

## JANUARY PROGRAM MEETING

### Warrior Spirit, Leaders Serving Others from the Heart

Presenter: Kay Caldwell

Renaissance Tulsa Hotel  
6808 S. 107th E. Ave.

January 20, 2010

Committee Fair 10:30  
Program Meeting 11:15-1:00

Sponsored By:



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TAHRA

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## TAHRA NEWS

January 2010

### JANUARY MEETING

## Warrior Spirit, Leaders Serving Others from the Heart

Presenter: Kay Caldwell



In her 22 years with Southwest Airlines, Kay Caldwell helped build that famous culture that has made Southwest Airlines into one of the top companies to work for in the world. She directed and conducted training programs and conferences that helped employees achieve success personally and professionally. Kay designed and authored over 30 programs.

Kay literally worked her way from the ground up with tours of duty in finance; customer relations; sales and revenue generation and finally as manager of training and leadership development for reservations call center operations. Kay was honored with the Southwest Airlines Spirit and Dedication Award, was featured in the Fox Television special Successful Women in Business, received Southwest Airlines President's Award for her exemplary service to the customers of Southwest Airlines, served as a member of the Southwest Airlines Culture Committee for 15 years (and is a current alumni member), performed in the original Southwest Shuffle on 60 Minutes, was featured in a Ronald McDonald House commercial, served as a board member for Salt Lake City Utah Ronald McDonald House and sang happy birthday to the governor of Utah impersonating Marilyn Monroe!

Today Kay is sharing her expertise with clients as a coach, consultant and speaker. She shows them how they can apply the same principles she learned and taught at Southwest — the Warrior Spirit, Leaders Serving Others from the Heart and of course, FUN — to build a culture where employees are energized and empowered to deliver world class customer service.

Kay's purpose in life is teaching people to learn how to "Stand In Their Personal Power!" This means discovering your inner spirit, your purpose, and learning to celebrate the gifts you have along with living in them. This is how you find your happiness. In being who you are and experiencing what your natural talents can bring to you.

## ANNUAL TAHRA COMMITTEE-VOLUNTEER FAIR!!

At the January Program meeting, TAHRA committee chairs will have tables set up during registration in order to provide information to the membership regarding the mission of their committees, responsibilities of committee members and meeting time and days.

This is an opportunity for you to meet the committee chairs, learn more about the work of TAHRA and sign up to come along as we serve the community in 2010 with *Intent, Innovation, Impact!* The fair will be open at 10:30am, before the program meeting and will stay open after the meeting until 1:30pm.

If you are interested in networking with other HR professionals and contributing to the overall mission of SHRM and TAHRA by advancing the profession and the professional, you won't want to miss this!



*Call today to  
become a*



*...and  
this spot*

**COULD BE  
YOURS!**



## TAHRA PARTNER PROGRAM

Our corporate sponsors are a very critical element of TAHRA. The revenue gained from our sponsors and advertisers allows our organization to develop and present quality continuing education programs for our members, create opportunities for peer networking and enhance our overall contribution to the human resources profession.

### TAHRA Partners

TAHRA is pleased to introduce this opportunity to partner with our many supporters and sponsors by providing greater access to our membership and recognizing those that are truly our "Partners" as demonstrated by their continued support of our association and the industry we represent.

**Cost - \$500 annually**

### TAHRA Partner Benefits

All TAHRA Partners will have their corporate logos prominently displayed at each monthly luncheon. Additionally, they will also be recognized in a specific area of each monthly newsletter and the TAHRA chapter website. TAHRA averages 24 such events and exposures annually.

