Newsletter

Issue 55   May 2016

In This Issue

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RESOURCE MANAGEMENT

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Brandon Brazeel, SPHR, SHRM-SCP
VP Leadership Development

Rachel Crawford, J.D.

Dear Julie,

Happy May TAHRA members! It was so good to see many of you at the OKHR conference this past week. Earlier in the month, we had our membership networking event in Broken Arrow with lots of great mingling and door prizes. You may notice some of the board's pictures have changed on the site. A big thank you to Dylan Allen who was the photographer for the head shot fundraiser with all the proceeds going to the SHRM foundation.

May is set with good learning and growth opportunities for us as well. On the 18th, Marsha Petrie Sue will be facilitating the program meeting on how to "Decontaminate Toxic People". Our learning lab features Bill Fournet who will be conducting a session on "Typewriters to iPads: How Generational Diversity is Transforming the Workplace". There will be applicable information in both sessions for us to utilize in our places of work I have no doubt.

Your TAHRA board has reviewed the survey results and we are working on some changes based upon your feedback. Although many of our speakers have been set for the year, one consistent theme was requests to hear more about legal issues we face. Another suggestion was looking at altering some of the times we hold the meetings. We are working on both of these as well as other feedback you have shared with us. Our core focus is to serve our members and we appreciate you sharing your voice.

Looking forward to seeing you soon - Heidi

Heidi Hartman, SPHR, SHRM-SCP
TAHRA President

May Program Meeting
Wednesday, May 18
11:15am - 1:00pm
Crowne Plaza Tulsa Southern Hills

Decontaminating Toxic People
Presented by Marsha Petrie Sue

At this program, Marsha Petrie Sue will share survival tactics for people that create perplexity, puzzlement and pandemonium. This is an interactive program focused on verbal and internal communication and listening skills. She will share ideas to help you manage any situation with tact and poise. Your stress will be reduced, confidence improved and you will even be able to say "no" without feeling guilty. Learn to stay in control no matter how difficult the person or situation. Personal accountability is polished and difficult people will always be in control! Understanding perception and communication patterns is the platform that makes this a sought after program. You must have honed skills to manage toxic people because you will never change them.

All attendees of this program will receive the book *Toxic People* or *Reactor Factor* by Marsha Petrie Sue **AND** a bonus CD called *Are You Listening?*

Click here to register.

Sponsored by:

The Center For Individuals With Physical Challenges

May Learning Lab
Thursday, May 26
2:00pm - 4:00pm
OSU Tulsa North Hall - Room 108

From Typewriters to iPads: How Generational Diversity is Changing the Workplace
Presented by Bill Fournet
The Persimmon Group

Do you ever feel misunderstood by other generations? At

VP Legislative Affairs

Dixie Agostino, SPHR, CPC
VP Public Relations

Justice Waidner Smith, MA
VP Diversity

Charla Isbell, SPHR,
SHRM-SCP
VP Education

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Julie Odom
**Chapter Management
Professional**

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:: 918-344-4622

Check us out on:

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times, have you also felt that you didn't understand the people you interact with, whether they were co-workers or family members? You are not alone! Now more than ever, generational gaps are very distinct, and how we get along with one another and work together can be either hindered or helped by these generational understandings. Change is spanning the generations - from Baby Boomers to Digital Natives (AKA Gen Z). The distinctions between them - their cultures, their expectations, their styles and their "toys" - have never been so sharp and diverse.

How do you create a high-performing, multi-generational team? This engaging session will help participants gain an understanding about generational differences and learn practical techniques for how to effectively interact and manage each generation. Bill will provide the latest business management approaches, and participants will develop skills to create a collaborative environment among multigenerational team members. In addition, participants will explore how each generation views current technology dilemmas, in the areas of hiring, privacy, and productivity. This generational diversity course will enable attendees to harness their team members' strengths and understand their various drivers.

Register now!

Save the Date!
TAHRA Member Appreciation Event

Tulsa Zoo
Saturday, June 11th
Open to members and their families!

Registration open soon at www.tahra.org

Let's Talk About Sex: The Evolving Face of Sex Discrimination Under Title VII
by Rachel Crawford, Esq.
VP - Legislative Affairs

Most employers are no stranger to anti discrimination laws and the Equal Employment Opportunity Commission's ("EEOC") role in investigating alleged violations of the same, but two recent lawsuits filed by the EEOC may surprise some and should serve as a cautionary tale to employers. On March 1, 2016, the EEOC announced it filed, for the first time, two sex discrimination cases based on sexual orientation-one in the U.S. District Court for the Western District of Pennsylvania and the other in the U.S. District Court for the District of Maryland.

