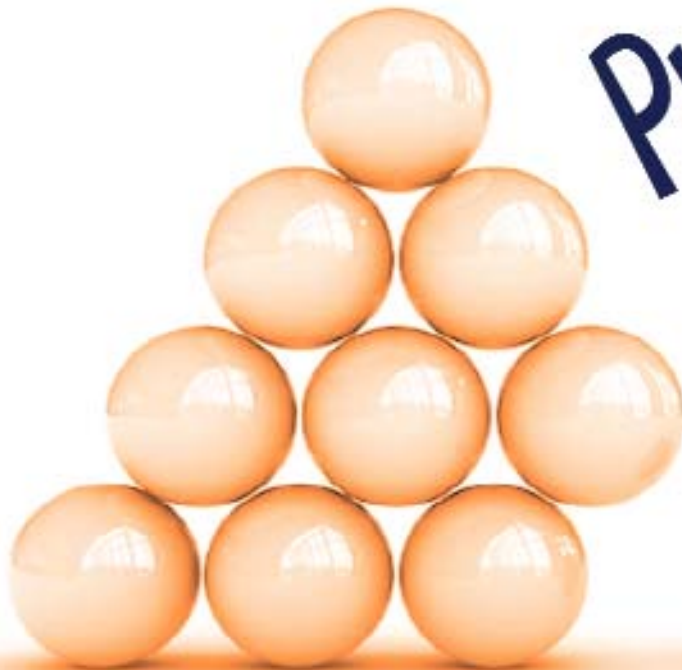


Off
Balance

On
Purpose



2012 NORTHERN OHIO HUMAN RESOURCE CONFERENCE
MARCH 9, 2012 • I-X CENTER • CLEVELAND, OH



here!

LIVEWORKPLAYRECRUIT

www.clevelandplusliving.com | THE ULTIMATE FREE RECRUITER/EMPLOYEE GUIDE.

Introducing the first regional Web site to provide not only information about companies and jobs, but details about the neighborhoods, cultural activities, area schools, entertainment and more!

Designed by local professionals, executive recruiters and realtors, the site helps to introduce the Cleveland Plus region and all of its assets to your recruits. [Link to it and put it to work for you!](#)

Cleveland+
Akron+Canton+Youngstown

Table Of Contents

Welcome from NOHRC Chair	2
Welcome Letter from Cleveland SHRM President	2
Schedule of Activities	3
Map of I-X Center/Exhibitor Listing	4
Keynote Speaker	5
NOHRC Gives Back	5
Bookstore	5
Past Conference Chairs	6
2012 NOHRC Conference Sponsors	6
After Hours Social Event	7
Session Summaries	8
Exhibitor Directory	
Platinum	16
Gold	17
Silver	18
Bronze	19
2012 Committee Roster	27
Recertification Credit Form	28

Welcome from NOHRC Off Balance On Purpose



Kelly Davis
Chairperson

Dear Human Resource Professional:

Thank you for joining us for the 46th Annual Northern Ohio Human Resource Conference – **Off Balance – On Purpose**. This is a great opportunity for you to learn and grow in your HR role while networking with hundreds of colleagues and area HR vendors.



Tamara Hagerty
Vice Chairperson

We are glad that you have made the decision to attend Northeast Ohio's premier human resource conference. We have a terrific line up of speakers and we know that you will receive a great deal of value from today's programming. And, we are excited to let you know that the conference has been pre-approved for 5.5 recertification credits –

3.5 of which may be considered strategic!

Together we'll enhance our skills to lead, strategize, and become business partners within our organizations – while balancing to perform at our best every day!

NOHRC will start the day with Laura Stack speaking on *HR's Strategic Role in Improving Workforce Productivity*. Don't miss out on a terrific way to start off the conference in the ballroom upstairs. Laura will be back later in the morning as one our 10 concurrent session speakers.

Our theme is based on the work by Dan Thurmon - NOHRC's Keynote Luncheon Speaker. Thurmon is the author of two books, a renowned speaker, and a recognized expert in delivering peak performances - on stage and in the workplace. He will be showing us how to handle the unexpected while staying connected to the most important aspects of our careers and our everyday lives.

We have included a number of concurrent sessions to choose from this year. And, we'll end the day with three power speakers, NOHRC

favorites Jim Smith and Tom Tomasula - and "new-to-NOHRC" – Kostas Voutsas.

NOHRC is pleased to announce that we'll be supporting Achievement Centers for Children. The Center will have a booth in the exhibit hall. Stop by and find out more about this great organization!

NOHRC provides a great opportunity to network with HR professionals and visit with over 70 exhibitors. We know that you'll be pleased with the product offerings and services available for review in the exhibit hall. This is a great time to see the opportunities available to you as resources even though you may not have an immediate need.

We'll end the day with our famous "After Hours Social" generously sponsored by Alliance Staffing Solutions. Plan on joining us at the 100th Bomb Group Restaurant. Remember, what happens in "Vegas", stays in "Vegas!"

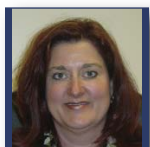
Feedback about your conference experience is welcome and encouraged. Please give your thoughts via the conference evaluation that will be sent to your email address within a week following the conference.

Thanks again for attending NOHRC 2012!! We hope that you will take away plenty of ideas from all of our great presentations and embrace the new approach of being "Off Balance – On Purpose."

Kelly Davis
2012 NOHRC Chair

Tamara Hagerty
2012 NOHRC Vice Chair

A Note from the Cleveland SHRM President about Greater Cleveland's Premier Human Resource Organization



SueAnn Naso
President,
Cleveland SHRM

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 this annual event now in its 46th year!

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 "**Off Balance – On Purpose**" 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 big thank you to our NOHRC Chair, Kelly Davis and our Vice Chair, Tamara Hagerty. Both have demonstrated leadership in making this conference a success. Thanks also to all of NOHRC Committee members for their contribution, dedication, and time to make this conference the best ever!

I further offer a big **THANK YOU** to all the NOHRC exhibitors and sponsors, who made this day possible and helped to keep our attendance costs down.

SueAnn Naso
President, Cleveland SHRM





NOHRC Off Balance on Purpose Schedule of Events

Time	Title of Session	Speaker	Room
8:00-9:15 AM	Opening Keynote		
	HR's Strategic Role in Improving Workforce Productivity: Balancing High Performance and Engagement ***Pre-Approved for Strategic Management Credit***	Laura Stack	Ballroom
9:15-10:00 AM	Visit the Exhibit Hall		
10:00-11:00 AM	Concurrent Sessions		
	Organizing Your Office And Your Life - Survive Information And Clear The Clutter	Laura Stack	Room 17/18
	"They Just Don't Get It!" Changing Resistance Into Understanding	Leslie Yerkes	Room 13
	The Generational Mix - Contention Or Collaboration?	Deborah Easton	Room 14
	90% Of Life Is Showing Up: Legally And Effectively Addressing Employee Absenteeism	Jodie-Beth Galos	Room 15
	Change Anything - The New Science of Career Success	Kurt Southam	Room 16
11:15-1:15 PM	Luncheon Keynote-		
	Dan Thurmon: Off Balance on Purpose		Ballroom
1:15-2:00 PM	Visit the Exhibit Hall		
2:00-3:00 PM	Concurrent Sessions		
	Rock The Boat: Leadership Programs That Get Down To Business ***Pre-Approved for Strategic Management Credit***	Susan Pyles	Room 13
	Blazing New Trails - The State Of Engagement	Don MacPherson	Room 14
	What's Hot And What's Not: Understanding Legal Topics Affecting Your Workplace Today	Kelli Michaud	Room 15
	Serious Cost Containment Without Cost Shifting To Employees: Managing Costs By Managing Details	Jim Farley	Room 16
	Activity Based Training-Keeping Them Off Balance	Susan Aldrich	Room 17/18
3:00-3:30 PM	Visit the Exhibit Hall/Break		
3:30-4:45 PM	Power Sessions		
	Secrets to Making Diversity Work ***Pre-Approved for Strategic Management Credit***	Kostas Voutsas	Room 17/18
	Strategically Aligning the Talent Acquisition and Talent Development Function ***Pre-Approved for Strategic Management Credit***	Tom Tomasula	Room 16
	Happiness, Stress, And The Body Of Leadership	Jim Smith	Room 15
4:45-5:15 PM	Prize Drawing		



This program has been approved for 5.5
recertification credits by the HR
Certification Institute – 3.5 hours of which may be considered
strategic.
Please see the Recertification Form on Page 28.



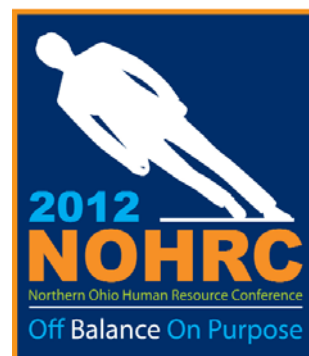
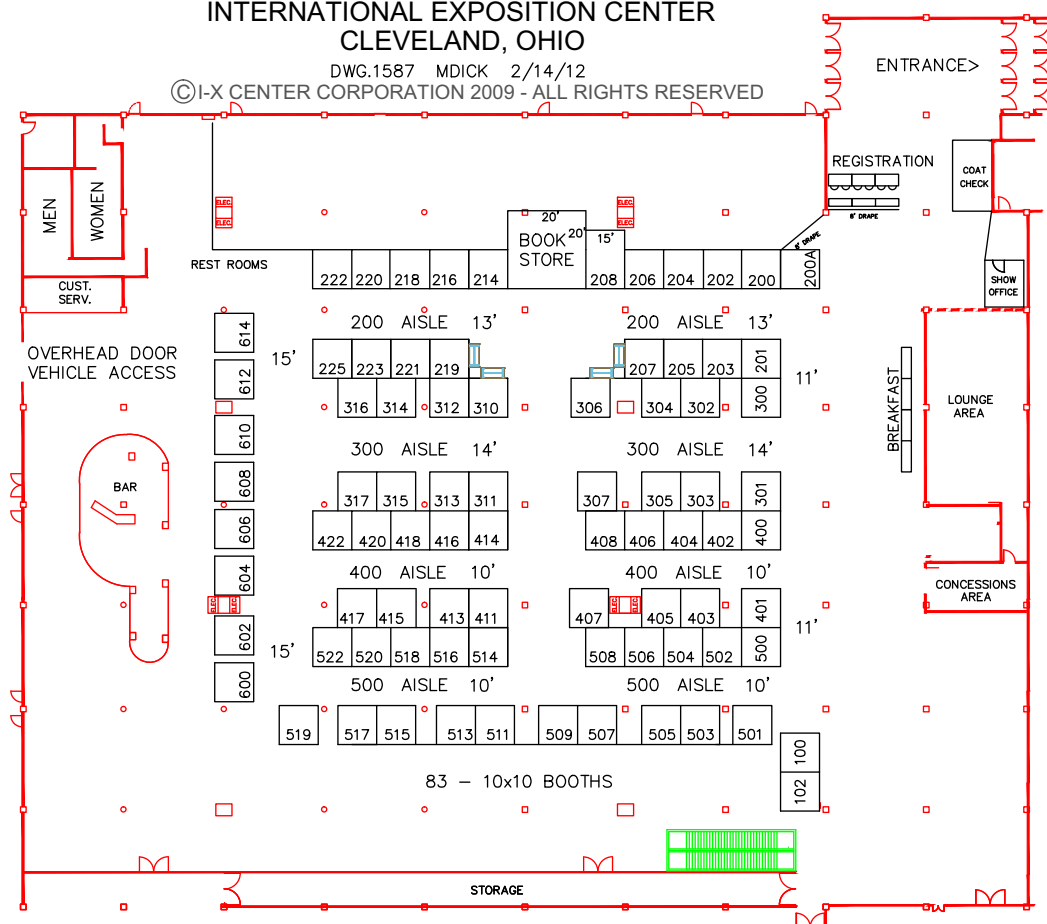
NORTHERN OHIO HUMAN RESOURCE CONFERENCE

MARCH 9, 2012

INTERNATIONAL EXPOSITION CENTER
CLEVELAND, OHIO

DWG.1587 MDICK 2/14/12

©I-X CENTER CORPORATION 2009 - ALL RIGHTS RESERVED

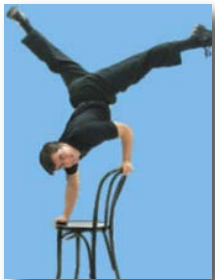


Exhibitors - 2012 NOHRC - Off Balance On Purpose

212 Capital Group -----	413	Corporate Screening -----	404	Oswald Financial -----	219
Achievement Centers for Children -----	214	CPI-HR -----	301	Playhouse Square -----	225
Action Management Services -----	216	Crimcheck.com -----	315	Polaris Recruitment Communications -----	313
Adecco -----	522	Cuyahoga Community College -----	511	Right Management -----	317
Aerotek, Inc. -----	201	EASE@Work -----	507	Robert Half International -----	306
Akron Beacon Journal/jobs.ohio.com -----	505	ERC -----	502	Senior Insurance Services -----	422
All Ohio Secure Shred -----	520	Everstaff -----	515	SHRM -----	200
AllState Benefits -----	519	FirstEnergy, BETA -----	222	SkillSurvey, Inc. -----	206
Alliance Staffing Solutions -----	401	FMS, Inc. -----	302	Skoda Minotti -----	518
Andrews Moving and Storage -----	416	Gallagher Benefit Services -----	406	SOFA USA -----	503
Application Verification, Inc. -----	223	Genesis 10 -----	608	Stanley Staffing -----	408
Ascentis -----	203	Global Cash Card -----	420	Stevens Worldwide Van Lines -----	305
Baldwin-Wallace College -----	316	Hiram College -----	312	Swings-n-Things -----	606
Benefits Resource Group -----	501	Horizontal Books -----	Bookstore	TalentWise -----	414
CareWorks -----	415	HR Certification Institute -----	204	Team Promotions -----	403
Carney McNicholas, Inc. -----	207	Humana Pharmacy Solutions -----	218	The Center for Corporate and Professional Development at Kent State University -----	303
Cedar Point Amusement Park -----	516	Hylant Group -----	300	The Human Resource Department, Inc. -----	417
CHAMPS Human Resources -----	405	J.P. Farley Corporation -----	100	The Plain Dealer -----	514
Cleveland Corporate Challenge -----	304	Kaiser Permanente -----	200A	Ultimate Software -----	500
Cleveland Metroparks Zoo -----	513	Legacy Business Cultures -----	205	USA Mobile Drug Testing -----	506
Cleveland Plus -----	102	LegalShield -----	517	Virtual Job Tryout -----	407
Cleveland SHRM -----	202	MetLife -----	509	VISYT, LLC -----	400
Cleveland.com -----	311	Michael C Fina -----	307	Wellness Evolution/Advocare Group, Inc. -----	610
College Advantage -----		MTM Recognition -----	504	Wellness IQ -----	418
Ohio Tuition Trust Authority -----	508	NAS Recruitment Communications -----	402	YRU Leaving -----	314
Colortone -----	220	National Corporate Housing -----	408		
CompManagement, Inc. -----	411	Oswald Companies -----	221		



Keynote & Luncheon



Guaranteed to be both energizing and a “must see” Keynote Luncheon session, Dan Thurmon, author of *Off Balance On Purpose*, will show us how to take charge of our circumstances, stretch our abilities, and create a blueprint for professional success!