The best part of being a TAHRA Partner is the 15% discount off **all** sponsorship opportunities throughout the year, such as:

- Website Advertising (500+ members with access and TAHRA.org is open to the public)
- Website Vendor Directory, either Standard or Premium Listing
- E-Newsletter Advertising (500+ members with access)
- Program Sponsor (Average Attendance is 110)
- Annual Golf Tournament Sponsorship

**Potential Average Savings - \$1,020 annually!**

### TAHRA Partner Registration

Partner Name: \_\_\_\_\_ Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
Mailing address: \_\_\_\_\_ City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_ Send invoice to (check one): ☐ Fax ☐ Email ☐ Address \_\_\_\_\_

**Return Registration to:** Susan McGinnis, fax: (918) 369-5906 or email: [susan@benex.org](mailto:susan@benex.org)  
or mail: Susan McGinnis, BenEx, 8516 E. 101<sup>st</sup>, Suite H, Tulsa, OK 74133.





## PRESIDENT'S LETTER

Jennifer Shultz, MBA, PHR  
2010 TAHRA President

### TAHRA 2010: Intent, Innovation and Impact

Every December we prepare as individuals to turn a page on another chapter in our lives. With this preparation comes anticipation and optimism through resolutions and the ever present hope that the new year will bring opportunity and wild successes for ourselves and those we love. Oscar Wilde once said, "*Success is a science; if you have the conditions, you get the result.*" I honestly believe with the phenomenal leaders we have had over the course of our TAHRA's lifespan that we have set ourselves up with the conditions and we are on the verge of that wild success as an organization. "But how do we get there?" you ask, by moving forward with *Intent, Innovation and Impact*.

I have been elected to serve as the 2010 President of TAHRA and am honored to serve our membership in this capacity and I fully expect 2010 to be a successful year. That having been said, without an involved membership there is no success for our organization. So, I appeal to each one of you to search with **INTENT** to find opportunities in our organization to be active and engaged. I challenge you to approach each opportunity with **INNOVATION** so we as an organization can create opportunities with **IMPACT** for our entire community. The first step to creating an impact is to determine what we as an organization are doing that interests you-find a committee, become active and you will find that opportunity and success will find you.

The easiest way to explore TAHRA's different committee and volunteer opportunities is by visiting with their chairs at our annual Committee Fair held prior to our January 20th Program meeting.

I would like to take this opportunity to recognize the members who were elected to the Board of Directors for 2010. We have an extraordinary group of professionals who have volunteered to serve the membership and their profession with *Intent, Innovation and Impact*:

President Elect – Bryan Wempen

Vice President of Programs – Amber Hatten, PHR

Vice President of Membership – Chris Cable

Vice President of Leadership Development – Jennifer Remmert

Vice President of Legislative Affairs – Kirk Turner, J.D.

Vice President of Public Relations – Shahla Wright

Vice President of Diversity – Grover Hall

Vice President of Education – Patty Smith, PHR

Treasurer – Noel Groves

Board Members at Large – Julie Callahan, PHR

Board Members at Large – Bill Young, SPHR

Board Members at Large – Diem Lewis

Additionally, I would like to acknowledge the following members who have accepted committee chair positions:

Chamber Liaison – Denise Reid

College Relations – Sarah Phelps

Fundraising – Susan McGinnis

Hospitality – Travis Jones

HR Certification Institute – Patrice Brown

Registration – Ann Ferguson

SHRM Foundation – Beverly Griffin, SPHR

Workforce Readiness – Belen Burkhalter

Finally, I express my sincere gratitude for the important role Holly Fisher, PHR filled in 2009 as President of TAHRA. Every year the position of President turns over into new hands and we have the good fortune to be led by a professional of our industry. Holly did not just lead in 2009, she set the foundation, she created the very conditions we needed for 2010, to continue our success and did so with humor, compassion and professionalism. I have the distinct privilege of having Holly continue to serve on the board in 2010 as Past President and want to say thank you for your commitment and efforts in 2009.

