

March 2015

Issue 43



## Letter from the President

by Michelle Lehman

March is finally here! I hope you were able to join us at the OKHR Annual Legislative Conference a couple of weeks ago. Attending this great event at the Jim Thorpe Event Center definitely helped me with my legal education and my case of cabin fever! An enormous THANK YOU to our OKHR Legislative Chair Patricia Garrett, and her committee for all of their hard work in organizing another awesome event.



Today, March 6th is Employee Appreciation Day! Please take a moment to thank everyone around you and let them know how much you appreciate them. It is the little things in life that keep everyone going, please make someone's day a little brighter.

I am looking forward to seeing each of you at our March Program Meeting on the 18th! The topic "The Wisdom of Ongoing Training" sounds fascinating and is preapproved for one recertification credit.

Have a great month!

Sincerely,  
Michelle Lehman

## March Program Meeting

Wednesday, March 18 | 11:15am - 1:00pm |

Location: Tulsa Country Club



### The Wisdom of Ongoing Training

Presented by Clay Staires

*"Improving and advancing the skills and professionalism of every person in your company is an ongoing process, and formal training sessions should be regular and mandatory."*  
Chet Holmes, *The Ultimate Sales Machine*

Many companies use the Tribal Method of Training their new employees. Sam is told to just follow Betty for two days, and then he'll be ready to do the things himself. There is no formal methodology, no classroom style training, no training manual, no role playing. It is just a watch and learn process. This method is completely inadequate when viewed through the lens of a Harvard Business

Chapter 0175

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Follow TAHRA!

Review article that says "Only 10% of the population has a learning mindset. The other 90% will only learn if they are forced". It's a formula for frustration, confusion and poor performance.

In his presentation on Training, Clay Staires provides you with very practical tools to design and implement an award winning training program in your company. You will want to join the hundreds of companies in seven different countries around the globe in taking advantage of The Wisdom of Ongoing Training.

### Register Now!



This program has been approved for 1.0 recertification credit hours toward General recertification through the Human Resource Certification Institute (HRCI). Please be sure to note the program ID number on your recertification application form. For more information about certification or recertification, please visit the HRCI website at [www.hrci.org](http://www.hrci.org).

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.



This program is approved for 1 professional development credit for SHRM-CP and SHRM-SCP.

Speaker, Author, Coach, Consultant, Venture Capitalist but known to many as America's Millionaire School Teacher, Clay Staires annually speaks to thousands of people throughout the country on the topic of The Leadership Mindset. HIS transformed mindset has led him from the high school classroom to the stage that he has shared with the likes of best-selling author Gary Vaynerchuk and CEOs of top companies including the Taylor Made Golf. On his journey from the classroom to becoming one of the top speakers in the Leadership field, Clay has become an expert on processing the frustrations and difficulties that accompany leadership responsibilities on multiple levels - the student, the worker, the manager, the leader the owner and the entrepreneur.

Having worked with thousands of people for over 25 years, Clay has developed a uniquely effective leadership training program that has been taught in high school classrooms, on university campuses, small businesses, non-profit boardrooms and Fortune 500 Companies.

But he has never forgotten where his roots are - the Chamber of Commerce in Clay's hometown named him the "2012 Citizen of the Year" for the positive impact his programs have made on their community.

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& THRIVE  
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Kristi Spaethe, PHR

# OKHR2015 Leverage

THE POWER TO ACCOMPLISH MORE

The 2015 Oklahoma Human Resources State Conference and Expo will be held at the Oklahoma City Cox Convention Center, April 14-17, 2015. The theme for the 2015 State Conference is: Leverage - The Power to Accomplish More.

The conference will feature speakers and sessions all designed to help you take the existing resources available, be it technology, leadership or your network, and use those resources in new, exciting ways to help you accomplish more.