Afterward, you will be equipped to:

- Own Your Reality
- Seek Your Purpose
- Lean Forward
- Leverage Your Resources
- Follow Through



We have a special stage set up for Dan. In his signature fashion, Thurmon punctuates his message with dynamic demonstrations, incorporating acrobatics, breathtaking stunts, and audience interaction to create a one-of-a-kind experience you audience will never forget.

Dan’s philosophy can be summarized by the title of his book, *Off Balance On Purpose*. He believes that we will never achieve “perfect balance” and should, instead, learn to embrace uncertainty and initiate positive changes that lead to growth. Also, we should go beyond the pursuit of “success” and enhance our life experiences and professional endeavors with purposeful, positive contributions.



Keynote Luncheon Sponsored by:

The Center for Corporate and Professional Development at Kent State University



Keynote Luncheon Speaker Sponsored by:

Alliance Staffing Solutions

NOHRC Gives Back

Annually, NOHRC elects an organization to support in its “NOHRC GIVES BACK” initiative. This year, Achievement Centers for Children has been invited to participate and exhibit in the 2012 Northern Ohio Human Resource Conference (NOHRC).

The mission of the Achievement Centers for Children is to enable and empower children with disabilities and their families to grow, learn, play and prepare for lifelong achievement in society. The organization provides a broad range of services and programs for children with disabilities and special needs. The nearly 4,000 children and families that benefit from services may be your employees, friends, family, or others in our community. We offer:

Education and Autism Services

Therapy Services

Recreation and Adapted Sports

Family Support Services

Stop by booth 214 and learn more about



Bookstore

Back by Popular Demand is the NOHRC Bookstore! This is the third year that the bookstore has been staffed by Horizontal Books. Come in, browse and purchase some of the leading print and audio materials from the human resources industry.

Horizontal books is committed to providing quality reading material at affordable prices.

Since 2005 Horizontal Books has been building a presence as an online-only bookseller. Now you can also visit their retail location in Ohio City. Horizontal Books is located at 1921 West 25th Street, Cleveland Ohio or via the web at www.horizontalbooks.com

HORIZONTAL BOOKS



Past NOPEC/NOHRC Chairs

1981	Raymond C Jones
1982	Roderick P Deighen
1983	Hugh R Fiebig
1984	Robert Gillespie/Sam Krentzman
1985	Joseph E Tirpak
1986	Charles Haddad
1987	Joseph Gustin
1988	Ralph Dise
1989	John Basilone
1990	Marilyn Bosak
1991	Marilyn Bosak
1992	Mary Mielcarek
1993	Patrick Perry
1994	Tom Dankowski
1995	Tom Dankowski/Paul Johnson
1996	Paul Johnson/Jim Smith
1997	Jim Smith
1998	Terri Kitz (now Terri Forster)
1999	Sherri Beedles
2000	Mary Vales
2001	Michelle Pastir (now Reynolds)
2002	David Duane
2003	Barb Bish
2004	Bobette Poussart
2005	Tim Slager
2006	Suzanne Bloomfield
2007	Veronica LoParo
2008	Maria Gaeta
2009	Michelle Salis
2010	Holly Hall
2011	Robin Doerschuk
2012	Kelly Davis

2012 Conference Sponsors



Alliance Staffing
Luncheon Keynote Speaker



Kaiser Permanente
Morning Keynote



JP Farley Corporation
Registration Mailer & Registration
Sponsor



Mansour, Gavin, Gerlack & Manos Co., LPS
Session Sponsor



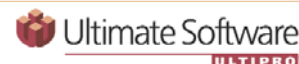
Medical Mutual
Session Sponsor



Gallagher Benefit Services
Continental Breakfast



Kent State University
Conference Luncheon



Ultimate Software
E-postcard



JP Farley Corporation
E-postcard



Crimcheck.com
E-postcard



HR Certification Institute
E-postcard



Jackson Lewis LLP
Afternoon Break

After Hours Social Event!

Thanks to the generosity of Gold Sponsor Alliance Staffing Solutions, NOHRC attendees are invited to attend the *After Hours Social Event*.

Alliance Staffing Solutions has been partnering with NOHRC for a number of years now and the After Hours Event is loads of fun!

The event will be held at the 100th Bomb Group Restaurant immediately after the prizes are announced. Visit Alliance's Booth (#401) for directions!



What happens at NOHRC, Stays at NOHRC

Join us after the annual **Northern Ohio Human Resources Conference** at our **FREE** networking event for HR Professionals and guests of Alliance Solutions Group. Our after party is a great opportunity to unwind, network with other HR professionals, have a drink on us and try out your luck at the tables to win great prizes for great causes.

Where: 100th Bomb Group Restaurant
20920 Brookpark Road (north of the airport)

When: Friday, March 9th from 4:30pm — 8:30pm

RSVP: at www.nohrcafterparty.eventbrite.com

ALLIANCE solutions group

ALLIANCE financial solutions **ALLIANCE** healthcare solutions **ALLIANCE** technical solutions **ALLIANCE** scientific solutions
ALLIANCE managed services **ALLIANCE** office solutions **ALLIANCE** industrial solutions



WE ARE IN
THE PEOPLE
BUSINESS.

Cloud Technology
for People Management Solutions

Ultimate
SOFTWARE

People first.

1-800-432-1729
www.ultimatesoftware.com



KEYNOTE OPENING

Pre-Approved for Strategic Management Credits
HR's Strategic Role
in Improving Workforce
Productivity: Balancing High
Performance and Engagement



Laura Stack

- Increase headcount without increasing salary expense;
- Manage the two critical dimensions of productivity impact;
- Uncover the five productivity personalities your employees will exhibit.

HR professionals are in a unique position to help employees balance their unbalanced lives. Employee engagement is all the rage, but an HR professional must do more than engage employees to drive performance. Using a model that assesses engagement and performance of each employee, HR professionals can work with managers on improving individual employee productivity.

For nearly 20 years, Laura Stack has presented onsite seminars on improving output, lowering stress, and saving time in today's workplaces. She has implemented productivity-improvement programs at companies such as Wal-Mart, Cisco Systems, Aramark, and Bank of America. She's the bestselling author of four books, including *SuperCompetent*, and has been a spokesperson for Microsoft, 3M, Xerox, Office Depot, and Day-Timer. Laura is the founder and President of The Productivity Pro®, Inc., and the president of the National Speakers Association (NSA). Her forthcoming book, *What to Do When There's Too Much to Do*, hits bookstores in April 2012. To book Laura to speak at your next meeting, visit www.TheProductivityPro.com.

CONCURRENT SESSIONS

90% Of Life Is Showing Up:
Legally And Effectively
Addressing Employee
Absenteeism



Jodie-Beth Galos

- Keys to delivering proactive and hard-hitting messages when dealing with chronic abusers and rule breakers;
- Legal do's and don'ts of effective policies that reduce absenteeism and provide appropriate disciplinary sanctions;
- New approaches to stemming problem absenteeism, including supervisory, values and policy changes.

No-show employees cause resentment for the rest of the team. Besides creating morale issues, it racks up millions of dollars each year in lost productivity. What innovative, legally-sound techniques can you use to confront legitimate abuse and save money? 90% of Life/Absenteeism addresses avoiding legal landmines -- federal and state laws critical to absenteeism issues. The focus is confronting problem employees and nipping excuses in the bud (including FMLA intermittent leave abuses). The presentation also looks at reframing thinking to create more effective policies and practices - reconfiguring work where appropriate and reducing abuse in order to combat negative morale before it poisons your organization. This practical, fast-paced program provides the very latest information on creative techniques to reduce employee absenteeism, foster managerial and employee accountability about attendance and improve your organization's bottom line.

Jodie-Beth Galos, Esq., SPHR is a successful attorney, businesswoman, and an in-demand speaker on proactive employee relations. Her participants extol her full command over intricate laws and complex management issues. Jodie-Beth can make unquestionably dry topics, such as delivering performance feedback, harassment prevention, family medical leave, behavior-based interviewing, discipline/termination -- among others, practical and compelling. In addition to her speaking and consulting practice, she serves, on a part-time basis, as the Chief Operating Officer of The Citadel Mentor Association. Before opening her own public speaking and consulting practice, Galos & Associates, LLC, Jodie-Beth worked in large organizations: Associate Attorney at Jackson Lewis; Director of Employee Relations at Saks Fifth Avenue; Vice President at United HealthCare; and Senior Vice President at Smith Barney -- guiding top management in building a pipeline of employee talent. She is a graduate of Barnard College, Columbia University and the Boston University School of Law.



Leslie Yerkes

'They Just Don't Get It!'
Changing Resistance
Into Understanding

- Learn a process for building mutual understanding and shared commitment instead of perpetuating resistance and misunderstanding;
- Learn five key behaviors of communication that promote understanding and accountability;
- Learn how to coach organizational leaders to deliver important messages and facilitate conversations that promote engagement.

This highly interactive session will engage participants in exploring how to communicate and interact in ways that engage others. And how create conditions under which individuals advance themselves under their own motivation and propel the organization in the intended positive direction with the least amount of energy lost to resistance and the struggle of power.

President, Catalyst Consulting Group, Inc. Leslie is a paradox. She was born an old soul who, while in her early mid-life, maintains a perpetual state of Peter Pan -- gotta fight, gotta fly, gotta grow. She is a fountain of ideas, but concerned with the smallest detail. Her comfort for risk taking is extreme yet, regarding her role in life and her concern for others, she is overly responsible. She relishes rituals and symbolism, yet cannot resist a spontaneous adventure. Leslie values leadership, loyalty and trust in relationships. Some of her role models include: Mother Theresa, Albert Einstein, Amelia Earhart, Viktor Frankl, Eleanor Roosevelt, Joseph Campbell, and Click and Clack the Tappet Brothers.

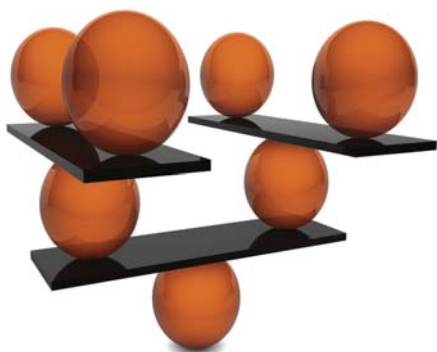
Leslie's measure of her success as a business leader and consultant is that she applies to herself first all the consulting principles in which she engages her clients. In her work as an organizational development / change management consultant, her goal is not to be positioned as an expert but rather as a trusted advisor. She is a voracious learner and places a high value on her own journey of discovery.

Leslie earned her Master of Science in Organizational Development at Case Western Reserve University after graduating cum laude from Wittenberg University with a Bachelor of Arts. She founded Catalyst Consulting Group, Inc. in 1987. Her philosophy is simple: People are basically good, well intentioned, courageous, and able to learn. Her job is to provide a framework in which people can draw on their own inner resources to find creative solutions.

Leslie has taught at John Carroll University, Baldwin Wallace College and is on the faculty at the Weatherhead Dively Center for Executive Education.

Like children, Leslie's work is now play. Leslie lives and works in Cleveland, Ohio. When she plays she likes to play in Australia and Europe. Her list of favorite play includes fly-fishing, scuba diving, cattle drives, Community Theater, swimming with dolphins, and time spent with family and friends.

Leslie is co-author of the bestselling *301 Ways to Have Fun at Work* and the author of the *Fun Works: Creating Places Where People Love to Work*. Leslie's third book entitled *Beans: Four Principles for Running a Business in Good Times or Bad* was published in 2003. Leslie's new title in 2005 is *They Just Don't Get It: Changing Resistance into Understanding*. Leslie has two new books in 2007 *Motivation in the 21st Century: Beyond Kicks and Carrots* and the second edition of the best selling *Fun Works: Creating Places Where People Love to Work*.