Thank you and I look forward to starting the new year with *Intent, Innovation, Impact & you!*

*Jennifer R. Shultz*

Jennifer Shultz, MBA, PHR

2010 President





# DIVERSITY/INCLUSION MATTERS

## Grover Hall, VP Diversity

*First, I am very humbled and excited about the opportunity to lead TAHRA's Diversity Committee for 2010. We will have the opportunity to continue to learn and improve in the areas of diversity and inclusion. In order to achieve this task, we will have to keep ourselves in the development loop of continuous learning and improvement. This is truly one of the keys to success in your professional and personal life.*

*In the below section, I have outlined Grover's F.A.Qs and U.S. Cellular®'s definition of diversity and inclusion.*

### Grover's F.A.Qs

- **Who is Grover?** I am blessed with a beautiful wife (Freida) and two kids (Channing-6yrs old and Gabriel-2yrs old). I appreciate my time with family, traveling, exercising and working in community.
- **What are Grover's core values?** Relationships/partnerships, integrity, empowerment, effective communication, business results, accountability and keep it simple.
- **What will be the Diversity committee's main focus areas?** 1) 2nd Annual Return on Inclusion Summit and 2) Quarterly Diversity Panel Forums
- **What are next steps?** I am working on the timelines for the Quarterly Diversity Panel Forums and 2nd Annual Return on Inclusion Summit. I will have more information in our next newsletter.
- **How can you help?** You can help by keeping an open mind, supporting the Diversity committee's initiatives and being ambassadors for diversity/inclusion in your community. Also, if you will like to join the Diversity committee, please send me an e-mail at grover.hall@uscellular.com or give me a call on my great U.S. Cellular® phone (918) 855-4855.

### U.S. Cellular®'s diversity/inclusion

#### Diversity is a core value of the Dynamic Organization

- Diversity is any factor that differentiates people or groups of people from one another, including but not limited to race and gender.
- We value differences & believe a diverse workforce is critical to business success.

#### Inclusion is a competency needed to reap the benefits of diversity in the workforce

- An inclusive organization is one in which people from various backgrounds are motivated to do their "best work".
- Leaders & associates must develop skills that enable all to grow and develop within the organization.



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Training Schedule	Title	Description	Link	Day	Start Time	End Time
Customer Service	Orientation Class	Orientation Class	Orientation	1	8:00 AM	5:00 PM
Customer Service	Internet Basics Test	Internet Basics Test	-	1	8:00 AM	11:30 PM

Start/End	Start Time	End Time	Status	CBT?	Class No	Course Title
Withdraw	01/01/2008 12:00AM	11:59PM	Pending Approval		11457	Orientation

Metric	Value
Active Employees	5239
Completed Courses	3451
Completed Tests	3031
Evals YTD	2207
Logins YTD	32398
360s YTD	1785

First Name	Last Name
[Please Select One...]	

New Hires by Location
TLL
127

Location	Value
Tulsa	85.79
Omaha	85.02
Denver	84.99
St Paul	84.36

## More College Graduates = Economic Development

Can you feel it? There's a ton of positive work being done to ensure the economic prosperity in our region through education initiatives: Talent Dividend Tour, Higher Ed Forum, Community Schools Conference just to name a few.

The Tulsa Metro Chamber brought Carol Coletta the CEO of CEOs for Cities and nationally recognized speaker to Tulsa in October as part of a 30 city national Talent Dividend Tour. Carol spoke about the economic impact increasing college attainment rate by one percentage point would have on our city...that number is *\$646 million annually for Tulsa*. Carol spoke to four groups while she was here; TYPros, Business and Community Leaders, Chamber Management and the Employer Workforce Outlook which was set up as a town hall style meeting to learn about this concept.

The response was overwhelming in support of taking on this project as a community. We are moving forward with developing a plan of action in partnership with several organizations across the region; philanthropic, business/industry, community organizations and education partners. We have also been invited into the National Talent Dividend Network to share best practices, network and learn from other cities.

If you are interested in learning more about the Talent Dividend project, information about other projects or to get involved please feel free to contact me at (918) 560-0255 or [denisereid@tulsachamber.com](mailto:denisereid@tulsachamber.com).

