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2009 VIRGINIA SHRM
STATE CONFERENCE

October 4-6, 2009 Virginia Beach

<http://virginiahrmstateconference.com/>

Registration Fees: \$450.00 | Students \$100.00

Be sure to note Dulles SHRM as your Home Chapter!!

Sessions have been submitted to HRCI for Global, Strategic and General Credits, with a possible 17.25 credits awarded if you also attend a pre-conference workshop.

Sponsorships are available | Exhibitor space is available

Wisdom from the Goddess...

I Love Sales Folks

I love sales folks - they are so gosh darn perky all of the time, even early in the morning. What a gift (or a curse - I'm not sure which). Me? Not so much. I don't do perky. If any of you are watching Showtime's Nurse Jackie you'll recall the first episode when she's introduced to her new nursing protégé, who is trying so hard to make a good first impression. In response to overwhelming niceness, Jackie warns her that she doesn't do perky, she does "quiet and mean." The goddess totally relates, especially before morning caffeine. But I digress...

While I don't understand what makes sales folk tick, they are the best HR partners. I love working with them. For one thing - they like to talk to you, and the managers actually seek you out to tell you what's going on in their world (whether you want to hear all of the gory details or not). If Sales Managers have a problem employee or situation, they are the first ones in your office telling you all about it. And telling you, and telling you some more. But that's all good - at least this is one time you don't find out about the sexual harassment situation when the employee's lawyer contacts you. Forewarned is forearmed!

And even better, the sales team likes to talk too. When you are conducting an investigation they are more than willing to dish about what they know, even if they don't work for the company anymore. One time I had a female employee complain about a male manager, and I was afraid that I was not going to gather enough information to get beyond the "he said, she said" stage that frustrates many an investigation. I decided to take a risk and reach out to former employees who were more than happy to talk to me - not because they had a grudge against the manager and wanted to get even (like that ever happens!) - but because they were still willing to be a good corporate do-bees. (And they actually returned my calls promptly - whoo hoo!)

Continued on Page 4

September 2009
GOLD Sponsor



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Misti Mukherjee

September Chapter Meeting

A Brave New World: Emerging Trends and Issues in Employment Law

Wednesday, September 16, 2009 (Dinner Meeting)

Presented by **Misti Mukherjee**, Partner, Washington DC Office
Jackson Lewis LLP

A new Supreme Court Justice, a new Administration, new legislation, a new economy. Where do these seismic shifts leave the HR professional? Busier than ever - and more confused.

Join us for an engaging conversation about emerging trends and issues in employment law, and the practical consequences of the perfect storm: unprecedented job loss, an active administration and new legislation. How do you respond? By preparing yourself to understand how to respond to increased litigation, pro-employee legislation and judicial interpretation that may undo commonly held notions of HR practice and employment law. We will discuss the practical consequences of new laws (from the ADA to the FMLA to COBRA), recent Supreme Court precedent (and what those opinions mean for the HR practitioner), and we will share practical ideas for responding to mass layoffs, stressed employees and a surge in employment litigation. And we will conclude by re-affirming that while all these of these pieces may be moving, the constant role of HR remains more important than ever.



The September meeting has been approved for 1.0 recertification credit hour towards PHR, SPHR and GPHR. 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.

About: Misti Mukherjee

MISTI MUKHERJEE is a Partner in the Jackson Lewis Washington, D.C. Region office. After graduating from the Honors Program at the University of Texas, Ms. Mukherjee received her Juris Doctor degree from the University of Texas Law School. Since entering private practice in 1991, Ms. Mukherjee has represented employers in a wide range of labor and employment law matters.

Ms. Mukherjee partners with her clients to develop creative and strategic solutions on a wide range of employment law issues, including employment discrimination, performance counseling, wage-hour law, discipline, termination, mass layoffs, family and medical leave, disability accommodation, defamation, COBRA, and Sarbanes-Oxley compliance. She negotiates and drafts agreements related to executive employment, equity compensation, consulting, confidentiality, restrictive covenants, and severance. She advises executive management, human resources professionals, and in-house counsel on the development, implementation, and enforcement of personnel policies and risk-management tools.