The Generational Mix - Contention Or Collaboration?

Deborah Easton

- Participants will learn to recognize the subtle ways in which generational differences create interpersonal conflicts among employees;
- Participants will identify work practices of each generation in behavioral examples, not merely the theoretical approach most generations information is presented;
- Participants will identify the ways in which generational differences affects organizational policies in areas such as customer service, employee personal time, and how work style preferences affect performance appraisal ratings.

Does your organization employ many Baby Boomers who believe in creating warm internal and external customer relationships? Are some of these professionals dismayed by younger employees' views that good customer service is simply fast service? Do you employ Generation X who believes in independent problem-solving and who becomes frustrated by the time it takes for chain-of-command or committee decisions? Does your organization have younger supervisors managing older workers? There are several generations of customers and employees in most organizations today, creating new and unique customer service, management and teamwork issues. This program is an engaging approach to this topic, presented by the facilitator in the costume and communication style of each generation. Participants will gain a new perspective that will assist in enhancing productivity, communication, cohesiveness and morale. This presentation provides additional perspective to a frequently-discussed topic by concentrating on behavioral examples of each generation's mind-sets in day-to-day interactions with colleagues, employees, supervisors and customers. The focus is on the key strategies for communicating most effectively with each generation. The different ways in which respect is expected to be communicated both verbally and non-verbally is emphasized. After each generation's characterization by the facilitator, the audience will be provided with an opportunity to question each "generation" about their mind-sets and preferences on any topic that the audience finds relevant.

As a Communication Skills Consultant/Trainer for 30 years, Deborah Easton provides audiences with practical and effective advice for communicating with colleagues, customers or direct reports. Her techniques for one-to-one interactions or group communications provide participants with practical strategies for handling difficult interactions. Every program is adapted to the needs of each unique organizational culture or individual being coached. Her humorous style leaves a lasting impression. Deborah's most often requested training/consulting topics are: What Style Communicator Are You?, Generations Working Together, Communicating Performance

Expectations Effectively, Interpersonal Communication Skills, Coaching Soft Skills Competencies, Dealing with Difficult Behaviors, Coaching Accountability, Team Communication, Dynamic Speaking Skills, Conflict Management, and Effective Listening. Deborah has a master's degree in speech communication and taught communication courses (1981 - 1991) in Kent State University's Department of Communication Studies, where she supervised 40 instructors of the speech fundamentals program. She also taught Managerial Skills for 4 years in Kent State's Graduate School of Management. Deborah has served on the Advisory Board for the School of Communication Studies. Deborah has conducted programs for a variety of corporations and organizations, including: health care, manufacturing, public utilities, insurance, social services, finance, technology and telecommunications. She has been instrumental in numerous special projects, including developing performance evaluation systems, facilitating cultural change and conducting a yearly curriculum of courses for several clients. Among the hundreds of clients to whom Deborah has presented are: First Energy, American Greetings, NASA, The Cleveland Clinic, FedEx Custom Critical, Hyland Software, Sherwin-Williams, First Merit Bank and Windstream Communications.



Organizing Your Office And Your Life: Survive Information Overload And Clear The Clutter

Laura Stack

- Understand the difference between being "tidy" and "organized;"
- Learn six crucial brain shifts you must make to be organized in today's workplace;
- Implement six simple, practical options for handling paper, e-mail and voice mail.

Do you get 100 emails every day? Do you feel like you're slowly drowning in a sea of paper? Does the sight of your messy office and overflowing email in-box frustrate you? Then this course is for you! You may work hard. But if you're disorganized, every step is a struggle. In this age of downsizing and a do-more-with-less mentality, efficiency is more important than ever before. This course will help staff members, professionals, and managers stay on top of it all. You will gain scores of new tips and techniques for bringing order into your life, both personally and professionally!

For nearly 20 years, Laura Stack has presented onsite seminars on improving output, lowering stress, and saving time in today's workplaces. She has implemented productivity-improvement programs at companies such as Wal-Mart, Cisco Systems, Aramark, and Bank of America. She's the bestselling author of four books, including *SuperCompetent*, and has been a spokesperson for Microsoft, 3M, Xerox, Office Depot, and Day-Timer. Laura is the founder and President of The Productivity Pro®, Inc., and the president of the National Speakers Association (NSA). Her forthcoming book, *What to Do When There's Too Much to Do*, hits bookstores in April 2012. To book Laura to speak at your next meeting, visit www.TheProductivityPro.com.



Change Anything - The New Science of Career Success

Kurt Southam

- Help participants understand the perils of five career derailers; unreliability, "it's not my job," procrastination, resistance to change, and negative attitude;
- Help participants address behaviors that hinder performance and career development;
- Help participants understand the Change Anything model with performance and career focus.

VitalSmarts research shows that 97 percent of employees have some career-limiting habit that keeps them from achieving their potential: Unreliability, "It's not my job," Procrastination, Resistance to change, and Negative attitude. As a result, they not only forfeit promotions, they also contribute to growing deficiencies in corporate productivity and results. This engaging presentation will introduce participants to the Change Anything model which offers a proven strategy for successfully changing behavior to improve career success. Participants will better understand how to: 1. Escape the willpower trap. Those who fail believe they lack willpower when in reality, they are blind to and outnumbered by the many sources of influence shaping their behavior. 2. Be the scientist and the subject. Successful changers develop a unique theory of change tailored to their specific needs. 3. Turn bad days into good data. Successful changers care less about dramatic success than they do about incremental learning.

Kurt D Southam is President of Southam Consulting, LLC, a practice that specializes in employee development and human performance. Kurt has worked with many CEOs and other executives in one-on-one executive coaching, team development, and strategy. He holds masters and doctorate degrees in organizational behavior and is widely known for his expertise in helping organizations achieve high performance. He headed quality improvement and organizational development at Armour Swift-Eckrich, was director of management development for executives of a 3,500-unit restaurant chain and was president of a healthcare corporation. Kurt is a Principal Associate of VitalSmarts and Master Certified Trainer for Crucial Conversations, Crucial Confrontations, Influencer and Change Anything. He has extensive experience in helping individuals and teams move from good to great.



LUNCHEON KEYNOTE



Dan Thurmon

Off Balance
On Purpose

- Demonstrate Top Performance "In Action;"
- Inspire and energize the audience to recommit to their objectives;
- Present techniques and strategies to initiate changes and sustain personal productivity and motivation.

How do you succeed in today's challenging, changing business climate? How do you sustain the commitment to grow personally and professionally?

Transitions of all kinds can be demanding and difficult. But these moments are also gigantic opportunities to redesign your approach to life and business. As we expand our global reach, this session will give you the encouragement and tools to take action!

In this energizing and "must see" session, Dan Thurmon, author of *Off Balance On Purpose*, will show you how to take charge of your circumstances, stretch your abilities, and create your blueprint for professional success! Afterward, you will be equipped to:

- Own Your Reality
- Seek Your Purpose
- Lean Forward
- Leverage Your Resources
- Follow Through

In signature fashion, Thurmon punctuates his message with dynamic demonstrations, incorporating acrobatics, breathtaking stunts, and audience interaction to create a one-of-a-kind experience you audience will never forget.

Dan Thurmon is the author of two books, a renowned speaker, and a recognized expert in delivering peak performances – on stage and in the workplace. As president of Motivation Works, Inc., he has worked with hundreds of clients and delivered thousands of presentations worldwide. Dan helps organizations and individuals implement action plans and move confidently through transitions. He began his performance career at eleven years old, crafting a one-man-show incorporating comedy, juggling and acrobatics. This enabled him to, at a very early age, develop a strong work ethic and learn fundamental lessons about performance excellence. Dan graduated from the University of Georgia with a degree in Marketing and Management. He has also extensively studied Personal Development and developed a unique methodology he teaches to audiences and clients.

A recent inductee to the prestigious "Speakers Hall of Fame," Dan Thurmon delivers experiences that go beyond motivation, teaching concepts and skills in a highly engaging and entertaining manner. He incorporates his lifelong performance skills to create high impact events. His programs have educated and uplifted Fortune 500 companies, young audiences, and even the troops on the front lines of Afghanistan and Iraq.

Dan's philosophy can be summarized by the title of his book, *Off Balance On Purpose*. He believes that we will never achieve "perfect balance" and should, instead, learn to embrace uncertainty and initiate positive changes that lead to growth. Also, we should go beyond the pursuit of "success" and enhance our life experiences and professional endeavors with purposeful, positive contributions.

CONCURRENT SESSIONS

Pre-Approved for Strategic Management Credits



Susan Pyles

Rock The Boat:
Leadership Programs That
Get Down To Business

- Isolate leadership competencies most critical to the organization's current and future success;
- Use organizational goals as the foundation for leadership development initiatives;
- Recognize leadership development best practices, share them with the executive team, and integrate them into your programs.

Are you looking to breathe new life into your leadership development program? Are you looking for more noticeable results that will turn your executives on their heels? Is your top or emerging talent out of sync with business leaders and drivers? If you answered yes to any of these questions, this program is for you. It may be time to turn your development efforts upside down, rooting them in business goals vs. training programs. This session will show you how to design more practical, measurable leadership development programs that support organizational goals. Specifically, you will learn how to...-isolate leadership competencies most critical to the organization's current and future success -use organizational goals as the foundation for leadership development initiatives -recognize leadership development best practices, share them with the executive team, and integrate them into your programs.

Susan Pyles is a Senior Talent Consultant and Trainer with ERC. Susan assists organizations with HR initiatives. She specializes in talent assessment, organizational and employee development, leadership development, performance management, coaching, mentoring, workforce planning, HR metrics, and employee engagement. Susan has 20 years experience in retail, banking, academia and consulting. Susan served in leadership roles in sales and service, communications, and talent management. Prior to joining ERC, Susan spent a decade in the award-winning training department of Ohio Savings/AmTrust Bank, ultimately leading the department as Vice President of Learning and Performance. Since joining ERC, Susan has led many human capital consulting initiatives, including performance management, executive coaching, strategic training plans, workforce planning, talent assessment, leadership development, and succession planning. Susan holds a Master of Communication from Kent State University and a Bachelor of Business Administration from Ohio University. Susan is a national member of the American Society for Training & Development and a sought-after national speaker.



Don MacPherson

Blazing New Trails -
The State Of
Engagement

- Make a convincing business case for employee engagement;
- Explain how specific HR practices impact engagement levels;
- Detail how extraordinary leaders and organizations engage their employees as well as teach them how to empower employees to own their own engagement.

Modern Survey is a human capital measurement company. From licensed technologies to full-service enterprise solutions, Modern Survey helps organizations gather employee and customer feedback to create positive change and make sound business decisions. With solutions covering employee engagement, performance management, 360-degree feedback, exit surveys, customer satisfaction and much, much more, Modern Survey offers a smart blend of science, strategy and technology. Through direct and partner channels, Modern Survey solutions have been used by more than 500 companies, over 85 of which are among the Fortune 500.

Don MacPherson is an employee engagement expert with over 17 years of experience in the field of human capital measurement. As President and Co-founder of Modern Survey, MacPherson champions the organization's consulting and employee engagement products and oversees all Sales and Marketing efforts. MacPherson has led employee survey projects for clients ranging from small non-profits to Fortune 100s all over the world, and has served as a delegate on state trade missions to Asia, South America and the Middle East. Modern Survey's research on the subject of engagement has been referenced by publications such as Talent Management Magazine, Chief Learning Officer, HR Executive Magazine and Harvard Business Publishing. MacPherson has also used this research to brief the Federal Reserve Bank.





What's Hot And What's Not: Understanding Legal Topics Affecting Your Workplace Today

Kelli Michaud

- Identify potential risks arising out of and relating to a variety of current legal issues impacting employers;
- Understand the potential for employer liability;
- Assess policies and procedures for potential trouble spots; and develop strategies for limiting or reducing potential liability.

The employment law landscape is ever changing and constantly evolving. Employers who do not keep up with the most recent developments will find themselves facing potential liability and related employee morale issues. Specifically, we will review:

- The National Labor Relations Board most recent initiatives, including posting requirements and an increased regulatory presence that will impact all employers, regardless of whether the workforce is unionized;
- The latest in FMLA and ADA issues, including new developments in absence management programs and related leave issues;
- Social media continues to be pervasive in our culture and workplaces. Learn how to address (or not) your employees' actions in the social media world, how to more effectively regulate employees' social media use at home and work;
- The Department of Labor's enforcement and investigation of wage and hour issues is reaching a record pace. In particular, the DOL is focused on various independent contractor issues and employee misclassification issues. Moreover, the DOL is issuing new aggressive regulations that will impact many aspects of your wage and hour program;
- And many more hot topics.

KELLI MICHAUD is an associate in the Cleveland office of Jackson Lewis LLP. She is admitted to practice law in Ohio state court and in several federal courts in Ohio and Michigan. Ms. Michaud received her Juris Doctor, cum laude, from The Ohio State University Moritz College of Law. She received her Bachelor of Science in Business Administration, magna cum laude, from The Ohio State University Fisher College of Business.

Ms. Michaud regularly counsels employers on ADA, FMLA and related leave issues. She has conducted numerous training sessions on litigation avoidance, anti-harassment and management of employee leaves. She regularly works with employers to develop and implement personnel policies. In addition, Ms. Michaud is a frequent speaker before business and employer associations, including the Cleveland chapter of the Society of Human Resource Managers (SHRM), of which she is a member. Ms. Michaud also has extensive litigation experience representing employers in employment discrimination/harassment/retaliation, whistle-blowing, promissory estoppel, and restrictive covenant disputes. She has also worked with clients to draft, develop, enforce and defend various restrictive covenant agreements, including claims involving non-competition and non-solicitation agreements, the protection of confidential information and related business claims.