## MEMBERSHIP

### Chris Cable, VP Membership

As we move into the New Year, 2010 offers the opportunity of a new year and the expectations of growth and prosperity. This includes the opportunity we have to grow the membership base within TAHRA. I am honored to serve as the Vice President of Membership; communicating the message that TAHRA is the *premier* association in NE Oklahoma for HR professionals to gather and connect, growing our membership through the process. My goal is to show growth in membership in 2010. This will be accomplished through:

- Active communication of TAHRA benefits and values to the HR community, and understanding the prospective members need to be fulfilled by TAHRA;
- Friendly, yet "spirited" and consistent encouragement to visit and strongly consider the value that TAHRA has to offer to a member, addressing issues or concerns that may be encountered;
- Helping new members to "plug in" to a committee that helps them to build relationships and utilize their abilities to serve TAHRA objectives.

So, I ask you – "Who do you know in HR that is *not a member*? That is who our membership group wants to know. Please make us aware and we are more than happy to reach out to them, or help you with ideas / value propositions to get them to visit. We believe that TAHRA has something to offer HR professionals at all levels – let's make 2010 a great year for membership!

## GET INVOLVED IN TAHRA!

Find out how you can get involved in volunteering on one of TAHRA's committees--  
attend our Annual Committee Fair prior to the January 20th meeting.



### PRESIDENT OBAMA APPROVES EXTENSION OF COBRA SUBSIDY

On December 21, 2009, President Barack Obama signed into law an extension to the subsidy for COBRA created by the American Recovery and Reinvestment Act (ARRA). The extension was made a part of the 2010 appropriations bill for the Defense Department (the Act). This legislation extends the period during which involuntary terminations trigger subsidy eligibility, as well as expands the duration of the subsidy. In addition, employers and plan administrators will face new notice and administrative requirements to implement the subsidy extension on a retroactive basis.

The Act expands the maximum subsidy period from nine months to 15 months, including individuals currently receiving subsidized COBRA coverage. It also extends the period during which a COBRA-qualifying event resulting from an involuntary termination of employment can trigger eligibility for the subsidy, extending the end of that period from December 31, 2009 to February 28, 2010.

Originally, the ARRA required that both the qualifying event and the beginning of the COBRA coverage period occur on or before December 31, 2009, for an individual to be eligible for the subsidy. This meant that individuals whose employment terminated in December and coverage expired on December 31, but whose COBRA coverage commenced on January 1, would not have been eligible. The Act changes this by conditioning subsidy eligibility solely on the timing of the qualifying event, which is the event causing the loss of coverage. Individuals eligible for assistance who experience an involuntary termination (a qualifying event) on or before February 28, 2010 would be eligible for the subsidy (even if their COBRA coverage would not start until March).

The Act also protects individuals who, before the Act, exhausted their nine months of subsidized COBRA coverage and then did not continue coverage by paying full COBRA premiums. Under a transition period, those individuals would be able to pay those premiums retroactively if they do so by a certain date – the later of February 19, 2010, or 30 days from receipt of a new required notice.

For those assistance-eligible individuals who exhausted their nine-month subsidy but continued to pay the full COBRA premium in order to keep coverage in place, the amendment allows employers to apply the same refund or crediting rules that were in the ARRA.

Plan administrators will be required to issue a notice describing the new subsidy rules to all individuals who were or are assistance-eligible individuals on or after October 31, 2009, or who are terminated from employment on or after October 31, 2009. In addition, the Act requires special notice to those assistance-eligible individuals who either dropped COBRA or paid the full premium for it when their nine-month subsidy ended, explaining that they are now eligible either to reinstate their coverage retroactively at the subsidized rate or to receive a credit or refund if they paid more than the Act would have required.

Should you have any questions regarding the information contained in this article, please do not hesitate to contact Kirk Turner at (918) 587-0101, or by email at [ktturner@newtonoconnor.com](mailto:ktturner@newtonoconnor.com).