In the Pennsylvania case, the EEOC alleged a gay male employee was constructively discharged when he quit employment to avoid further harassment by his manager based on his sexual orientation. The EEOC asserts the employee's manager repeatedly referred to him using various anti-gay epithets and made inappropriate comments about his sexuality and sex life. Allegedly, when the employee complained of discrimination, no remedial action was taken. Similarly, the Maryland lawsuit alleges a lesbian employee was harassed by her supervisor who made comments such as, "I want to turn you back into a woman" and "You would look good in a dress." Further, the supervisor allegedly made sexually explicit gestures toward the employee. The lawsuit alleges the employer fired the employee just days after she complained of discrimination. In both cases, the EEOC argued that such conduct was motivated by the employees' sex, "in that sexual orientation discrimination necessarily entails treating an employee less favorably because of [his/her] sex."

The EEOC took an earlier stand on this issue when it identified lesbian, gay, bisexual, and transgender coverage under Title VII of the Civil Rights Act of 1964 as a national priority in its 2013-2016 Strategic Enforcement Plan and later issued a federal sector decision, in which it concluded Title VII prohibits sexual orientation discrimination. In support of its conclusion, the EEOC explained:

1. sexual orientation discrimination necessarily

involves treating workers less favorably because of their sex because sexual orientation as a concept cannot be understood without reference to sex;

2. sexual orientation discrimination is rooted in non-compliance with sex stereotypes and gender norms, and employment decisions based in such stereotypes and norms have long been found to be prohibited sex discrimination under Title VII; and

3. sexual orientation discrimination punishes workers because of their close personal association with members of a particular sex, such as marital and other personal relationships.

See Press Release, Equal Employment Opportunity Commission, EEOC Files First Suits Challenging Sexual Orientation Discrimination as Sex Discrimination (March 1, 2016) (available at https://www.eeoc.gov/eeoc/newsroom/release/3-1-16.cfm (citing Baldwin v. Dep't of Transp., Appeal No. 0120133080 (July 15, 2015) (available at https://www.eeoc.gov/decisions/0120133080.pdf).

If courts agree with the EEOC's interpretation of Title VII, private lawsuits for claims of sexual orientation discrimination are likely to follow. Employers should keep a watchful eye on employee conduct that could give rise to such a claim. If conduct potentially giving rise to sexual orientation discrimination is reported, employers should take the complaint seriously and take appropriate action to ensure all employees are being treated with dignity and respect. Employers may also want to consider educating employees on the evolving law in an effort to limit liability exposure.

Rachel Crawford is a shareholder at Newton, O'Connor, Turner & Ketchum and can be reached at 918.587.0101 and rcrawford@newtonoconnor.com with Title VII, training, or other employment-related questions or concerns.

Symptoms of Recruiting Problems
by Dixie Agostino, SHRM-SCP, SPHR, CPC
VP - Public Relations

We all have turnover. It's a fact of life and business. Yet if the same reasons for leaving keep popping up, that's indicative of a deeper problem.

Is your company experiencing....

- A low rate of retention in the short term, that is, people quit in the first six months. (That often signifies the person is unqualified or not a culture fit)
- Employees taking lateral positions at other companies. (This signifies culture problems)
- A high termination rate. (This indicates issues with candidate screening)

If your company is experiencing these symptoms, this indicates recruiting problems. Here's how to fix it:

- Be very vocal about your culture, even if you think it is not what is commonly popular. Honesty and consistency on the front of the recruiting process will save you lots of headaches down the road. And you will then be able to attract people who like what your company has to offer.
- No more "trusting your gut"! Screen candidates better with structured interviews, it is scientifically proven to give better results.
- Don't set yourself up to fail. If the job needs to be done by five-year professionals, a new college grad will not cut it. Mis-hires cost a minimum of 30% of first year's total compensation, not even counting the wear and tear on managers, HR and the rest of the team. Paying more for the person who can get the results your company needs can be the best investment possible and save a lot of money in the long run.

For additional information on the cost of a mis-hire or the ROI of "A" players, Dixie can be reached at dixie@switchgearrecruiting.com.

Certification Updates
by Christy Ptak, SPHR, SHRM-SCP
Certification Chair

WOW - We had an overwhelming response to the 1.5 day "SHRM Crash course for Certification " offered as a Pre-Conference session at the recent OKHR State Conference. 30 Human Resource professionals chose to participate over two days - we were full steam ahead to get through all of the material, but, we made it! We heard from an individual who took both the HRCI and The SHRM exams in the same day - and passed both. However, she did indicate that she put significant study hours in prior to taking the exams.