Ms. Michaud has authored an article in the Ohio State Law Journal and contributed to an article on wellness programs. She is a member of the Cleveland Metropolitan, Ohio and American Bar Associations and their committees on labor and employment law and litigation. She also works with several volunteer organizations in the Cleveland area that provide assistance to local schools and individuals. She has been designated as a "Rising Star" for 2009, 2010 and 2011 by Cincinnati Magazine.



Serious Cost Containment Without Cost Shifting To Employees: Managing Costs By Managing Detail

Jim Farley

- To educate those in a Human Resource role, directly involved in benefit decision-making or not, on current and future cost drivers and practical implications of health reform beyond the laws themselves, and how to provide a low cost health plan that still fulfills employee needs;
- Provide tools and solutions to assist those in the HR role to properly evaluate benefit solutions and alternatives and proactively create a strategy for keeping employee satisfaction high;
- Learn about savings opportunities and plan design solutions for your health plan.

This presentation is designed to be both an educational and forward thinking session in helping employers continue to maintain a balanced approach to employee benefits. The session will also elaborate on opportunities and provide solutions and new innovations in employee benefit design for HR representatives to share with other company decision-makers to allow their company to continue to provide competitive benefits for helping to attract and retain a strong, healthy workforce.

Jim Farley has over 30 years experience in the benefits industry, both within his own company and in leading industry organizations. Jim's experience includes leadership in the Third Party Administration Industry, serving as the president of The Self Funded Institute of Ohio, as Chairman of the National Association of Employee Benefits Administrators (NAEBA), and as Chairman of the Society of Professional Benefit Administrators (SPBA), and President of QUBIC, a consortium of innovative third party administrators. Jim has presented a variety of benefits topics to varied audiences, including company boards, and to local and national conference attendees and in radio guest spots. Mr. Farley's work with company decision-makers, human resource managers, financial officers, consultants, brokers and his own team of employees in provided him with a diverse array of discussion presentation and facilitation opportunities across the country. Jim has also testified in legislative and rule making hearings at the state and federal levels and served on the Ohio Department of Insurance Administrators Review Board.



Activity Based Training- Keeping Them Off Balance

Susan Aldrich

- Introduction to Accelerated Learning 5 phase cycle;
- How participants need to be engaged to learn;
- How to create more interactive and creative exercises and activities.

Susan will introduce The 5-Phases of Accelerated Learning focusing on how to design creative and engaging training activities. Using an activities matrix she developed, Susan will share her accelerated learning expertise to show you how to mix up your activities to keep your training participants happy and engaged, keeping them OFF BALANCE! The more participants are engaged with different activities and exercises that relate directly back to their REAL WORK the more results you will achieve in your training efforts. Without practice there can be no real learning. It is all about what the learner thinks, says and does. This hands-on program will revitalize your training by creating exercises, games and meaningful activities that give participants the much-needed practice they need before they leave your training. Susan will share her top activities and strategies, so come prepared to rethink, redesign and revitalize your training to keep it OFF BALANCE, ENGAGING AND FUN.

Susan co-facilitates the Cleveland/Akron ASTD Accelerated Learning Special Interest Group. Susan and has become known as a champion of bringing these new techniques to the greater Cleveland and Akron area. Susan's clients are raving about her ability to use these same techniques to train their staff and to quickly get them to start using Accelerated Learning/Activity Based training in their own organizations. Susan brings practical knowledge and hands-on experience in manufacturing and distribution. She has worked in the textile and furniture industry in NC, the steel industry in Cleveland and is a certified coach. Susan graduated from Baldwin-Wallace College. She belongs to the American Society for Training and Development and The International Alliance for Learning (IAL). For more than 20 years, she has spoken at meetings, conventions and trade shows.



POWER SESSIONS

Pre-Approved for Strategic Management Credits



Kostas Voutsas

Secrets to Making Diversity Work

- Learn about the human and public relations costs of not dealing with diversity as a systemic organizational change;
- Recognize how cultural and other differences affect productivity and how that translates to the bottom line of an organization;
- Learn how to change the entire organizational culture and get support from the top and throughout the organization.

With creativity, humor and real life stories, Kostas Voutsas reaches everyone in his audience as he dynamically explores secrets to successful communication when dealing with generational, gender, and cultural differences in today's workforce. Whether working with your colleagues or customers, this keynote will have valuable information that will empower you to break the barriers and prevent unnecessary biases, conflict, stereotyping, and misunderstandings. Travel with Kostas to the U.S., Greece, China, Mexico, Russia, Australia, Canada and throughout the world and explore strategies to making cultural diversity work. Discover his secrets to managing gender and generational differences. And please, share these secrets with the world!

Kostas Voutsas has been teaching Management and Human Resource courses for over 15 years. He is a Professor of Business at Dickinson State University (DSU) in the Bismarck location. He is also an author, a corporate trainer, and motivational speaker. Kostas received the distinguished teacher of the year award, the highest faculty award, the outstanding teacher of the year award, as well as the TRIO outstanding faculty award from DSU. He also received two outstanding presenter awards from Eastern Michigan University and the Clute Institute of Academic Research. Kostas delivers humorous dynamic presentations at national and state conferences and publishes his research in scholarly journals. He also serves as a consultant conducting individualized training/professional development seminars. His book *Secrets to Making Diversity Work* also discusses gender, cultural, and generational differences. Kostas also writes articles for the City Magazine. Kostas has a Master of Science degree in Human Resource Management and Organizational Development and a Master of Business Administration degree.

Pre-Approved for Strategic Management Credits
Strategically Aligning the
Talent Acquisition
and Talent
Development Function



Tom Tomasula

- Identification of the core similarities of Talent Acquisition and Talent Development;
- Leveraging the core similarities of Talent Acquisition and Talent Development;
- Recommendations to integrate and align Talent Acquisition and Talent Development.

In recent surveys of executives, talent acquisition often arise as the number one corporate priority. Talent development is usually in the top five, since it drives future capability and performance. This presentation will review the similarities of each function, and then suggest the possibilities to elevate these two key functions in your HR group and your company.

Tom Tomasula, Jr. is the Director, Global Talent Acquisition and Talent Development, and Domestic Relocation, for The Lubrizol Corporation, a ten-time NorthCoast 99 winner and a leading specialty chemical company that produces and supplies technologies that improve the quality and performance of our customers' products in the global transportation, industrial and consumer markets. Tom is responsible for developing and implementing the corporate talent acquisition and talent development strategy for the U.S., and working with global HR leaders to develop and execute a global strategy. He leads a team of recruiters who hire for Lubrizol's two business divisions, Additives and Advance Materials, as well as the corporate functions, and is responsible for the applicant tracking system and staffing metrics. In addition, Tom leads the talent development function to identify the learning and development needs of the organization, and to determine appropriate solutions. Tom works with the Executives, their leadership teams, and HR Leaders at Lubrizol to develop the vision and strategy to hire and develop top performers who are technical experts, can effectively lead employees, and can succeed and fit within with Lubrizol's culture.

Tom has a diverse professional background in which he has leveraged his expertise in recruiting, training, consulting, and business acumen to support organizations in effectively and efficiently attracting, selecting and retaining top performers. Tom has over 20 years of business experience in senior accounting, operations, human resources and recruiting roles with Arthur Andersen, Indiana University, Cole Vision Corporation, Employers Resource Council, and Ratliff & Taylor. His areas of expertise include direct recruiting, strategic talent acquisition planning, college recruiting programs, recruiting process assessments, leadership and financial training, orientation/on-boarding, succession planning and other employee retention programs. Tom's professional experience includes working with financial and professional service industries, retail, healthcare, manufacturing, and non-profits. Tom is a frequent speaker in the areas of talent acquisition, talent development and management, and talent strategy, including speaking engagements at the annual Northern Ohio Human Resources Conference, Ohio SHRM Conference, Employment (Staffing) Management Association meetings, local and regional SHRM chapters, Cleveland Accounting Show, Akron CPE Day, HR Star Conference and the Business Emergency Planning Association Conference.

Tom holds a Master of Arts in Business Administration (Accounting major) from the University of Michigan and a Bachelor of Business Administration (Accounting major, with a double major in Philosophy) from the University of Notre Dame. He is a Certified Public Accountant (inactive status) and maintains membership in the Ohio Society of Public Accountants and the American Institute of Certified Public Accountants. He is Past-President, Vice-President, and Secretary of the University of Notre Dame Club of Cleveland's Alumni Association; he is on the Alumni Board for the University of Notre Dame; and he is the past-Chairperson of the Employment Management Association (now the Staffing Management Association).

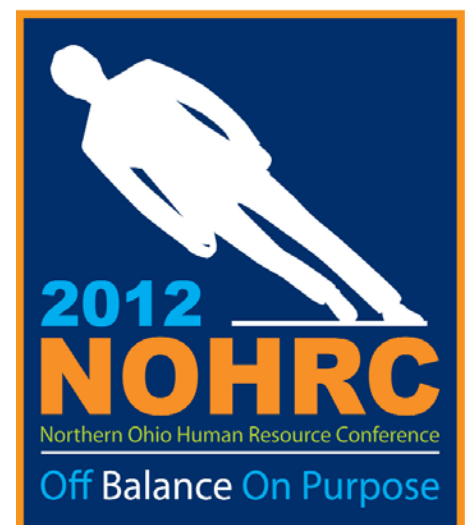


Jim Smith

Happiness, Stress,
And The Body
Of Leadership

- Participants will examine a core set of seven Universal Leadership Competencies that show up across all industries and professions, and that are required for success in tomorrow's world;
- Learn why it is important for leaders to learn to BALANCE -- intellectually, emotionally, and physically -- and why they need to focus on developing their leadership skills independent of functional expertise;
- Practice (physically embody) several somatic skills that support a more powerful personal/leadership presence, embody positive attitude when in conversation, and actively reduce stress.

Jim Smith, PCC, NCOC®, SPHR is an international executive coach, speaker, author, and change strategist. Jim works with senior leaders who are smart and successful AND who feel stressed and overwhelmed by the relentless pace and demands of their job. He helps his clients eliminate the stress and improve their effectiveness as Leaders. Jim has coached clients from sixteen countries and five continents to achieve greater leadership effectiveness and balance. He holds the highest designation in Ontological Coaching (NCOC®) through The Newfield Network where he serves as a Mentor Coach, and his PCC (Professional Certified Coach) designation through the International Coach Federation. Jim believes that You Become What You Do. He will challenge you to notice your habits, then change how you sit, stand, walk, talk, breathe... and Lead! P.S. Jim worships Dark Chocolate, and deeply believes that Happiness is a Decision, not an Event! Learn more about Jim at www.TheExecutiveHappinessCoach.com.



Stop being a number. And start being YOU.



cpihr.com
440-542-7800

THREE PRIZE PACKAGES TO WIN !

2 tickets to Mamma Mia!
1 Night stay at the Wyndham Hotel
2 Dinner certificates

Network with our exhibitors and fill in the quadrants of the Game Board found in your conference bag.

Complete the entire game board to be eligible to win the grand prizes and other selected gifts.

Drop the completed board to the
Cleveland SHRM booth (#202)
by 3:30 pm today!



PlayhouseSquare

Notes



KAMAN'S
Art Shoppes, Inc.

**Conference Committee Gifts
sponsored by**

Jeremy Miller
Kamans Art Shoppes inc.
Special Event Service Manager
(866)843-7960 ext.16
fax 440-708-1923
jeremym@kamansart.com
www.kamansart.com





Recruiting & Staffing Services

At Aerotek® not only do we know your business, we take the time to really understand your needs. So, whether you need to fill one position or require a staffing solution across your entire organization, we will find you the perfect fit. *Every time.*

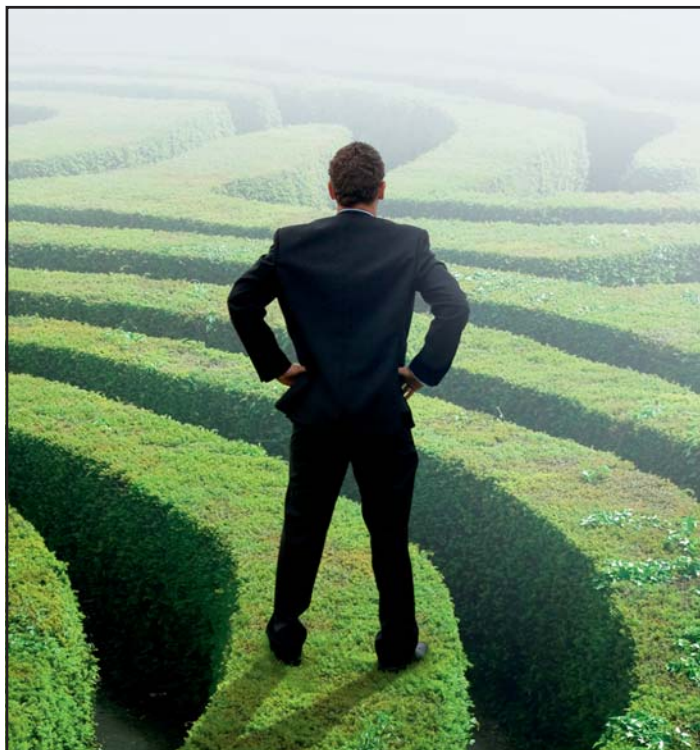
**Technical, Professional & Industrial Staffing
Contract, Contract-to-Hire & Direct Placement**

To find out how Aerotek can find you the perfect fit contact Phil Wagner at 216.573.5546 or pwagner@aerotek.com.