### “FORE” TAHRA

Julie Callahan, Board Member At-Large / Golf Chair



*We need your help “FORE” TAHRA!!!*

*Stop by the Golf Committee table at the January program meeting to find out how you can be the “driver” for the 2010 TAHRA Golf tournament. There is a long “fairway” before the tournament begins and we don’t want you to be just an “observer”...we need “tour pros” and “amateurs” to help make this tournament a “hole in one!”*

*Be sure to sign up to volunteer!*



# JANUARY LEARNING LAB

Patty Smith, VP Education

January 28th ♦ 2-4pm ♦ TTC Career Resources Center ♦ Lemley Campus

## "Put your oxygen mask on first before helping those around you."

*Effective stress management – taking care of yourself and your company employees in the New Year.*

*If you have flown in the last several years and listened to the flight attendant's safety briefing you have heard something along the lines of, "If Oxygen is required during the flight, a mask will drop from the compartment above you. If you are traveling with a small child, put on your mask first before assisting them."*

*With the increasing emphasis on wellness as a way to control health costs, HR is often called upon to provide suggestions and services to employees to help them cope more effectively with stress both on and off the job. This Learning Lab focuses on placing the emphasis on you, the HR practitioner, and making sure that you take care of yourself so that you can take care of your employees.*

### Specific topics include:

- What stress is and isn't (fact and fiction)
- Sources of stress and how to effectively deal with them.
- Stress management techniques – both physical and mental
- Ten tips for managing your own stress as well as your employees'
- Suggestions for implementing company stress management programs
- Creation of a self-plan for stress management

*At the conclusion of this Learning Lab participants will learn:*

- ~ How to identify sources of stress.
- ~ Identify signs of excessive stress.
- ~ Practical stress-management techniques.
- ~ How to enhance wellness through implementing a stress management program.
- ~ How to incorporate stress management into your daily life.
- ~ How to create and implement a personal plan for stress management.

### Presenter, Dr. Bill Young, SPHR

Dr. Bill Young, SPHR currently is Vice President of Leadership Development for Career Development Partners, Inc. In his capacity he works with clients in the areas of talent management, leadership development, organizational effectiveness and executive coaching. Prior to joining Career Development Partners in 2009, Bill was Managing Consultant, Leadership Learning and Performance for the Williams Companies and prior to joining Williams in 2000, Bill was President of his own HR consulting firm for 15 years.

Bill has been a member of TAHRA for 27 years. He has served on the Board numerous times in the capacity of Vice President, Leadership Development and as President. He has been a recipient of the TAHRA Excellence Award and TAHRA President's Award and has also received the Oklahoma State Council Excellence in Human Resources Management Award.

Bill is both a Senior Professional in Human Resources as well as a Licensed Professional Counselor. He received his BA in sociology from the University of Tulsa, his masters in counseling and personnel services from the University of Maryland and his doctorate in counseling psychology from the University of Tulsa.





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## RENEW YOUR MEMBERSHIP

### Chris Cable, VP Membership

*Your 2009 membership expired on December 31, 2009*, and it is time to renew for the 2010 membership year. The entire renewal process is done online; it is a quick and easy procedure. If you have already renewed, thank you!

To renew your TAHRA Membership for 2010, go to the website at [www.tahra.org](http://www.tahra.org) and log in to your account. Next, go to the Membership tab and click Membership Renewal. Update your Personal, Professional and Business information, and TAHRA Preferences, then click Continue Renewal.

~ If you wish to pay by credit card, follow the credit card prompts.

~ If you are paying by check, click on the "pay by check" link.

As you are aware, TAHRA is a valuable asset to the HR professional. Don't miss out on this year's events, emails, HRCI credits, networking with friends and other HR professionals, and all that TAHRA has to offer. Ensure continuation of TAHRA benefits by renewing your membership now!

