

AFFILIATE OF

# SHRM Emerald Coast Chapter News



SOCIETY FOR  
HUMAN  
RESOURCE  
MANAGEMENT



Volume 15, Issue 4

2nd Qtr. 2004

## Diversity in the Workplace SHRM-ECC Seminar

*Join us for an informative Diversity Workshop!*  
SHRM-ECC is pleased to offer a workshop for understanding, communicating, and promoting Workplace Diversity.

- ◆ Importance of Diversity to an organization
  - ◆ Potential barriers
  - ◆ Diversity on the job
- ◆ Diversity Communications
  - ◆ Managing Diversity

Facilitated by Janice Palmer,  
Director of Workforce Development  
University of Alabama

**Tuesday, April 27, 2004**  
**Registration begins at 7:00 AM**  
**Continental Breakfast starts at 7:30 AM**  
**SEMINAR 8:00 AM – 12 Noon**

The Soundside Club at Hurlburt Field

\$40.00 for SHRM-ECC members  
\$50.00 for non-members

**This program has been approved for 3.75 re-certification hours toward PHR and SPHR re-certification through the Human Resource Certification Institute (HRCI).**

*Registration on Page 2.*

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### Join us for a meeting!

SHRM-ECC meets the 3rd Wednesday of each month at Two Trees Restaurant. Breakfast starts at 7:30 AM and the meeting starts at 8:00.

**Exception: The Diversity Workshop will replace April's scheduled meeting.**

## The President's Corner



Hello everyone! What a great first quarter we've had so far. Attendance at our last general meeting was right at sixty people, which is wonderful! Welcome to all of our new members. It's great to have you with us.

Amy has done a fantastic job so far bringing in good quality programs to help us learn more about our profession and our local resources. We will be planning some really exciting programs in the next quarter to include a Diversity Seminar in April which is also approved for HRCI credits toward re-certification. In May, we will hear about Wage and Hour issues, to include exempt vs. non exempt classifications. And at the end of the quarter, in June, I am really excited to see us host our first CEO panel for which we already have commitments from executives at TYBRIN, Microsystems, and Sverdrup. Through this panel, we hope to delve into the issues that face our executives and how Human Resources can play a strategic role in the business.

I would like to extend a big thank you to Wendy Hodges for the great work that she has done on the newsletter during her short time on the board. Wendy and her husband have accepted a position out of the area, and I will be sad to see her leave us in May. I am very happy, however, to extend a big welcome to Kim Baxter with Advanced Technologies Systems Incorporated (ATSI), who will be taking over the newsletter position for 3<sup>rd</sup> and 4<sup>th</sup> quarters. Welcome Kim!

Lastly, I will be attending the next State Council meeting in May in Ft. Lauderdale, Florida. Please don't hesitate to send me any questions, concerns, or items of interest to take along to share with the State Council members. I hope to bring back some great resources for our chapter.

Thanks to you all for a great first quarter...we couldn't do it without you!

*Cathy Szatkowski*  
President, SHRM-ECC

## Diversity in the Workplace Registration

**Register early! Space is limited to the first 100 registrants.** Pre-payment preferred (check only, made payable to SHRM-ECC). Payment will be accepted at door with confirmed reservation.

***Please remit before April 23, 2004.***

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Organization/Company: \_\_\_\_\_

E-mail: \_\_\_\_\_

SHRM-ECC Member - \$40.00

GPSHRM Member - \$40.00

Non-Member—\$50.00

Send to:  
SHRM-ECC  
P.O. Box 5579  
Fort Walton Beach, FL 32549-5579  
ATTN: LaVonne Vasquez  
Hospitality Chair

## WELCOME TO OUR NEW MEMBERS

### Shannon Craig

Administrator, ORION International

### Rhonda Hacker

HR Employment Coordinator, Sverdrup

### Jon Christie

Transition Assistance, USAF

### Don Weber

HR Manager, Lowe's

### Hannah McIntosh

Recruiter

### Judith Arnts

Student

### Michelle Carr

Recruiter, Fort Walton Beach Medical Center

## Need to prepare to take the SPHR or PHR Certification Exam?

You can sign up for a preparation class with the University of West Florida. Classes meet in Fort Walton Beach near the JobsPlus Center. For information, contact Vanessa Molden- [molden@uwf.edu](mailto:molden@uwf.edu) or Becky Spence- [rspence@uwf.edu](mailto:rspence@uwf.edu).