October 2009
BRONZE Sponsor



TRAINING SOLUTIONS, Inc. (TSI), founded in 1995, provides diverse performance development training programs, human resources services, executive coaching, workforce consulting and facilitation of retreats for a variety of companies across the nation and worldwide. We have a team of trainers and consultants to assist you, and we are also a reseller for many training/HR vendors. Our full service website offers you a wide selection of classroom training topics, online training programs, hiring and feedback products, online/paper assessments, video programs, facilitator kits, online previews, free assessments and much more. TSI is committed to providing excellent customer service to help you increase the job productivity and employee satisfaction within your organization. We do this by offering you high quality training and human resource products, programs and services. We are honored to be of service to you.

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October Chapter Meeting

Behaviorial Interviewing

Wednesday, October 21, 2009 (Dinner Meeting)

Presented by: **Mary Roome-Godbolt & BJ Johnston**, Cox Communications

The selection of a new employee is a major investment for your organization!

Developing and maintaining a selection system that yields solid returns – productive employees who enjoy their responsibilities and seek opportunities to continuously improve their jobs – is critical to the success of every organization.

Targeted Selection Behavioral Interviewing is a proven, practical, consistent, legally credible system that provides a firm foundation for accurate hiring decisions and gives you the tools and skills to gather and evaluate data effectively. Come join us on Wednesday, October 21st as Mary Roome-Godbolt and BJ Johnston of Cox Communications, give you an overview of the Targeted Selection Behavioral Interviewing system, along with some great interviewing tools and some sample interview questions.



This program has been submitted for 1.0 recertification credit through the HR Certification Institute. For more information, visit www.hrci.org.

Seeking Speakers for 2010 Monthly Chapter Meetings



Dulles SHRM is currently seeking speakers for the 2010 chapter meeting calendar. It is our goal to provide outstanding HR educational programs for our members. We look for speakers who provide rich content in an engaging, interactive format. For consideration as a potential speaker, please contact:

Keli Winter, PHR
Vice President of Programs
Dulles SHRM
E-Mail: keli.winter@dullesshrm.org

Wisdom from the Goddess. (continued from Page 1)

Sales departments also keep detailed statics on employee performance – number of weekly cold calls, number of face to face appointments, number of sales contracts, and the amount of sales in dollars – there is never any question as to whether a sales person is meeting his/her quota. How many other employees know exactly what their performance requirements are and get that sort of accurate, timely feedback on how well they are meeting those goals? Let me guess – give me a minute to think – I know... NONE! What a blessing when the time comes to formally counsel the sales person who isn't making it, or even better, reward the person who exceeds his/her goals. Employee performance data that is timely and objective – what a concept!

And if the numbers don't add up and the time comes to part company, Sales Managers are quick to act on an employment relationship that's not working out. And it's not because they aren't a bunch of wusses like the rest of the managers who are afraid to confront their poor performers and either put it off or think that HR should do their dirty work for them. (I don't know about you, but firing employees for managers too chicken to do so was never in my job description.) Sales Managers know that a poor performer directly impacts his/her ability to meet company sales goals (and his/her own sales bonus – they're not stupid.)

And these are the very few termination meetings I didn't dread sitting in – Sales Managers are just so gosh darn nice in the way they treat the person who has to go. And the people being terminated are also gosh darn nice about the fact that it didn't work out (experience in handling sales rejections does help). You'd think you were in the middle of a hippie love fest – which is better than wondering if the employee you are helping to terminate is going to make you wish you had taken a "violence in the workplace" refresher course...