*The foundation of TAHRA is its members and their support ... be a part of that foundation!*







New President - Jennifer Shultz, DTAG.



Board-At-Large Website - Diem Lewis, Winnercom and  
VP Leadership - Belen Burkhalter, Williams Co.



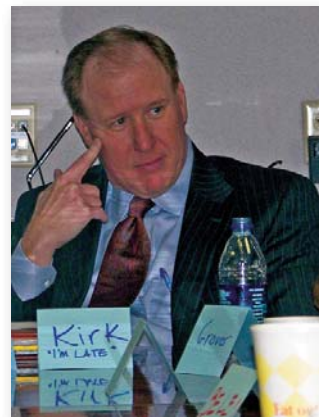
College Relations Chair Sarah Phelps-Samson



Golf Chair- Julie Callahan,  
Midcontinent and VP Programs-  
Amber Hatten, Webco.



Amber Hatten, VP Education - Patty Smith, OSECO and  
President-Elect Bryan Wempen, PeopleClues.



VP Legislative -Kirk Turner, Newton  
O'Connor Turner.



Board-At-Large Community - Bill Young,  
Career Development Partners.

Planning for a new year...



Chris Cable, Sarah Phelps,  
Julie Callahan, Amber Hatten,  
Patty Smith, Bill Young.



Grover Hall, Belen Burkhalter,  
Holly Fisher (Past-President), Jennifer Shultz,  
Shahla Wright, Denise Reid.

## Board Transition Pics

# MEMBER PHOTO OPS





[www.tahra.org/forums/](http://www.tahra.org/forums/)

## *TAHRA's Online Forums Ready for Use*

*Do you have a question you'd like to ask of local HR peers?*

*How about experience in an HR topic  
that you can offer assistance in?*

*Read a great book you want to talk about?*

*Have an upcoming event that you think other HR  
professionals would like to know about?*

***Why not...take it to TAHRA Forums?*** TAHRA Forums is your way to post questions and help others at the same time. Posting on the Forums is not about having the right or wrong answer, its about sharing ideas and resources amongst the membership. Take a minute to check out this great tool!

*Feedback or ideas for making [www.TAHRA.org](http://www.TAHRA.org) better?*

Send your comments to [dlewis@winnercomm.com](mailto:dlewis@winnercomm.com).

[www.tahra.org/forums/](http://www.tahra.org/forums/)



# COMING ATTRACTIONS

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## JANUARY

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TAHRA PROGRAM MEETING & ANNUAL COMMITTEE FAIR –  
Renaissance Tulsa Hotel – January 20th – 10:30 a.m.-1:30 p.m.  
Program: Warrior Spirit, Leaders Serving Others from the Heart –11:15 a.m.-1 p.m.  
Committee Fair: 10:30-11:15 a.m. before the Program Meeting and 1:00-1:30 p.m. afterwards

January 28th – LEARNING LAB – “Put your oxygen mask on first before helping  
those around you.” – 2:00-4:00 p.m. – TTC Lemley Campus

## FEBRUARY

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TAHRA PROGRAM MEETING –February 17th, 11:15 a.m.-1:00 p.m.

TAHRA LEARNING LAB – February 25th – 2:00-4:00 p.m.

## MARCH

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TAHRA PROGRAM MEETING –March 17th, 11:15 a.m.-1:00 p.m.

TAHRA LEARNING LAB – March 25th – 2:00-4:00 p.m.

## APRIL

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TAHRA PROGRAM MEETING –April 21st, 11:15 a.m.-1:00 p.m.

TAHRA LEARNING LAB – April 29th – 2:00-4:00 p.m.

## MAY

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2010 State HR Conference – May 5-7 – Tulsa Renaissance – *for up to date information go to [www.okhrconference.com](http://www.okhrconference.com)*

TAHRA PROGRAM MEETING –May 19th, 11:15 a.m.-1:00 p.m.

TAHRA LEARNING LAB – May 27th – 2:00-4:00 p.m.

