



NOHRC

Northern Ohio Human Resource Conference

Rhythms of Success

March 8, 2013

47th Annual Northern Ohio Human Resource Conference
I-X Center Cleveland, Ohio





Welcome from **NOHRC**

You are invited! Join us for the 47th Annual Northern Ohio Human Resource Conference (NOHRC) – “*Rhythms of Success.*” The conference will take place on Friday March 8, 2013 at the International Exposition Center in Cleveland, OH.


Join us to enhance your skills to lead, strategize, and become a business partner in your organization. We promise a terrific day with many reasons to attend:

- ♪ **Networking** – opportunities with 500+ HR professionals.
- ♪ **Recertification Credits** – earn HRCI credits for PHR and SPHR recertification - including those hard-to-get strategic management credits! The HR Certification Institute has pre-approved the conference program for 5.5 credits. Stay tuned for updates on the number of approved Strategic Credit hours.
- ♪ **Quality Speakers** – listen and learn from our many HR experts including our dynamic opening session, luncheon keynote, and closing power session speakers, as well as 10 concurrent sessions. Visit our website – www.nohrc.org for the schedule of events.
- ♪ **The Exhibit Hall** – in the market for new HR products/ services? We'll have nearly 90 exhibitors for you to visit.

- ♪ **Bookstore** – staffed by Horizontal Books. The bookstore will allow you to shop for books, CDs and other materials, as well as host speaker book signings.
- ♪ **NOHRC Gives Back** – annually NOHRC supports a local organization and this year Shoes and Clothes for Kids (SC4K) has been chosen. Read more about this terrific organization below.
- ♪ **After Hours** – it wouldn't be NOHRC if we didn't have our “After Hours Social” generously sponsored by Alliance Solutions Group.

Visit our website for more information and the latest updates at www.nohrc.org.

Don't miss this opportunity to enjoy “*Rhythms of Success.*”


Tamara Hagerty, PHR
Chair, NOHRC


Jeri Johansen, PHR
Vice-Chair, NOHRC

NOHRC Gives Back

SHOES AND CLOTHES FOR KIDS FACTS



- Founded by Businessman Morrie Sayre as Shoes for Kids, 2012 marks Shoes and Clothes for Kids' forty-third year of service to families in the Cleveland community.
- Shoes and Clothes for Kids is the only non-profit organization in Greater Cleveland providing new shoes and clothes at no charge throughout the year to thousands of children in need.
- Shoes and Clothes for Kids distributes only brand new items, including quality clothing basics like socks, underwear, t-shirts, pants, mittens, and infant layettes.
- Shoes and Clothes for Kids' distribution network is comprised of 35 social service agency sites in the Greater Cleveland area that distribute Shoes and Clothes for Kids' products.
- Of every dollar donated to Shoes and Clothes for Kids, \$0.92 goes directly to the programs and services that benefit the children it serves.
- For six consecutive years, Shoes and Clothes for Kids has achieved the coveted 4-star rating from Charity Navigator; an honor bestowed upon only 3% of the nation's charities.

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

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

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



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

7:00 AM	Registration Opens/Continental Breakfast	
8:00 – 9:15 AM	Opening Keynote How To Build A Rock Star Team	Jim Knight
9:15 – 10:00 AM	Visit the Exhibit Hall	
10:00 – 11:00 AM	Concurrent Sessions	
	Building A Strategic & Tactically Legal Human Resource Department	Scott Warrick
	Leading To The Beat Of Their Own Drum – Developing Women Leaders	Kimberly Bell
	Never Make Another Hiring, Promotion Or Training Mistake Again By Identifying Your Employee's Signature Song	Dr. Ingeborg Hrabowy
	Recruiting By The Numbers - Key Metrics For Reporting Staffing Outcomes	Joe Murphy
	Investigation Nightmares...And How To Avoid Them	Sindy Warren
11:15 – 1:15 PM	Luncheon Keynote Rhythms Of Success	Dan Thurmon & Philip Solomon
1:15 – 2:00 PM	Visit the Exhibit Hall	
2:00 – 3:00 PM	Concurrent Sessions	
	The "F Bomb" - How Fear Disrupts Organizational Rhythm	Holly Bogнар
	Managing Employee Benefit Costs In The Era Of Healthcare Reform	Thomas Mangan
	2013 Trends In Recognition: Using Recognition To Drive Employee Engagement	Rob Catalano
	Trends In Learning	Susan Pyles
	Don't Let Bad Hiring Decisions Be An Intermission To Your Rhythms Of Success	Ted Moss
3:00 – 3:30 PM	Visit the Exhibit Hall/Break	
3:30 – 4:45 PM	Closing Power Session: How To Be An HR Rock Star	Chip Madera
4:45 – 5:15 PM	Prize Drawing	