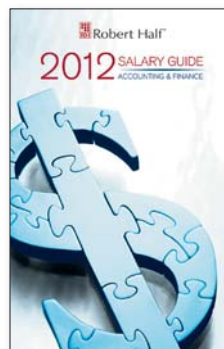


1.888.AEROTEK | Offices Nationwide | www.aerotek.com

EOE



We see where financial salaries are going before they get there.



Our Salary Center tools offer in-depth compensation data for more than 300 financial positions. To review salary trends, calculate local salary ranges and download a FREE 2012 Salary Guide, visit roberthalf.com/salarycenter.

Cleveland • North Olmsted • Beachwood

1.800.803.8367



Robert Half®

Excellence in Professional Staffing



Whatever it takes.

Finding the best employee and executive benefits are just the start.

Your business is like no other. That's why we develop employee benefits programs, investments and business plans that are tailored to meet your specific needs. Our professional team has the experience and expertise to make sure we create a solution that's right for your business — no matter what it takes.



BENEFITS RESOURCE GROUP®

Beyond Benefits™

benefitsrg.com

216.520.5000

NOHRC ATTENDEES:

REGISTER BY MARCH 16th & RECEIVE A \$25 GIFT CARD!

To receive this promotion, call 440/947-1300 and reference the code 'NOHRC'



HR University is a comprehensive development course for Human Resource professionals.

Quality, local HR training.

SESSIONS IN THE SERIES INCLUDE:

- Employment Law Fundamentals | April 26
- Orientation & Performance Management Planning | May 10
- Compensation & Benefit Plan Design Basics | May 24
- Staffing & Recruitment Practices | June 7
- Communication Skills for HR Professionals | June 21

All sessions are held from 9:00 a.m. to 4:00 p.m. at the ERC Workplace Center, 6700 Beta Drive, Suite 300, Mayfield Village.

PRICING:

ERC MEMBER & SPECIAL RATES

- \$820 for five-class series
- \$250 per individual session

NON-MEMBERS

- \$900 for five-class series
- \$300 per individual session

Special rates for members of CSHRM / Lake Geauga SHRM / Akron SHRM, and Baldwin-Wallace Alumni. Fees include all meals and course materials.

Classes begin April 26 ... Register now at HRUOhio.com or by calling 440/947-1300!



This series of five classes has been approved for 30 (general) recertification credit hours toward PHR, SPHR and GPHR recertification through the Human Resource Certification Institute (HRCI).

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



Platinum Exhibitors

Cleveland+ Akron+Canton+Youngstown Cleveland Plus

The Cleveland Plus Marketing Alliance drives Northeast Ohio's regional marketing campaign, which works to attract business, tourism and talent to Northeast Ohio. Learn more at www.ClevelandPlus.com. To help you recruit talent to the region, Cleveland Plus created www.ClevelandPlusLiving.com or www.LivingInThePlus.com as the ultimate free recruiter/employee guide. Link to it and put it to work for you!

Rick Batyko

1240 Huron Rd., E., Suite 300
Cleveland, OH 44115
rbatyko@clevelandplus.com
216-592-2225

[Visit us - Booth 102](#)

J.P. FARLEY CORPORATION WE HAVE A BETTER PLAN.

J.P. Farley Corporation

J.P. Farley is a full service benefit solutions consultation firm and privately-held third-party administration committed to providing our clients the best experience while keeping costs in line. J.P. Farley offers advice, assessment, analysis and administration of smarter integrated benefit plans for the well-being of companies from a health and financial perspective. Our advocacy-based support of participants allows us to spend time with them helping guide them through claims-based and clinical care management services and also providing assistance in protecting patient rights. J.P. Farley uses effective plan design and multiple cost saving tools to ensure the health plan is a well managed asset for the companies we serve.

Rob Bernath,

Business Development Manager

29055 Clemens Road
Westlake, Ohio 44145
Toll Free: 800.634.0173
Fax: 440.250.4301
Direct: 440.250.4306
Email: RobB@jpfarley.com
www.jpfarley.com

[Visit us - Booth 100](#)

KAISER PERMANENTE® thrive

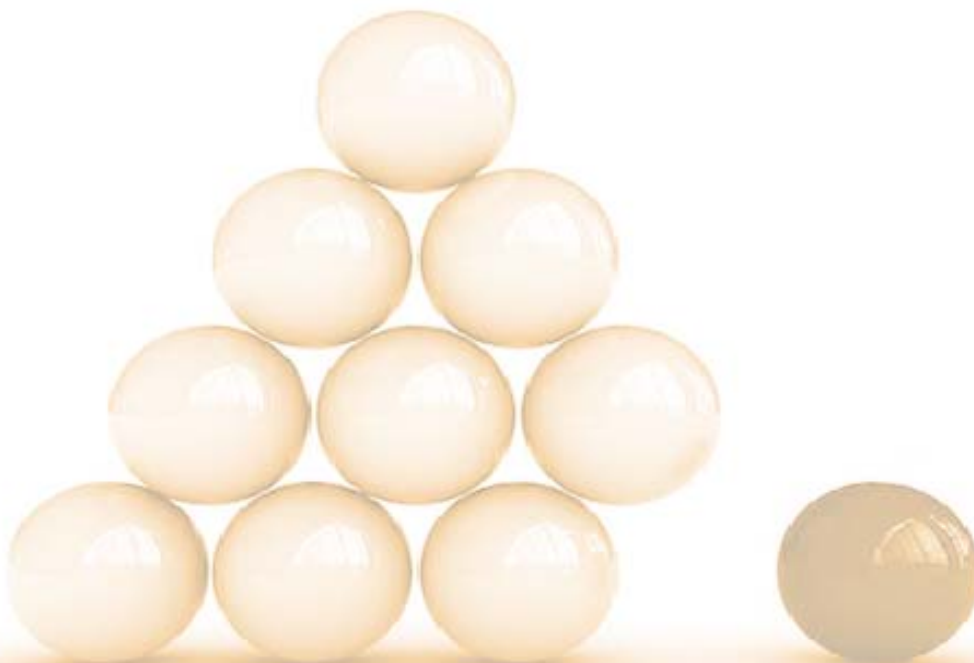
Kaiser Permanente

Kaiser Permanente is committed to helping shape the future of health care. We are recognized as one of America's leading health care providers and not-for-profit health plans. Founded in 1945, our mission is to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve. We currently serve 8.8 million members in nine states and the District of Columbia. Care for members and patients is focused on their total health and guided by their personal physicians, specialists and team of caregivers. Our expert and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the art care delivery and world-class chronic disease management. Kaiser Permanente is dedicated to care innovations, clinical research, health education and the support of community health. In 2011, Kaiser Permanente of Ohio celebrated 47 years of providing care in Northeast Ohio. For more information about Kaiser Permanente visit: www.kp.org

June Sladek, Manager Business Development

Office (216) 479-5576
June.Sladek@kp.org

[Visit us - Booth 200A](#)



Gold Exhibitors



Aerotek, Inc.

Aerotek® Inc., a leading provider of technical, professional and industrial recruiting and staffing services. Aerotek is an operating company of Allegis Group® Inc., the largest staffing company in the U.S. Aerotek operates an international network of more than 200 non-franchised offices and 2,000 recruiters to identify, screen and select top talent.

Phil Wagner, Director of Business Operations

4700 Rockside Road Suite 100
Independence, Ohio 44131
Tel: 216-573-5546
Cell: 312-720-4533
pwagner@aerotek.com

Visit us - Booth 201



Alliance Staffing Solutions

When You're Looking for a Rock Star, Look To Alliance Solutions Group. You're building a company of winners, with no time to waste on "B" players. Our specialized business units, huge talent pool and powerful technology platform mean we can respond immediately with THE candidate who hits all the right notes. Right fit. Right candidate. Rock Star. Learn how: www.alliancestaffingsolutions.com, 866-939-0100

Aaron Grossman, President

grossman@alliancestaffingsolutions.com
216-525-0100

Visit us - Booth 401



Benefits Resource Group

Benefits Resource Group offers a comprehensive range of benefits including Healthcare, Retirement and Executive Programs delivered by our staff of seasoned professionals. With BRG as your partner, you gain access to our extensive lineup of institutionally priced products and business management resources. We are dedicated to solving your problems with custom solutions and exceptional personal and professional service.

Ross W. Farro, Principal

6480 Rockside Woods Blvd. South #210
Independence, OH 44131
(216) 393-1820 - Phone
(216) 393-1821 - FaxEmail:
rfarro@benefitsrsg.com

Visit us - Booth 501



CPI-HR

CPI-HR is an HR partner that will work with your organization to support the management of your most valuable asset...your people. CPI-HR's business model combines an array of Human Resources functions including Employee Benefits, Payroll/HR, and Benefits Administration. By combining these services and managing them from one location, CPI-HR is able to provide you with efficient and affordable management of HR related programs.

Matt Simoni Marketing Director

6830 Cochran Road
Solon, OH 44139
(440) 542-7800 ext. 240
msimoni@cpihr.com

Visit us - Booth 301



Hylant Group

Founded in 1935, Hylant Group is a full-service insurance brokerage with 12 offices in Ohio, Michigan, Illinois, Indiana and Tennessee. Hylant offers complete employee benefits consultation, risk management, loss control, healthcare management and insurance solutions. Hylant is one of the largest privately held brokerage firms in the United States and serves a wide variety of clients locally, nationally, and internationally. For more information, please visit www.hylant.com.

Stephen Ligus, Client Executive

6000 Freedom Square Dr., Ste 400
Cleveland, OH 44131
Phone: (216) 674-2425
Email: stephen.ligus@hylant.com

Visit us - Booth 300



Society for Human Resource Management

The Society for Human Resource Management (SHRM) is the world's largest association devoted to human resource management. Representing more than 250,000 members in over 140 countries, the Society serves the needs of HR professionals and advances the interests of the HR profession. Founded in 1948, SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China and India. Visit SHRM Online at <http://www.shrm.org>.

Martha T. Ramirez, SPHR

Phone: (877) 252-9636 ext. 6290
Martha.Ramirez@shrm.org

Visit us - Booth 200



Ultimate Software

Ultimate Software is a leading provider of unified HCM SaaS solutions for global businesses, offering award-winning UltiPro as SaaS to manage a worldwide workforce. Web-based features include recruitment, onboarding, benefits, payroll, performance management, succession management, business intelligence, compensation planning, time and attendance, and role-based access for executives, managers, and employees.

Ray Panice, Business Development Manager – Northern Ohio

1375 E. Woodfield Road
Schaumburg, IL 60173
Office 847-273-1728
Mobile 847-401-2328

Visit us - Booth 500



VISYT, LLC

Visyt is Cleveland's own nationwide leader in the world of avatar-based Virtual HR Communication. Our communicators can engage, educate and enroll your employees in many HR tasks. These communicators offer your organization a 24/7 outreach to your employees!

Steven Pappadakes

4162 Leona Dr., #1
Cleveland, OH 44116
(440) 331-8350
stevep@visyt.com

Visit us - Booth 400



Silver Exhibitors



Cleveland.com

cleveland.com is Northeast Ohio's most trafficked news and information website. Powered by The Plain Dealer and Sun News, cleveland.com offers the up-to-the-minute news, weather, traffic, sports and entertainment information that Northeast Ohioans rely on. Along with an extensive section for all your hiring needs, cleveland.com is the best online resource in the area.

Beth Warholy, Recruitment Supervisor

2019 Center Street, Suite 200
Cleveland, Ohio 44113
bwarholy@cleveland.com
216-830-7053
Cell 216-904-6655

Visit us - Booth 311



College Advantage - Ohio Tuition Trust Authority

CollegeAdvantage, Ohio's 529 plan, is a tax-free way to save with a variety of investment options and low \$25 contributions. CollegeAdvantage can be offered as a no-cost employee benefit through payroll deduction. Contact Mexie Wilson directly for more information, or go to www.collegeadvantage.com.

Mexie Wilson

Marketing Representative

Ohio Tuition Trust Authority
216.410.1131
mwilson@collegeadvantage.com
www.collegeadvantage.com

Visit us - Booth 508



CompManagement, Inc.

CompManagement, Inc. is Ohio's leading third party administrator for workers' compensation specializing in alternative rating programs, claims management, safety & loss control, and unemployment consultation. We have been serving Ohio employers for more than 25 years and since 1991 have saved employers over 1.9 billion in workers' compensation premium.

Mark MaGinn

PO Box 884
Dublin, OH 43017
800-825-6755 ext. 8168
Mark.MaGinn@sedgwickcms.com

Visit us - Booth 411



ERC

ERC is one of Ohio's leading organizations dedicated to HR, workplace programs and practices, training, health insurance and consulting. ERC membership provides employers access to HR information, expertise and cost savings that supports the attraction, retention, and development of great employees. We also host the nationally recognized NorthCoast 99 program and sponsor the ERC Health insurance program.

Marty Mordarski, SPHR

Director of Research & Membership
440/947-1289mmordarski@ercnet.org

Visit us - Booth 502



MICHAEL C. FINA

Michael C Fina

Michael C. Fina is a leading global incentives and rewards company, specializing in employee recognition. The WBENC-certified company provides corporations with the means to celebrate the milestones and achievements in their employees' careers whether it's a performance milestone, a safety initiative, or an anniversary. Popular programs include years-of-service, safety, performance, points, nominations, new arrivals and retirement. mcfrecognition.com

Denise A. Fulkerson

Total Recognition Strategist

www.mcfrecognition.com
P: 440.453.8008
C: 440.785.7110

Visit us - Booth 307



RHI

Founded in 1948, Robert Half International Inc. (NYSE symbol: RHI) is the world's leading specialized staffing service and the first to provide placement services for accounting, finance and information technology professionals. Robert Half International has seven divisions: Accountemps®, Robert Half® Finance & Accounting and Robert Half® Management Resources, for temporary, full-time and project professionals, respectively, in the fields of accounting and finance; OfficeTeam®, for highly skilled temporary administrative support; Robert Half® Technology, for information technology professionals; Robert Half® Legal, for temporary, project and full-time staffing of attorneys, paralegals and legal support personnel; and The Creative Group®, for creative, advertising, marketing and web design professionals.