## Sign up today!

## Diversity in the Workplace Seminar!

**Tuesday, April 27, 2004**

**7:30—Noon**

**Hurlburt Soundside Club**

**Contact LaVonne Vasquez at**

**[Lavonne.vasquez@hurlburt.af.mil](mailto:Lavonne.vasquez@hurlburt.af.mil)**

## SHRM/Emerald Coast Chapter Sponsorship

The Emerald Coast Chapter offers Great Advertising opportunities.

### Plan Option A

Fee: \$200.00

Sponsor an SHRM/Emerald Coast Chapter General Membership Meeting  
Entitles sponsor to 10-minute presentation at meeting, 6 months of advertising on  
Chapter website and in quarterly newsletter.

### Plan Option B

Fee: \$50.00

Entitles sponsor to 6 months of advertising on Chapter website and in quarterly newsletter.

### Plan Option C

Fee: \$25.00

Advertise in SHRM/Emerald Coast Chapter Annual Directory  
Business Card ads.

### Plan Option D

Fee: \$25.00

Advertise in SHRM/Emerald Coast Chapter Annual Directory

**Contact Mike Carraway at 837-6138 for additional information.**

### SHRM Foundation

*The benefits it brings!*

The SHRM Foundation is a not-for-profit organization that operates as the research and development arm of the Society for Human Resource Management. The mission of the Foundation is *to lead, encourage and financially support research and educational activities that further the growth and development of the HR profession.*

The SHRM Foundation is governed by a volunteer Board of Directors from the HR profession, including academics, practitioners and representatives from the Society of Human Resource Management. It is supported by tax deductible contributions from individuals, companies and organizations.

Activities funded by the Foundation include major research projects that have direct and practical impact in advancing the profession, practical publications on specific issues, scholarships, grants and educational initiatives.

The SHRM - Emerald Coast Chapter is committed to supporting the Foundation through an annual contribution of \$500. The chapter has an appointed SHRM Foundation Chair position on the board and this board member leads an additional SHRM Foundation fundraiser each year. Individual members are encouraged to donate to the Foundation as well.

For more information on the Foundation see <http://www.shrm-org/foundation> or contact Tami Manard at [tmanard@gomicrosystems.com](mailto:tmanard@gomicrosystems.com).



## HR Florida 26th Annual Conference & Exposition



26th Annual HR Florida Conference & Expo  
October 6-8, 2004 - Ft Lauderdale, FL

### Is Human Resources an Art or a Science?

According to the Merriam-Webster dictionary, art is a 13<sup>th</sup> century word from Latin meaning a skill acquired by experience, study, or observation...as in the *art* of building relationships. It also means an occupation requiring knowledge or skill...

Join us as we unlock the creativity of our profession at the 26<sup>th</sup> Annual HR Florida Conference & Expo: *The Art of Human Resources*. As HR professionals, we are an integral part of our organizational masterpieces: identifying and retaining key talent, insuring return on human capital investments, and demonstrating the ability to partner with the business. From 'stick men and finger paints' to 'neon and jazz', this event will challenge, educate, and enlighten your knowledge and skills. We look forward to seeing you at the conference!

For more information visit [hrflorida.org](http://hrflorida.org).

## Member News!

**Ella Mae Walters** is the new Human Resources Manager with AIC.

**Sue Vondra** recently accepted a new position with the Hilton in Sandestin. She is the HR Manager.

**Kim Baxter** is the New SHRM-ECC Newsletter Chair! Welcome!

**Stacy Tobik** recently joined the Boeing organization as a HR Generalist.

**Take Stock in Children** —We have \$3090.00 in the SHRM Take Stock in Children Restricted account. Only \$160.00 to go before it is fully funded!!! SHRM wants to thank Kathy Williams for transferring Mevatec's \$480.00 towards their restricted Take Stock in Children account to the SHRM account. Thank you Kathy!

## 2004 2nd Quarter Meeting Schedule

### April 27, 2004—Half Day Seminar

Diversity Workshop  
Janice Palmer  
University of AL

**\*Workshop will be held at the Hurlburt Soundside**

### May 19, 2004

Susan Woolf  
Attorney  
Shell, Fleming, Davis & Menge  
Exempt Vs. Non-Exempt Employees

### June 16, 2004

CEO/Executive Leadership Panel  
How Does Human Resources add value to your organization?