Special Thanks To Our Platinum Sponsors



Opening Keynote



Jim Knight

How To Build A Rock Star Team

- 1 Develop and implement selection procedures;
- 2 Manage the placement of high potential employees;
- 3 Facilitate the development & communication of the organization's core values, vision, mission and ethical behaviors;
- 4 Reinforce the organization's core values & behavioral expectations through modeling, communication and coaching;
- 5 Develop/select/implement employee training programs that increase individual and organizational effectiveness;
- 6 Evaluate effectiveness of training programs through the use of metrics;
- 7 Build strategic business relationships within the organization; and
- 8 Develop career paths of employees.

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

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

Unique Concepts covered throughout will include:

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

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

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

Concurrent Sessions



Scott Warrick

Building A Strategic & Tactically Legal HR Department

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

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



Kimberly Bell, Ph.D.

Leading To The Beat Of Their Own Drum – Developing Women Leaders

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

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





Dr. Ingeborg Hrabowy
**Never Make Another Hiring,
 Promotion Or Training Mistake
 Again By Identifying Your
 Employee's Signature Song**

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

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



Joe Murphy
**Recruiting By The Numbers – Key
 Metrics for Reporting Staffing
 Outcomes**

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

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



Sindy Warren
**Investigation Nightmares ... And
 How To Avoid Them**

- 1 Provide participants with the most up-to-date information on best practices in workplace investigations;
- 2 Understand the current legal landscape with respect to workplace investigations; and
- 3 Arm HR professionals with the tools to avoid common investigations missteps.

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

Luncheon Keynote



Philip Solomon Dan Thurmon
Rhythms Of Success

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

Rhythms of Success is a highly entertaining keynote presentation that will teach you how to build and strengthen your most vital relationships. Motivational performers, Dan Thurmon and Philip Solomon, employ an exciting mix of spoken content, percussion, thrilling stunts, and audience participation to teach and demonstrate three keys to powerful relationships: Communication, Collaboration, and Trust. With a powerful message PLUS the added elements of music, percussion, acrobatics and audience involvement, Dan and Philip will help us all enhance our ability to work together and build better relationships. Together, we will experience and achieve The Rhythms of Success.



Concurrent Sessions



Holly H. Bognar, Ph.D.
The "F Bomb" – How Fear Disrupts Organizational Rhythm

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

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



Thomas Mangan
Managing Employee Benefit Costs In The Era Of Healthcare Reform

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

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



Rob Catalano
2013 Trends In Recognition: Using Recognition To Drive Employee Engagement

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

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



Susan Pyles
Trends In Learning

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

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





Ted L. Moss, CPP

**Don't Let Bad Hiring Decisions
Be An Intermission To Your
Rhythms of Success**

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

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

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

Closing Power Session



Chip Madera

How To Be An HR Rock Star

- 1 Defining a high performance culture (Rock Star);
- 2 HR's role in creating a culture of WOW; and
- 3 Strategies for engaging employees and creating a high performance culture.

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

**2013 Northern Ohio
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Registration Information**

Register online today by visiting www.nohrc.org

TICKET COSTS

SHRM Member*:

\$195 until February 15, 2013
\$245 after February 15, 2013

Non Member:

\$225 until February 15, 2013
\$275 after February 15, 2013

Retired/Student/Transition:

\$ 99 until February 15, 2013;
\$119 after February 15, 2013

*"SHRM" price is valid for Cleveland SHRM Members, National SHRM Members and all local SHRM Chapters in Ohio!

Consider bringing your team!

Five or more individuals from the same organization may receive a 5% group discount when paid by a single form of payment and accompanied by completed registration form for each attendee.

NOTE: Group discounts may be processed online at www.nohrc.org.

Call the NOHRC Hotline For Details 216-556-3855 or via email at info@NOHRC.org.

REGISTRATION/CONFIRMATION: Paid registrants receive FREE parking at the I-X Center. Confirmation will be sent via e-mail upon registration.

Dress is casual for the day and jeans are encouraged.

Please note that cancellations before March 1, 2013 will be refunded less a \$25 administrative fee unless the registration is transferred to another HR professional in your organization. No refunds for cancellations after March 1, 2013.

Questions? Contact us at info@nohrc.org.





c/o Cleveland SHRM
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