Alan Reisinger

1300 East Ninth Street
Suite 1802
Cleveland, OH 44114

Visit us - Booth 306



Stanley Staffing

Stanley Staffing- the 3rd largest office staffing firm in NE Ohio- specializes in recruiting, staffing, and retaining call center, office, and sales employees.

Our competitive advantage is our Selection Process which matches the best candidate to your company's 5 types of Fit: Job Fit, Culture Fit, Behavioral Fit, Skills/Knowledge Fit, and Personality Fit. We use staffing IQ tools and client specific testing to help us make a more informed decision for you.

In addition we profile top performers and longer retained employees and target recruit specifically to identify candidates who fit this profile.

Stop by our booth, we will be happy to talk to about how we Hire Smart and match, not just search for employees.

David Stanley, President

5400 Transportation Blvd.
Garfield Heights, OH 44125
(440) 887-8367
dstanley@stanleystaffing.com
216-663-8979-F
www.stanleystaffing.com

Visit us - Booth 408



TalentWise

TalentWise is the leading provider of hiring process management (HPM) solutions for over 3,000 companies throughout North America. Our fully-compliant, highly-configurable solutions include: background checks, paperless drug screening, assessments, verifications; new hire forms, and more. TalentWise is consistently recognized by industry publications for our innovative technology and award-winning customer service.

Hollie Zelenka, Regional Sales Manager

1622 Strauss Lane
Twinsburg, OH 44087
T: 330.998.6620
M: 216.287.1367

Visit us - Booth 414



Bronze Exhibitors

THE PLAIN DEALER

POWERING CLEVELAND.COM

The Plain Dealer

The Plain Dealer Recruitment Advertising team has partnered with Cleveland SHRM members for many years. Your PD reps support SHRM and keep up-to-date on all industry trends. Your PD team is experienced and able to effectively manage your company's recruitment marketing - whether it be a traditional print ad (which continues to work for- hundreds of businesses each month), or to represent all of your digital needs on cleveland.com. You can rely on your Plain Dealer account team as a trusted resource to help you meet your hiring objectives. Proud sponsor of 'The Plain Dealer Top Workplaces 2012' and host site for Cleveland SHRM Staffing Management, Mentoring and Legal Series meetings. Stay in touch by joining our Facebook and LinkedIn employer groups.

Pam Wagner

216.999.3600
recruitads@plained.com
216.999.4783
pwagner@plained.com



Virtual Job Tryout

The Virtual Job Tryout® delivers a candidate experience as unique as your brand and an evaluation experience as challenging as the job. Recruiters get better candidate evaluation data and make smarter hiring decisions. Candidates test-drive the job with a series of day-in-the-life simulated work scenarios and respond to a variety of job related interactive exercises. Recruiters get a work sample that predicts performance potential, tailored interview guides and on-boarding plans. You get measurable return on investment.

Shaker Consulting Group is the market leader in developing custom simulations for pre-employment testing. Stop and ask for a demo.

Joseph P. Murphy

216.292.0202
Joe.murphy@shakercg.com
www.shakercg.com



212 Capital Group

Our goal is to provide families and business's with assistance in building their financial freedom. We have the skills, knowledge and experience required to help meet our client's established goals. Our personal goal is to become a lifetime resource for each and every client.

- Retirement Strategies
 - Group Benefits
 - Personal Insurance
 - Business Succession
 - Executive Benefit Strategies
 - Employee Education Programs
- Securities products offered through New England Securities (NES), (member FINRA/SIPC). 212 Capital Group is not affiliated with NES.
L0212239755[exp0213][OH]

Adam Stalnaker, Financial Advisor

212 Capital Group/New England Financial
New England Securities
Registered Representative
38 Main Street Suite 360
Westlake, Ohio 44145
Phone# (440) 835-4501 ext.29
astalnaker@212capitalgroup.com



Achievement Centers for Children

The mission of the Achievement Centers for Children is to enable and empower children with disabilities and their families to grow, learn, play and prepare for lifelong achievement in society. We provide a broad range of services and programs for children with disabilities and special needs. The nearly 4,000 children and families that benefit from our services may be your employees, friends, family, or others in our community.

We offer: Education and Autism Services; Therapy Services; Recreation and Adapted Sports; and Family Support Services.

Deborah Osgood

4255 Northfield Rd.
Highland Hills, Ohio 44128
216-292-9700
deborah.osgood@achievementctrs.org



Action Management Services

Action Management Services is a privately held executive search firm. Established in 1979, Action Management Services specializes in the areas of Accounting, Finance, Tax, Audit, Healthcare, Managed Care, Information Technology, Human Resources and Banking. We provide executive search services to a wide range of Fortune sized companies as well as privately held, middle market organizations across all industry sectors. Our firm is comprised of true executive search professionals with decades of industry experience. We are committed to understanding and satisfying the needs of both the client and candidate and have built our reputation on delivering results and by being professional, and to the point.

Dale M. Chorba, President

6055 Rockside Woods Blvd., Suite #160
Cleveland, Ohio 44131
216-642-8777, xt. 205
877-642-8777 (toll free)
216-401-1450 (cell)
www.actionmgmt.com
<http://www.linkedin.com/in/DaleChorba>

Adecco

better work, better life

Adecco

Adecco helps companies navigate the changing world of work. Through our specialty divisions, we offer innovative and customized workforce solutions, including temporary staffing, permanent placement, outsourcing, and consulting and outplacement services that allow our clients and candidates alike to fulfill their goals and shape their future.

Susan Drotleff, Senior Branch Manager

Adecco Cleveland-Beachwood and Mentor
3355 Richmond Road, Suite 191
Beachwood, OH 44122
Tel 216.464.2342
Fax 216.831.7915
susan.drotleff@adeccona.com
www.adeccousa.com



Akron Beacon Journal/jobs.ohio.com

The Akron Beacon Journal and Ohio.com are proud partners with Monster.com in the Cleveland/Akron DMA. We have recently updated our employment website, jobs.ohio.com, to give employers the greatest advantage in finding the top talent in the market. Sign up for our monthly employer e-newsletter and never miss a special!

Laura Schumann,

Recruitment Advertising Manager

44 E. Exchange Street, Akron, OH 44308
330-996-3320
lschumann@thebeaconjournal.com





All Ohio Secure Shred

All Ohio Secure Shred provides professional shredding and recycling services for organizations throughout Ohio. Services include scheduled shredding service, purge shredding services, community shredding events, non confidential paper recycling, cardboard recycling, and bottle and can recycling.

For more information our website is
www.ohioshred.com

Kevin Moore
3842 Congress Parkway
Richfield, OH 44286
(330) 659-0840
kevin@ohioshred.com



Allstate Benefits

Offering supplemental benefits through Allstate Benefits gives you a professional partner who can assist in designing and enhancing programs tailored to your company's needs. We want to be the partner you think of first when you are offering supplemental insurance benefits.

Let us do the work for you.

**Brian Blum, Brian Kennedy or
Bethany Snyder**
7227 Chagrin Rd
Chagrin Falls, OH 44023
440-338-1500 Chagrin falls
330-995-3069 Aurora
BBlum@allstate.com
Bethanysnyder@allstate.com



Andrews Moving and Storage

Andrews Moving and Storage has over a century of experience and the tools and skills necessary to deliver safe, reliable and trouble-free service. With expertise in domestic and global corporate employee relocation, we strive to provide "best in class" service solutions.

Jeff Meagrow
Business Development Manager
jmeagrow@andrewsmoving.com
toll free: 800-321-8680 x-3015
direct: 330-656-8769
cell: 216-409-1245
fax: 330-656-8711
www.andrewsmoving.com



Application Verification, Inc.

Application Verification is more than just a background screening company; we are a full-service human resources support system. Our software allows us to deliver a clearly defined objective: provide the best technology and data quality, and guarantee our clients that the information they receive is accurate and complete.

Larissa Okert

825 East Pittsburgh Plaza
East Pittsburgh, PA 15112
lokert@applicationverification.com
Toll-free: 1-855-581-7875
Direct: 412-349-6005



Ascentis

Ascentis offers an easy-to-use online applicant tracking, HRIS, payroll and timekeeping solution that automates your critical HR and payroll processes. Ascentis manages recruiting, benefit plans, compliance, time collection, leave requests, payroll processing and electronic carrier connectivity. Self-service gives employees control and engagement during the open enrollment process, and data can be electronically sent to carriers for ultimate accuracy and a paperless process.

Dana Bolton

San Mateo, Calif.
Dana.bolton@ascentis.com
1.800.229.2713 x127



Baldwin-Wallace College

Recognized by U.S. News and World Report as "One of America's Best Colleges" for 18 consecutive years, Baldwin-Wallace College helps organizations and working adults develop the skills required to navigate today's business climate. Attend class in Berea, Beachwood or online to earn your bachelor's or master's degree. Streamlined Associate to Bachelor's (A2B) programs are designed for working adults who have earned an associate's degree from a regionally accredited college. Focus your professional development on executive management, project management and work-relevant certificate programs.

Winnie W. Gerhardt

Director of Admission

Adult and Graduate Education
440-826-8002
wgerhardt@bw.edu



CareWorks

CareWorks USA is one of the Midwest's fastest growing providers of Integrated Disability Management, including FMLA Administration, delivering a streamlined, cost effective approach to absence and claims management. Most of our customers have seen a 15-20% reduction in absences resulting in a return on investment of 5 to 1!

Holly Moyer, M.Ed., CRC
Sr. Disability Management Consultant
Office (440) 937-9507
Cell (440) 413-0729
holly.moyer@careworks.com



Carney McNicholas, Inc.

Carney McNicholas, Inc. (agent for United Van Lines) is a full service relocation company with two operating locations in Ohio. We specialize in assisting various sized companies create and facilitate corporate relocation plans. Carney McNicholas offers many services designed to meet the needs of various sized employee relocations. Call us today to discuss how we may help your company provide employees with qualified moving services.

Carney McNicholas, Inc. (United Van Lines)

Chuck Haliburton
Director of New Business Development
(440)398-9016
2931 Abbe Rd.
Sheffield Village, OH 44054
www.carney-mcnicholas.com



Cedar Park Amusement Park is the perfect place to satisfy everyone's idea of fun in your group. From thrilling rides and roller coasters, award winning live entertainment to four children's areas and a setting no other park can match, Cedar Point has it all.

Scott Pisano, Sales Representative

Marketing and Group Sales
spisano@cedarpoint.com





CHAMPS Human Resources

CHAMPS Human Resources specializes in the strategic HR management services that organizations need most. The experts at CHAMPS aim to help clients meet their HR needs affordably, by providing personalized, strategic HR management and consulting services, including unemployment compensation, exit interview services, salary surveys, trainings, etc. Visit www.CHAMPSHR.com.

Andrea Dobrin, Vice President
1226 Huron Road East
Cleveland, Ohio 44115
andrea.dobrin@chanet.org
216.255.3566



Cleveland Corporate Challenge

The Cleveland Corporate Challenge is a health and wellness, business networking, team building, and charitable initiative promoting camaraderie, pride and fitness among employees and organizations in Northeast Ohio. Over 103 corporations of every size competed in all or some of the 14 different events offered in 2011. All events are co-ed and include everything from sand volleyball, kickball and dodgeball to bowling, basketball and tug of war. There's a sport for everyone to enjoy! The Cleveland Corporate Challenge is presented and managed by Hermes Sports & Events.

Joe Neroni
1624 St. Clair Avenue
Cleveland, Ohio 44114
phone: 216-623-9933 x 29
fax: 216-363-0698
jneroni@hermescleveland.com
www.hermescleveland.com



Cleveland Metroparks Zoo

Celebrate surrounded by the wildlife of Cleveland Metroparks Zoo. Invite your co-workers, family, friends and honored guests to an event they will never forget. We offer numerous choices for indoor and outdoor accommodations year-round as well as first class catering and event consultation. To book your event, or to learn more about an event at Cleveland Metroparks Zoo please call 216-635-3300, or visit www.clemet zoo.com.

Anne Madigan
amm@clevelandmetroparks.com
216-635-3306



Cleveland SHRM

Cleveland SHRM is the local chapter of the Society of Human Resource Management: an international organization comprised of over 170,000 human resource professionals and considered the world's largest organization devoted exclusively to the professional needs of human resource management. Cleveland SHRM's origin spans over 50 years and provides opportunities for members to grow professionally, while contributing to the improvement of their organizations and communities within the Cleveland area

SueAnn Naso
PO Box 32148
Cleveland, OH 44132
Phone: 216-556-3855
Fax: 216-261-3979
cshrm@sbbcglocal.net



Colortone Staging & Rentals

CSR is a premier audio-visual company with experience and expertise in live event design and production. The solutions we provide include a variety of audio, lighting, video and projection solutions combined with staging and set design. A diverse staff of professionals, our team has assisted numerous clients in producing many different types of events locally, nationally and internationally.

We amplify voices to educate and inform, project image magnification video and speaker support graphics to bring the presentation closer to the audience, light stages and create atmospheres and staging for business conferences, educational sessions and "just plain fun" events.