### On-line meeting registration

Go to <http://www.shrm-emeraldcoast.org>

**The meetings are held the 3rd Wednesday of each month at Two Trees Restaurant at 7:30 AM.  
Meeting starts at 8:00 AM**

## Need to re-certify?

If you currently hold PHR or SPHR certification, remember you need to re-certify every 3 years- either by earning 60 hours of learning credit or by re-taking the exam. Re-certification requirements have changed in the last year. On-line courses are available. You can review the rules at <http://www.hrci.org>.

## Legislation

HR professionals are the experts on public policy that affect the workplace. As such, you have the opportunity to serve as a valuable resource to state legislators as they debate issues such as the new health care coverage requirements or mandated paid family and medical leave. As the experts on HR public policy, you have the ability to influence the laws enacted in our state. Please let your voice be heard by logging onto [www.shrm.org/government/hrvoice](http://www.shrm.org/government/hrvoice) and write your elected officials!

Once you have written your letter please see Sue Vondra to have a chance to win a \$50.00 Gift Certificate for Silver Sands Factory Outlet Stores. [SVondra@sandestinbeachhilton.com](mailto:SVondra@sandestinbeachhilton.com).

## Member Spotlight

**Our Member spotlight this quarter was completed on Joan Hudson, Human Resources Director, Twin Cities Hospital.**

**1. Why did you pursue HR as your career field?**

I had originally wanted to be a teacher, but circumstances provided an opportunity to work in a Human Resources Department while a senior in high school. That experience showed me a way to provide learning to others through facilitating, customer service, and the ability to make a difference through helping others enjoy their work environment while still following the rules of the company.

**2. How did you hear about SHRM-ECC?**

Back in the mid-eighties I attended a meeting involving a group of HR Directors from the area meeting once a month at Harbor Docks in Destin. This group later became the SHRM-ECC, which I have been a member off and on for the last fifteen years.

**3. How long have you been a SHRM-ECC member?** I became a full-time member again in 1998.

**4. Are you a National SHRM member?** Yes

**5. What benefits have you derived from your National Membership?**

**The National Website has been an excellent tool in many ways:**

- o It was a main source for information when serving as the Legislative Representative,
- o White paper information is used for Department Directors meetings to keep them updated on the latest HR issues
- o Searches for statistical information as well literature resources have provided points of contact for both work and dissertation subjects

**6. How can SHRM-ECC improve to serve the membership?**

SHRM has continued to improve services offered to its membership. The latest has been the move to morning meetings at Two Trees in Fort Walton Beach. It appears we are back up to the numbers that were attending the lunch meetings at Soundside. There seems to be more interaction and networking among members at morning meetings.

After serving two years on the Board, I know these individuals are always open to suggestions from members. Perhaps we should have some sort of contest for new idea suggestions.

**7. What was your favorite speaker topic covered the last few years?**

I actually enjoy the panel discussions we have had on diversity. Diversity is an important part of Human Resources, and reinforcement of what it involves by having individuals who work with it on a daily basis be available for questions, comments, and provide examples is an excellent idea. The other topic that has been of interest is when we do an annual meeting involving the Worker's Compensation or Unemployment law. These are ever changing areas, and those involved in human resources always welcome information.

**9. What topics would you like to see in the future?**

Issues concerning contract and temporary employees, i.e., required information on hire, education, certification, health information, etc.

*(Continued on page 7)*

*Member Spotlight—Joan Hudson***10. What is your greatest HR success story? (or work related work story)**

My greatest success story for HR and Twin Cities Hospital was the implementation of our Community Skills Program seventeen years ago. This is a program we have in conjunction with Niceville High School that provides opportunities for students with special challenges to intern at a “real” job as part of their curriculum during their time at Niceville High School. In the beginning only seniors were allowed to participate, but when we hold our annual tour and application opportunity in April 2004, there will be freshman and sophomores invited to see how the program works. We are especially proud of the fact that during our fifteenth anniversary luncheon, students from previous programs attended with several working in the community, and one individual beginning classes at OWCC. The relationship between the school and hospital has served many purposes, communication, tolerance, accountability, and good will. This program was our first venture into helping students within the community, and has led to several others including students from Crestview High School, and Okaloosa Walton Community College.