[Click here for more information.](#)

**Do your TRAINERS  
STAND OUT in a crowd?**



## TRAINING EXCELLENCE

### Train-the-Trainer (T3) Workshops

June 8-12 & December 7-11, 2015



[www.LearningUnlimited.com/Training-Excellence](http://www.LearningUnlimited.com/Training-Excellence)

*This is a paid advertisement.*

## Pay Cards: The Federal Government Gets into the Regulation Game

by Rachel Crawford, J.D.  
VP - Legislative Affairs

In recent years, a growing trend among employers has been to pay employees through pay cards (a/k/a payroll cards) in lieu of more traditional forms of payment such as direct deposit, check, or cash. Essentially, a pay card is a prepaid card containing an amount equal to the wages owed to the employee. The employee can withdraw funds at an ATM or a bank. Some pay cards are more sophisticated and allow the employee to make purchases directly from the card (i.e. use the card similar to a debit card).



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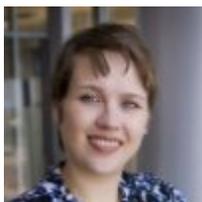
Julie Odom  
Chapter Management  
Professional

In 2013, more than five million pay cards were issued to employees with more than \$30 billion loaded on them. While state legislatures have begun regulating pay cards, at the federal level this has been, for the most part, unregulated territory-until now.

Recently, the Consumer Financial Protection Bureau ("CFPB") proposed new federal regulations for prepaid financial products, which would include pay cards. The purpose of the proposed regulation is to put in place "comprehensive consumer protections for prepaid financial products." A major concern is that employees do not have all the necessary information about pay cards. For instance, many employees do not receive notice they can elect to receive pay in another form; employees also are often uneducated as to fees associated with pay cards. The CFPB's proposed regulations would require the following:

- Employers must provide alternate payment methods for employees to receive wages;
- Employees must be notified, in writing, that they are not required to receive wages in the form of a pay card;
- Employees must receive a statement of fees associated with pay cards (monthly fees, per use fees, ATM withdrawal fees, etc.);
- Employees must receive a standardized, short-form disclosure that describes the terms, conditions, and fees of the pay card and must also have access to a long-form disclosure;
- Employees must receive access to account information either through periodic statements or online account information;
- Employees must be able to register their cards to limit their responsibility for fraud and unauthorized charges.

While the regulation has not yet been adopted, employers should be aware of its existence and the likelihood that, at some point, use of pay cards to pay wages will be federally regulated and may require changes to current pay policies and practices.



## Exit Interviews...A Great Source of Feedback and More!

By Dixie Agostino, VP - Public Relations

When I think about exit interviews, I hear the Looney Tunes' character Yosemite Sam in my head saying ""There's GOLD in them there people!" Imagine a tool that could let senior management know the inside scoop about why people are leaving the company, what they liked best and what they wished they could have improved! Sounds like the ideal window into what is really going on, given by people who have no stake in the outcome (They're no longer here, right? What do they care?).

In reality, giving notice is often like a breakup, an emotional event even when it is positive or mutual. Perspectives get skewed throughout the departure process and sometimes even in the best situation, tensions can arise. And is the HR staff really getting the true story? I've heard from dozens of candidates that they blew off their exit interviews "because nothing is going to change anyway".

If companies are interested in getting the "gold" feedback that can be contained in exit interviews, some things need to be in place.

1. Upper management needs to be open to the feedback, consider it and genuinely want to improve.

2. A "cooling off" period of 2-3 months needs to take place. This gives the departing employee time to reflect and to get a clearer picture on their time with the company.
3. Exit interviews are best conducted by a neutral third party who has no stake in the outcome and can maintain the employees' confidentiality. This creates a better opportunity for rapport, giving the opportunity for more candidness from the former staff member.
4. Feedback interviews should not be limited to departing employees. "Staying Interviews" can be done with great performing workers to learn what the company is doing right and where there are areas to improve. This is also a great opportunity to discover what specifically those members are doing to be successful, so that you can use that information in your recruiting efforts!

There can be great information gleaned after people leave the company, but why wait? Get great feedback now!

For more information on employee engagement, hiring techniques or how to get the best out of your people, contact Dixie Agostino at [Dixie@switchgearrecruiting.com](mailto:Dixie@switchgearrecruiting.com) or (918) 574-8750.