Rob Mier
Manager of Business Development
5401 Naiman Parkway
Cleveland, OH 44139
440.914.9500
rmier@colortone.com



Quality backgrounds. Brilliant hires.

Corporate Screening

Corporate Screening (CS) is a Cleveland-based background screening provider, offering customized screening solutions. CS combines advanced technology with comprehensive analysis to verify information and mitigate hiring risks. A nationally recognized leader in the background screening industry, Corporate Screening will help you build a sound screening program to protect your organization.

Tim Isabella
tisabella@corporatescreening.com
440-816-0500 Ext. 423
Greg McBride
gmcbride@corporatescreening.com
440-816-0500 Ext. 430
16530 Commerce Court
Cleveland, Ohio 44130



Crimcheck.com

Crimcheck.com™ is a leading provider of pre-employment screening services. Over 4500 companies trust Crimcheck.com to deliver customized screening solutions and award winning service. We help companies protect their most important asset – the employees that make them a success. Crimcheck.com - Expertise Made Easy™

Jeff Sosic, National Accounts Manager
One Berea Commons, Suite 209
Berea, OH 44017
877-992-4325
JeffSosic@crimcheck.com



Cuyahoga Community College

Since 1963, Cuyahoga Community College, Ohio's first and largest community college, has provided high-quality, affordable education and programs to more than 800,000 members of our community. Tri-C's Cooperative Education program helps employers fill workforce needs by linking them with high-achieving, talented students in a structured working and learning experience.

Jon T. Neuffer, Director,
Employer Relations
4250 Richmond Road
Highland Hills, Ohio 44122
1-866-933-5180
jon.neuffer@tri-c.edu



EASE@Work

Our dedicated professionals engage with you, delivering the right Organizational and Employee Assistance Services to keep you moving forward at peak performance.

- Employee assistance services include short term counseling, management consultation/referrals and critical incident support.
- Employee Wellness services include in-person nutritional and fitness coaching, smoking cessation assistance and a variety of educational options. Coming soon – online HRA's and a variety of online wellness challenges and resources.
- Work/Life services include Childcare, school-aged and eldercare resources and coaching, legal & financial resources and consultation and retirement coaching.
- Training: from one-hour brown bag lunches to extensive training engagements.

Patrick Gaul
4500 Euclid Ave
Cleveland, OH 44103
pgaul@easeatwork.com
216-325-9375



EVERSTAFF

Everstaff

EverStaff is a staffing and recruiting firm headquartered in Cleveland, Ohio, specializing in temporary staffing and permanent recruitment for companies throughout the United States. EverStaff is a multiple Weatherhead 100 award recipient and was named to the Inc. 5000 list of the fastest growing private companies in America for 2010 and 2011.

Scott Adamonis, Director, National Sales

6500 Rockside Rd., Suite 385
Independence, OH 44131
(216) 369-2566 ext. 111
sadamonis@everstaff.com

FirstEnergy

BETA Laboratory

FirstEnergy, BETA

BETA Lab and Technical Services offers top tier workplace safety training, safety program development, safety audits and fire safety services. BETA Lab delivers informed support to part time safety coordinators or established safety professionals regarding specific challenges to their facilities. Helping to reduce high worker comp costs through safer work practices one way BETA can assist.

Mike Yeager

6670 Beta Drive
Mayfield Village, Ohio 44143
mjyeager@firstenergycorp.com
440-604-9934

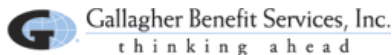


FMS, Inc.

Financial Management Strategies, Inc., a Registered Investment Adviser, helps individuals, families, and businesses guide their personal investments, achieve their life goals, and manage their company retirement plans.

Charles Elliott, CFP, Vice President

9050 Sweet Valley Dr.
Valley View, OH 44125
216-520-1700



Gallagher Benefit Services

Gallagher Benefit Services, Inc. is a nationwide employee benefits brokerage and consulting firm with local offices located in Cleveland, Ohio. The services provided to clients, employers ranging in size from two to several thousand employees, include health and welfare, retirement, wellness, human resources, health care analytics, and benefits compliance.

Alison Muth, Marketing Manager

Gallagher Benefit Services, Inc. formerly Herbruck Alder | Thinking Ahead
Phone: 216.377.2595 | Fax: 216.623.2621 |
www.gallagherbenefits.com/cleveland
Alison_Muth@ajg.com



Genesis 10

Genesis10 is one of the fastest growing, privately held business and technology firms in the United States – growing organically at an annualized rate of 38 percent since establishment by Harley Lippman in 1999. Genesis10 creates long-term sustainable partnerships with clients by providing talent and solutions to meet business needs. For more information, please visit www.genesis10.com.

Paula M. Thompson

Business Development Executive

pthompson@genesis10.com
216-938-5981

Nate Gram

Business Development Executive

ngram@genesis10.com
216-938-5981



We make paycards easy

Global Cash Card

Global Cash Card is the Proven Specialist in Customized Paycard Solutions that are SIMPLE to implement and EASY to use. Our state-of-the-art technology and 24x7x365 in-house customer service provide you the best payroll card solution in the industry. For more information, visit us online at www.globalcashcard.com.

Ken Koesters, Account Executive

kenkoesters@globalcashcard.com
P: (513) 233-7600
F: (619) 331-6757



Hiram College

Hiram College

The Weekend College at Hiram offers a small campus atmosphere for working adults. Classes in our bachelor's and master's degree programs meet every other weekend to allow our students the flexibility to continue to maintain their personal and professional obligations. You can finish your bachelor's degree in four years or less, depending up the number of credits you transfer and the pace at which you would like to complete your degree. Go to www.hiram.edu/smallclasses for more information or call (330) 569-5161.

Weekend College Bachelor of Arts Programs

Caryl Lopez

P.O. Box 67
Hiram, OH 44234
(330) 569-5161
lopezca@hiram.edu
Office of Graduate Studies

Terrie Nielsen

P.O. Box 67
Hiram, OH 44234
(330) 569-6111
nielsenta@hiram.edu



HR Certification Institute

The HR Certification Institute is an internationally recognized certifying organization for the human resource profession and a global leader in developing rigorous exams to demonstrate mastery and real-world application of forward-thinking HR practices, policies and principles. We offer four certifications for practicing HR professionals:

- Professional in Human Resources (PHR®)
- Senior Professional in Human Resources (SPHR®)
- Global Professional in Human Resources (GPHR®)
- California Certification (needs to be PHR® or SPHR® certified to take the exam)

Katie Batten, MTA,

Marketing Events Specialist

1800 Duke St.
Alexandria, VA 22314
Ph: 703-535-6085
Email: katie.batten@hrci.org



Humana Pharmacy Solutions

Humana Pharmacy SolutionsSM (HPS), a division of Humana Inc., manages traditional pharmacy benefits with member-focused strategies to yield savings in pharmacy and total health expense. Providing prescription coverage for both individuals and groups, Humana strives to give members access to the medicine they need, while offering guidance on clinically proven, therapeutically equivalent drugs that bring better value to the member and the customer.

Nick Parrino

Regional Specialty Executive

500 W. Main Street, 17th Floor
Louisville, KY 40202
nparrino@humana.com
502-580-8655





Legacy Business Cultures

Legacy Business Cultures and its partners have been the experts in helping shape organizational culture around the world for over 14 years. Our workshops, train-the-trainer programs, and employee climate surveys have touched thousands of organizations and millions of employees, managers and leaders across the world.

Developed as a practical and easy-to-implement workshop for organizations ready for a different kind of "diversity" training, "Connecting with Respect" represents the newest and most original approach to cultural excellence in decades. Anchored by the most current research on emotional intelligence, behavioral psychology and neuro-science, this interactive curriculum paves the way for literally anybody to grasp the essential insights and skills necessary for contributing to a more respectful workplace environment.

Todd M. Costello
Director of Client Services

888.892.0300
216.674.1085 x25 - direct / local
330.391.1309 - cell
twitter @ToddMCostello



LegalShield

LegalShield gives your employees the ability to talk to an attorney on any matter, excluding work matters, without worrying about high hourly costs. For one flat monthly fee, they can access legal advice, no matter how traumatic or trivial the issue. This benefit is at no cost to your company.

Mike Swanson
216-276-2177
mswansonpl@gmail.com
www.msbenefitsteam.com



MetLife is a subsidiary of MetLife, Inc. (NYSE: MET), a leading global provider of insurance, annuities and employee benefit programs, serving 90 million customers in over 50 countries. Through its subsidiaries and affiliates, MetLife holds leading market positions in the United States, Japan, Latin America, Asia Pacific, Europe and the Middle East. For more information, visit www.metlife.com.

Ron J. Olesinski, Group Benefits Sales
9200 South Hills Blvd., Suite 130
Broadview Heights, OH 44147
(440) 717-4411
rolesinski@metlife.com



MTM Recognition

How memorable is your recognition strategy? Does it meet your overall objectives? Do your employees feel connected and engaged within your organization?

MTM Recognition is the ONE Company that offers comprehensive, meaningful, memorable strategic recognition solutions. Excellence thrives where it is recognized.

Make it Memorable. Make it MTM.

Chip McDonald

chip@awardincentivegroup.com
440.247.5552



Recruitment Communications

NAS Recruitment Communications

NAS Recruitment Communications, a human resources marketing consultancy, offers innovative solutions in digital and traditional channels that enhance employment branding, enrich candidate engagement and improve ROI. Whether your recruiting efforts are local or they reach around the globe, NAS can help you engage the talent you want and inspire the talent you already have.

Natalie Corsaro
Vice President, Talent Strategist

ncorsaro@nasrecruitment.com
216-468-8270



National Corporate Housing

National Corporate Housing is the industry's Single Source Solution® for temporary living across the globe. From providing furnished apartments and hotel stays to unfurnished rental assistance services for the relocating renter, National gives you a simple and flexible way to secure optimum housing solution for any mobile employee.

Jennifer Papalardo
General Manager

jpapalardo@nationalcorporatehousing.com

Melissa Mann

National Account Manager

mmann@nationalcorporatehousing.com
216-927-8800



Oswald Companies

The employee owners of Oswald are dedicated to meeting and exceeding our clients' expectations. No challenge is too small, too large or too complex. Our true value is found in our risk management expertise, brokered insurance products, and business partnerships. The advisor teams of Oswald work collaboratively to provide customized products and expert counsel to meet insurance and financial needs of clients, while contributing to their long-term growth.

Founded in 1893, Oswald is among the nation's largest independent, employee-owned insurance brokerage firms. We enjoy strong relationships with highly respected clients throughout the country. As a proud member of Assurex Global, the worlds' largest association of privately held insurance brokers, our risk management professionals partner with more than 20,000 insurance professionals from nearly 500 partner office locations in over 80 countries on six continents.

At Oswald, we live our mission of "caring for our clients' and employees' needs, today and tomorrow."

Neil Quinn
Vice President and

Director of Health Management Services

216-367-1844
nquinn@oswaldcompanies.com



Oswald Financial

Oswald Financial, Inc. is an independent financial firm specializing in all aspects of retirement plans. As a specialist in company retirement plans, we can deliver services such as: heightened best practices and investment due diligence, open architecture, overall plan analysis and design assistance, independent vendor search and benchmarking analysis, as well as high-quality service and communications.

Brent Teague

1360 E. 9th St., Ste. 600
Cleveland, OH 44114
2166497386
2166497387

BTeague@oswaldcompanies.com





PlayhouseSquare

Playhouse Square

The PlayhouseSquare Corporate Exclusive Online Ticketing Discount System is designed to give employees the exclusive convenience of purchasing live entertainment at PlayhouseSquare online at a special discounted price. For more information please call Chris Meyers at 216.664.6045.

Chris Meyers, Sales Manager

1501 Euclid Ave #200
Cleveland, OH 44115
216.664.6045v



Polaris Recruitment Communications

Polaris Recruitment is a recruitment communications company specializing in employment advertising, media placement, interactive services, and recruitment consulting. Our talented staff has 75+ years combined experience in HR, advertising, marketing, and design. We offer excellent client service and creative paired with efficient pricing. Many services are free with media placement.

Monica Nowac

440-564-9407
monica@polarisrc.com
Dan Price - 937-847-1100
danprice@polarisrc.com



Right Management

Right Management is a global leader in talent and career management workforce solutions within ManpowerGroup. The firm designs and delivers solutions to align talent strategy with business strategy. Expertise spans Talent Assessment, Leader Development, Organizational Effectiveness, Employee Engagement, and Workforce Transition and Outplacement. With offices in over 50 countries, Right Management partners with companies of all sizes—including more than 80% of the Fortune 500—to help grow and engage their talent, increase productivity and optimize business performance.

Mike Golenberke, VP, Business Development

t9200 South Hills Blvd., Suite 250
Broadview Hts., Ohio 44147
440-746-3867 Office
216-287-4685 Mobile
michael.golenberke@right.com



Senior Insurance Services

Designed for large self-insured groups, Bid Rx will dramatically reduce your Company's prescription costs -on average \$7 million a year savings per 10,000 employees - through a one-of-a-kind NEW BUSINESS MODEL similar to Priceline or Amazon that reduces middleman profits and will eventually change prescription costs in the United States as we know it today! In business 4 years and already servicing over 2.5 million people Bid Rx is now poised for geometric growth!

Patrick D. Sbrocco

23827 Wimbledon Rd
Shaker Heights, OH 44122
(216)295-5400



SkillSurvey, Inc.