**11. What person has made the biggest impression on your career? Why?**

There have been numerous individuals who have provided inspiration, but for the last eighteen years I have worked for a gentleman who has allowed me to grow in my position by taking chances, making mistakes, learning from the mistakes, and moving forward. Like all bosses, he can be a pain at times, but because of his encouragement and integrity, the work experience with him has made the biggest impression in my professional career.

**12. What advice do you have for other HR professionals?**

Never believe you cannot continue to learn. In our business, laws, regulations, just about everything can change on a monthly, weekly, or daily basis! I am also continually amazed at the giving attitude of many employees, and their willingness to assist when they believe their voices have been heard.

**13. What are your hobbies or interest outside of work?**

I have this disease called life-long learner, and referred to by many as the “perennial student”. My husband has been told he will probably receive a call that I have died in the classroom taking an end of semester test. Learning is a wonderful hobby, and it also serves me well in the HR business since it gives me a heads up on the next generation of applicants.

**14. What are your favorite foods?**

Being a Cajun from New Orleans I would have to say any type of seafood (especially crawfish).

**15. How do you achieve a work/life balance?**

That is the most difficult task I sometimes encounter, but every Saturday is a family day for me when work and school projects take a back seat to enjoying what life is all about. It is also the time I actually can sit down, have breakfast, and read the paper with my spouse without hurrying off to some meeting.

**16. What is your favorite Quote?**

Taped to my desk is a quote that was given to me by my boss reads as follows:

“When we see ourselves in a situation which must be endured and gone through, it is best to make up our minds to it, meet it with firmness, and accommodate everything to it in the best way practicable. This lessens the evil, while fretting, and fuming only serves to increase your own torments.” (Thomas Jefferson 1743 – 1826, 3<sup>rd</sup> President of the United States)

This has always helped me to face situations. If I allowed my heart to overtake my head, I could make the wrong decision.

## Diversity Corner

With immigration rates increasing faster than predicted by National Census experts, employee communication will increasingly become a concern to employers. According to an article published in the February 2003, Harvard Business Communication Letter, the following seven steps will help managers tap into an employee's wealth of knowledge and invaluable experience without being caught up in the web of miscommunication.

1. **Learn how the employee best receives communication.** Many workers respond better if they receive direction and information from a foreman or supervisor instead of directly from a manager.
2. **Train international employees early and often.** Many cultural pitfalls may be avoided with proper training. Take time to instruct your employees of cultural differences they may encounter in the workplace. This may help alleviate any culture shock they may feel.
3. **Train your non-foreign born, too.** Teach your employees to look at situations from "the eyes of someone else" not just their own. It is important for them to understand the importance of respecting others and their cultural differences.
4. **Assign mentors for your employees.** This will help your employee create one-on-one relationships with others who will assist them in understanding and adjusting to situations as they arise.
5. **Practice open-door communication.** Don't just wait for your employees to come to you...go to them. Ask them for their input, suggestions and concerns. Set the example and break the communication barrier yourself.
6. **In company wide communications, avoid jargon and slang.** Keep in mind that even fluent English speaking employees don't necessarily use the same phrases and metaphors. Using simple, straightforward language will help avoid miscommunication.
7. **Play by the rules and stick to business.** Making sure that all communication is consistent and clearly in line with the goals of the company. Therefore, there will be no confusion on day to day tasking.

### Calendar Updates:

April—Multicultural Communication Month  
 May—Asian/Pacific Heritage Month  
 June—Gay and Lesbian Pride Month

**THE EMERALD COAST CHAPTER OF  
 SHRM THANKS OUR  
 MEETING SPONSORS FOR THEIR SUP-  
 PORT OF OUR  
 ORGANIZATION!**



**Lori Love**  
 740 N Beal Pkwy  
 Ft. Walton Beach, FL  
 1-850-862-5330

## DIVERSITY BEST PRACTICES

We are preparing a Diversity Best Practice Guide and would love your in-put. Please share your favorite Diversity events and practices with us.

**E-mail [stacey.g.tobik@boeing.com](mailto:stacey.g.tobik@boeing.com) for additional information.**

## AFFILIATE OF



SOCIETY FOR  
HUMAN  
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MANAGEMENT

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[WWW.SHRM-EMERALDCOAST.ORG](http://WWW.SHRM-EMERALDCOAST.ORG)**

## SHRM/Emerald Coast Chapter 2004 Executive Board Members/Committee Chairs

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