## Talent Attraction & Retention

by Denise Reid, Chamber Liaison



There is a lot of activity in the Tulsa job market, some good and some bad. The most important thing to realize is you are not alone! There are a number of workforce resources and partners in the region that are here to offer assistance. Below is a listing of some of our resources that you may find helpful.

### Talent Attraction

- Workforce Tulsa's Business Services Team - partner with you on open job orders - <http://www.workforcetulsa.com/employer-resources/business-services-team/>
- ChooseTulsaJobs.com - post openings via [www.facebook.com/choosetulsajobs](http://www.facebook.com/choosetulsajobs) fan page
  - Choose Tulsa Relocation Guide, Recruiting Resources and more - <http://choosetulsajobs.com/general/610/employersandrecruiters>
- Oklahoma Employment Security Commission
  - Post hiring event - [http://www.ok.gov/oesc\\_web/Services/Workforce\\_Services/Job\\_Opportunities/Job\\_Fairs.html](http://www.ok.gov/oesc_web/Services/Workforce_Services/Job_Opportunities/Job_Fairs.html)
  - Openings - Variety Hot Jobs - [http://www.ok.gov/oesc\\_web/Services/Employment\\_&\\_Training/Job\\_Opportunities/Variety\\_Hot\\_Jobs.html](http://www.ok.gov/oesc_web/Services/Employment_&_Training/Job_Opportunities/Variety_Hot_Jobs.html)

### Talent Retention

- Mosaic - diversity and inclusion resources and peer networking - [www.mosaictulsa.com](http://www.mosaictulsa.com)
- Tulsa's Young Professionals - assist with presentations to interns, young professionals and getting them engaged in the community [www.typros.org](http://www.typros.org)
- Layoff Assistance
  - Oklahoma Department of Commerce - handbook and

## videos

- <http://okcommerce.gov/workforce-development/rapid-response-layoffs-and-plant-closures/>
- Oklahoma Employment Security Commission - Filing Unemployment Information
  - [http://www.ok.gov/oesc\\_web/Services/Unemployment\\_Insurance/UI\\_Claimant\\_Info.html](http://www.ok.gov/oesc_web/Services/Unemployment_Insurance/UI_Claimant_Info.html)
- Workforce Tulsa - [www.workforcetulsa.com](http://www.workforcetulsa.com)
- Tulsa Regional Chamber/ChooseTulsaJobs.com - <http://choosetulsajobs.com/general/610/employersandrecruiters>
  - Electronic documents to share with affected workers
  - Spreadsheet to populate with affected workers contact info to share with area workforce partners

If you don't see what you need send me a quick email at [denisereid@tulsachamber.com](mailto:denisereid@tulsachamber.com) and I will try to get you connected or identify potential resource for you.



Stacy Hawkins	ONE Gas	Betty Wosch	Houston Interest
Denise Choquette	Brown Mackie College	Steve Ptak	QuikTrip Corporation
Brian Sasina	Saint Francis Health System	Shawn Brown	SyncTank Consulting, LLC
Brandi Callis	ONE Gas	Jordan Surber	Stan Johnson Company
Stacy Atchison	Lee E. Schoeffler, M.D.	Deanna Klinger	BlackHawk Industrial
Marla Baker	Tulsa County DA's Office		



**March 18 - Program Meeting - The Wisdom of Ongoing Training**  
**March 26 - Learning Lab - TBA**  
**April 14-17 - OKHR State Conference and Expo**  
**April 22 - Program Meeting - The Millenials are Coming!**  
**April 30 - Learning Lab - TBA**

[Click here to view our full calendar.](#)

We are booking Program Meeting Sponsors for 2015!

Contact Kari Dean at [kari.d.dean@ehi.com](mailto:kari.d.dean@ehi.com) to reserve your spot today!

**Tulsa Area Human Resources Association**  
**[admin@tahra.org](mailto:admin@tahra.org)**  
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