SkillSurvey is the inventor of online reference-checking solutions that improve recruiting efficiency and increase quality-of-hire. Its web-based programs allow recruiters and hiring managers to collect feedback from references on a candidate's behaviors and work performance. The information, all gathered electronically, is used to make better hiring decisions. This patent-pending approach to reference assessments is based on over 30 years of research in job competency modeling. SkillSurvey was named one of the fastest-growing companies in America by Inc. magazine and is also a 2011 Deloitte Technology Fast 500™ firm. Visit SkillSurvey at www.skillsurvey.com.

Brian Tuinstra

(614) 791-1741 - (614) 286-7805
btuinstra@skillsurvey.com



Delivering on the Promise.

Skoda Minotti

Skoda Minotti is a broad-based accounting and tax, strategic planning, litigation support, information technology, professional staffing, marketing and financial services organization, dedicated to helping our clients grow, redefine strengths, embark upon new opportunities, and achieve their financial goals. We specialize in accurate and beneficial retirement/benefit plan audits and finding the right individual who is the right fit for your organization.

Danielle B. Gisondo, CPA

Phone- (440)449-6800 x7132
Email- dgisondo@skodaminotti.com

Heidi Hoyt

Phone- (440)449-6800 x7227
Email: hhoyt@skodaminotti.com



SOFA USA

The Society for Financial Awareness is a national non-profit organization that provides companies and organizations with financial education through seminars. We offer these seminars at no cost to the company or attendees. Our programs go hand in hand with your health wellness programs. Through our process we educate your employees to make better informed financial decisions that affect their financial future.

Hal Pollov

5885 Landerbrook Dr. Suite 304
Mayfield Hts, Oh 44124
440 446-8100
hpollov@sofausa.org



Stevens Worldwide Van Lines

Stevens Worldwide Van Lines is a full service domestic van line and international forwarder specializing in Relocations since 1905. Many studies have proven that a well managed Corporate Relocation can dramatically reduce the stress of the transferring family, and can lead to higher job performance. At Stevens Worldwide Van Lines, families come first. Stevens has dedicated move consultants who will work with your transferring families throughout the entire move process. Stevens is proud to announce that we have been ISO 9001:2000 quality certified since 2002. As a family and employee owned company, Stevens performed over 18,500 relocations last year. In addition, Stevens has an extensive Records Management and Commercial Services Division. Stevens is "The way to move!"

Mary O'Donnell, National Account Manager, Relocation Consultant

216-315-1577 cell

Melanie Holman

Commercial Services Consultant

216/513-7186 cell



Swings'nThings Family Fun Park

Swings-N-Things Family Fun Park, in Olmsted Falls is easily accessible from anywhere in NE Ohio. In addition to being a great place to visit as a family, we are one of the area's most respected venues for corporate outings and business meetings. In addition to our great 13 acres of attractions, we feature a wide array of ALL-YOU-CAN-EAT buffets for all budgets.

Chris Maurer, Group Sales Director

8501 Stearns Road
Olmsted Falls, Ohio 44138
440.235.4420 X 125
cmaurer@sntfun.com





Team Promotions

Team Promotions helps your business or organization motivate employees with promotional products, recognition awards and corporate apparel.

We provide solutions for all of your corporate branding needs including the ability to provide company store programs. We have been offering promotional product solutions since 1985.

Linda Stone

23945 Mercantile Rd, #1
Beachwood, OH 44122
216-364-2470

lindastone@teampromotions.com



The Center for Corporate and Professional Development at Kent State University

We provide training, consulting and research services that provide results-based impact with emphasis on short-term gains and long term sustainability. Contact us when you need a quality talent development solution. We offer deep expertise in supervisory skills, management development, project management, Lean and Six Sigma, SHRM Certification preparation and many other areas. You are in good company when you choose Kent State. We work with top organizations in our region, from The Sherwin-Williams Company to A. Schulman and NASA Glenn Research Center.

Jennifer MacDowell

jmacdow1@kent.edu
330-672-3416



The Human Resource Department

THRD, in business since 1994, provides HR projects and HR staffing. Projects can be compensation, affirmative action plans, employee handbooks, compliance assessments, job descriptions and performance management systems. HR staffing includes HR temporary professionals (recruiters/interviewers, HR managers, benefits specialists, payroll specialists and generalists) and direct placement. Human Resources is our only business.

Chuck Niles, President & Founder

23240 Chagrin Blvd., Suite 845
Cleveland, OH 44122
E: cniles@thrd.com
P: 216.292.6996 ext. 207



USA Mobile Drug Testing

USA Mobile Drug Testing is your single-source solution for your drug and alcohol testing needs, compliance and more! We can drug test anyone, anytime, anywhere. What makes us unique is that WE come to YOU, and we're available 24/7. DOT certified. We also conduct background checks, fingerprinting and DNA testing.

Karen Kitchen

Owner/Compliance Officer

440/420-1892 cell
440/653-5003 office
440/653-5004 fax
32818 Walker Rd., #288
Cleveland, OH 44012



Wellness Evolution/Advocare Group

Wellness Evolution is America's premier corporate & personalized healthy aging & wellness company. We use an intelligent blend of science and nature for your optimal health and wellness.

Gloria Treister, Founder/CEO

APFS, HHP in Process
440-995-0303

Gloria@WellnessEvolution.com
www.WellnessEvolution.com

BEGIN- the Advocare Group's National Alternative/ Wellness Credentialed PPO -opens doors to new perceptions of health and wellness. BEGIN is an innovative program that integrates traditional and holistic treatments to achieve optimum health and wellness, BEGIN incorporates education and guidance to patients through the work of nurse case managers, all certified as holistic health advisors.

Karen Agnich, President

www.advocaregroup.com
25001 Emery Road, 3rd Floor
Cleveland, OH 44128
p: 216.514.1451 x202
f: 216.514.1457



Wellness IQ

WellnessIQ provides comprehensive wellness programs that are designed to fit each clients needs. We offer the Nations largest incentive and science based health and wellness program. Our goal is to make healthy changes easy for companies, convenient for their employees and profitable to the business by bringing the features of WellnessIQ directly to the workplace. WellnessIQ is your one stop shop for wellness!

Becky Thompson- Director of New Sales

4700 Rockside Road
Independence, OH 44131
216-264-5540
bthompson@wellnessiq.net



YRU Leaving

YRU Leaving is an employee off-boarding service provider that standardizes the departure process for exiting employees. Standardizing your employee off-boarding process can;

- 1) Improve record keeping for compliance,
- 2) Maintain company brand by giving a favorable last impression, and
- 3) Reduce unwanted turnover with data gathered from exit surveys.

EJ Volk, Sr. Business Developer

866-981-6845
EJVolk@yruleaving.com
www.yruleaving.com





Come visit our booth and **spin to win** great prizes!

The Alliance Solutions Group

Alliance Solutions Group serves the broadest scope of industries among any staffing company in Northeast Ohio, giving its customers single-source convenience across multiple specialties. This deep experience within so many industry specialties allows Alliance to provide consistent, qualified placements that enhance organizational productivity.

As Northeast Ohio's only full-service, minority-owned specialized staffing agency, we are able to provide fast, efficient results at a price point that makes sense for your business.

- Alliance Industrial Solutions
- Alliance Technical Solutions
- Alliance Healthcare Solutions
- Alliance Office Solutions
- Alliance Search Solutions
- Alliance Scientific Solutions
- Alliance Managed Services
- Alliance Financial Solutions

1.866.939.0100

www.alliancestaffingsolutions.com



**TOP
WORK
PLACES
2012**

THE PLAIN DEALER

**Do you want to know
who the top workplaces in
Northeast Ohio are?**

We asked the people who work there.

More than 25,000 employees from hundreds of Northeast Ohio companies answered their 2012 Workplace Dynamics LLC survey. Winners will be announced in The Plain Dealer on Sunday, June 17, 2012

Can't wait for this year's winners?

Go to www.cleveland.com/top-workplaces to see the list of companies who were recognized in 2011 as The Plain Dealer Top Workplaces.

THE PLAIN DEALER | SUN NEWS | CLEVELAND.COM

THE POWER OF THREE





2012 NOHRC Committee



Kelly Davis

Conference Chair /
Student Volunteers
chair@nohrc.org



Tamara Hagerty

Conference Co-Chair /
Speaker Team Lead
speakers@nohrc.org



Steve Dlott

Speaker Committee
spd@zrlaw.com



Mike Hoffman

Financials
Michael.Hoffman@resources-us.com



Mike Medoro

Marketing
mgmedoro@aspect-marketing.com or
info@nohrc.org



Pam Smith

Chapter Administrator
cshrm@sbcglobal.net or
admin@nohrc.org



Jennifer Castro

NOHRC Appreciation
HRJennifer@hotmail.com



Jeri Johansen

Sponsor Team Lead
jjohansen@crimcheck.com or
sales@nohrc.org



Rebecca Pelfrey

Sponsor/Exhibitor Committee
rpelfrey@alliancestaffingsolutions.com



Jacki Thrasher

Speaker Committee
jacqueline.thrasher@swagelok.com



Todd Costello

Sponsor/Exhibitor Committee
tcostello@legacycultures.com



Bob Johnson

NOHRC Appreciation
nrjohnson@davidgroup.com



Stephanie Sinko

NOHRC Appreciation/Charity Coordinator
ssinko@mail.bw.edu



Kim Wymer

Exhibitor Team Lead
kwymer@provider-services.net

Student Helpers

Alma Aras
Speaker Committee
Audra Bailey
Registration/BookStore
Rudi Beqiraj
Sponsor/Exhibitor
Matthew Galardo
Sponsor/Exhibitor





Northern Ohio Human Resource Conference

RECERTIFICATION CREDIT FORM

Cleveland, OH March 9th, 2012



Attendees seeking specified credit hours they **will not** be submitting a program ID number. Each specified credits session attended will need to be listed as a separate recertification activity to the attendees' online recertification application.

Note: PHR certificants may attend any of the sessions pre-approved for specified credit for general credit as long as the session has been pre-approved.

Sessions pre-approved for Strategic Business Management credit

Total _____

★ HR's Strategic Role in Improving Workforce Productivity: Balancing High Performance and Engagement	03/09/12	8:00am-9:15am	1.25
★ Rock the Boat: Leadership programs that get down to business	03/09/12	2:00pm-3:00pm	1.00
★ Secrets to Making Diversity Work	03/09/12	3:30pm-4:45pm	1.25
★ Strategically Aligning the Talent Acquisition and Talent Development Function	03/09/12	3:30pm-4:45pm	1.25

Sessions pre-approved for General credit

Total _____

★ Blazing New Trails-The State of Engagement	03/09/12	10:00am-11:00am	1.00
★ The Generational Mix: Contention or Collaboration?	03/09/12	10:00am-11:00am	1.00
★ Activity Based Training-Keeping them off balance	03/09/12	10:00am-11:00am	1.00
★ Change Anything The New Science of Career Success	03/09/12	10:00am-11:00am	1.00
★ Off Balance on Purpose	03/09/12	12:15pm-1:15pm	1.00
★ 'They Just Don't Get It!' Changing Resistance into Understanding	03/09/12	2:00pm-3:00pm	1.00
★ Is Bullying Throwing Your Workplace Off Balance?	03/09/12	2:00pm-3:00pm	1.00
★ Serious Cost Containment Without Cost Shifting to Employees: Managing Costs by Managing Details	03/09/12	2:00pm-3:00pm	1.00
★ 90% of Life is Showing Up: Legally and Effectively Addressing Employee Absenteeism	03/09/12	2:00pm-3:00pm	1.00
★ Happiness, Stress, and the Body of Leadership	03/09/12	3:30pm-4:45pm	1.25



Our Virtual Communicators can:

Engage

Educate

Enroll

Your employees compliantly



Come and See our Virtual HR communicators at booth 300

Or

Contact us at:

440-331-8350

or

www.Visyt.com





She just saved
two hours.
And a copay.

How? She simply e-mailed her doctor, instead of leaving work for an office visit. Kaiser Permanente's online services can help prevent productivity losses—for your people and your organization—at a time when it's crucial to do more with less. These services are available at no added charge, and are now available on smartphones.

Members can:*

- e-mail their doctor's office
- check most lab test results
- schedule routine primary care appointments
- order most prescription refills

See how we can bring greater value to your health care dollars—view a demo at kp.org/experience. Or contact your broker or Kaiser Permanente account manager.

businessnet.kp.org

KAISER PERMANENTE®  **thrive**

*These features are available for care received at Kaiser Permanente medical centers. Care from practitioners seen outside our medical centers or the results of tests and screenings performed outside our medical centers may not be available online.

ACHIEVE A *Better Balance* FOR YOUR BENEFIT PLAN



Learn How To Manage Your Health Plan Costs by Managing the Details
During Jim Farley's NOHRC Conference Session:
Serious Cost Containment Without Cost Shifting to Employees.

Stop by Our Booth to Learn More!

HEALTH PLAN ADMINISTRATION

- Medical
- Prescription
- Dental
- COBRA & HIPAA Administration
- Short & Long Term Disability
- Vision
- Life

PATIENT-CENTERED CARE

- Disease & Case Management
- Utilization Review
- Wellness & Prevention

CONSUMER DRIVEN PLANS

- Flexible Spending Accounts (FSA)
- Health Savings Accounts (HSA)
- Health Reimbursement Accounts (HRA)

ADVOCACY INITIATIVES

- Diagnosis & Treatment Support
- Billing & Out-of-Pocket Collections Assistance

THIRD PARTY ADMINISTRATION

BENEFIT CONSULTATION

 **J.P. FARLEY**
CORPORATION

We Have a Better Plan.



29055 Clemens Road • Westlake, Ohio 44145
Tel 800.634.0173 • benefits@jpfarley.com • www.jpfarley.com