SHRM CERTIFICATION

IF you too would like to pursue your SHRM Professional certification - go to www.shrm.org/certfication to learn more. Also - The SHRM Foundation has a number of scholarships available which can be applied toward the cost of the materials or a course - go to: www.shrmfoundation.org and search for scholarships.

Other ways to prepare for the SHRM Certification exam include:

- Attend the National HR Conference in June
- Participate in a Study Group through TAHRA (another one will likely be offered in the Fall)
- Enroll in the Tulsa Community College three day course (to be offered again next Fall)
- Inquire about learning online by going to the SHRM website

HR CERTIFICATION INSTITUTE™ IF you desire to inquire about HRCI Professional certification - Tulsa Technology Center ordinarily offers a review course in the Fall and Spring.

If you have any questions, feel free to send them my way...Christy

Trust - The Core of Leadership
by Brandon Brazeel, MBA, SPHR, SHRM-SCP
VP - Leadership Development

"Few things can help an individual more than to place responsibility on him, and to let him know that you trust him." - Booker T. Washington

As leaders and managers we have to move beyond the formal authority of our roles. The formal authority will only take us and our employees so far. An employee's direct supervisor is usually always one of the top, if not the top reason, why an employee leaves an organization. Why is that? A lot of managers still lead only by flexing their formal authority. Great leaders use their influence and credibility. In other words, they focus on developing trust. Trust is really at the center of all we do, and without trust everything else around us will crack, crumble and fall.

Have you ever heard anyone say, "Well I trust so-and-so more than the others, but I still don't totally trust them?" We as people and leaders have a hard time trusting others, but in order to get the best out of people we must trust them. It is true that building trust takes time and a lot of work, but the leader, the employee and the organization will be better off for it. The tough thing is that you can build trust for a long time, and one thing, even a minor thing, can derail all of those efforts. For the most part, people do not wake up in the morning telling themselves that they plan on being the worst employee today. People in general want to do a good job, but if the employee does not feel that their manager trusts them, this can disengage the employee.

Communication and work will run much smoother, quicker and efficiently if everyone on the team can trust each other. Low trust or no trust can cause conspiracy theories, sabotage, and everyone always wondering who is plotting against them.

"Speed happens when people...truly trust each other." - Edward Marshall

The good news is that as leaders we can change a low trust environment. Leaders can inspire trust in their teams through their own personal character and competence. According to Stephen M.R. Covey, credibility and trust are earned when character and competence come together. Character is just who we are. It is our integrity, walking our talk and following through. The competence piece does not mean that we have to be the best performer in the world at what we do, but you do need the knowledge, skills and abilities to perform the job. While we do not have to be the best at the specific job, leaders do need to show results. It would be hard for a coach to get hired onto any

sports team with a win/loss record of 0-234 so leaders must deliver results. Again, walking the talk.

A leader can start building trust with their individual employees and within their teams by remembering to:

- Set clear expectations with each person individually and as a team. Make sure they really understand the result when the expectation is met and the consequences when the expectation is not met.
- Get to know and understand your people. And I do not mean that you need to hang out with them every night, but listen to them and get to know what is important to them and what motivates them.
- Recognize your people everyday and provide that specific, honest, open and timely (SHOT) feedback. Do not only speak to them when they have messed up.
- Practice active listening at all times.
- Remove barriers and struggles for your team.
- Let the people perform their responsibilities and tasks and do not take over for them. Help and coach without removing accountability.
- Be as transparent as possible with the team.
- Deliver results yourself.
- Always try to get better at everything you do, and ask for feedback from your team on how you can improve or be better.

These are just a few examples, but it is a good start of some actionable items you can start doing right now to build and foster the trust in your team. By exhibiting these behaviors daily and leading by example, your team will follow and trust will grow.

Be Great...Today!!
Brandon

Welcome to our newest members!

Brenda Brady	Love Envelopes, Inc	Heather Meledeo	TTCU The Credit Union
Shonda Bustamante	Ruhrpumpen	Tracy Smith	PennWell
Rick Coltman	Career Development Partners	Valery Sokol	Saint Francis Health System
Tanecia Davis	OGI Process Equipment	Olivia Steele	Navico, Inc
Jeana Drew	Saint Francis Health System	Megan Trammell	AcctKnowledge
Vanessa Gainer	Kinder Morgan	Allison Tweedy	Cox Communications
Lori Henderson	Evans Enterprises		

Tulsa Area Human Resources Association, PO Box 140958, Broken Arrow, OK 74014