One thing I like about sales folks is that they often reach out to HR before they step in it. I wish all of my VP's would ask before they do something stupid and create a mess that I have to spend hours cleaning up afterwards (like I didn't have anything else to keep me busy). One Sales VP from Dallas called me to check and see if it was OK to buy a margarita machine for the office. He faithfully promised that they would only use it on Friday afternoons (so of course, that made it OK). I had to congratulate him for his creativity and devotion to employee satisfaction but gently let him know that this wasn't the best way to meet those goals. He reluctantly agreed with me but in my mind I could hear the conversation with the staff: "Well I wanted to get a margarita machine but HR wouldn't let me." You know how that goes...

Sales Managers are also open to new ideas – but in their own way. I recommended to a Sales SVP that his group would benefit from training in behavioral interviewing and a targeted selection process – they were hiring a lot of account executives who were consistent in their skill set. The group thought that was a terrific idea. (They are the best partners in recruiting – always willing to pull out their rolodex and help you find candidates for them.) The Sales Managers and VP's willingly (did you catch that, **WILLINGLY!**) sat through over a day of interview training. I thought everything was going so well until one of them shared the fact that he interviews in the local bar. We had just talked about needing to be consistent in interviewing questions and practices, and the group eagerly agreed that they should be consistent and that *everybody* should interview in bars. Of course HR had to be the killjoy and explain that bars are probably not the best place, and mixing alcohol and interview questions could lend to legal issues if the candidate is not selected. Eventually, and by that I mean after a long, challenging debate (what can I say, they were great at sales) they very reluctantly agreed with me, but I suspect once I was out of sight they completely ignored my warnings and gleefully interviewed over many cocktails. You win some, you lose some... **but I still love sales folks.**

Lynn M. Lorenz, SPHR, President, HR Goddess, Inc.

Phone: 703-430-8642, Email: HRGoddess@AOL.com

2009 PHR/ SPHR Certification Fall Study Group

Sign Up Now Open

Dates: Mondays, September 14 - - December 7, 2009

Time: 5:45 p.m. – 8:30 p.m.

Where: TeqCorner, 1616 Anderson Road, McLean, Virginia 22102 (Tyson's Corner)

Cost: \$700 for Dulles/ NOVA SHRM members (which include the SHRM Learning System).

Here's what you can expect:

- Study and learn with other HR professionals
- The guidance of a proven and experienced facilitator
- A low-cost, effective, and dynamic 13-week session designed to cover all modules of the 2008 SHRM Learning System
- A pass rate that exceeds 60%, and higher than the national average.

Space is limited to the first 20 individuals who register.

To register or for more information please contact Joseph Gregory, SPHR, Dulles SHRM Certification Representative at 703-999-6530 or jgregory@vipconsulting.com.



Dulles SHRM thanks TeqCorner for providing the meeting space at no cost to our chapter. TeqCorner is located in Tyson's Corner and is designed to provide small businesses; technology companies and, start-up entrepreneurs with a "community office" approach. Website: www.TeqCorner.com

Out of Work? Don't Give Up Attending Meetings!

Amy Lourenco, SPHR
Secretary

Did you know that Dulles SHRM has a special reduced rate for transitioning members? If you are a Dulles member and are currently in transition (AKA out of work), you pay only \$20 for each regular Dulles SHRM meeting. This is a reduction of \$15 from the already affordable \$35 per meeting! We've done this to assist you – our transitioning members – and to keep you involved and active in the Chapter.

HR practitioners seeking a new position must keep current with the field – and what better place to do it than the monthly meetings sponsored by "Your Chapter of Choice"?! It also helps to let colleagues know about your availability and skill set. We encourage attendees to discuss HR openings, so you may even hear about your next opportunity at a meeting!

In order to take advantage of the reduced "Transitioning Member" rate, you must be a paid member of the Dulles Chapter. You'll then need to fill out and submit a very brief Transitioning Member Registration Form that can be found at http://www.dullesshrm.org/transition_reg.asp. Then when you login to the Dulles site to register for a meeting, check the box that says "you are an approved Transitioning Member still in transition". You will need to register and pay on line to take advantage of the \$20 rate.

September Chapter Discussion Group

"I'd rather be golfing!" – A deeper look into the concept of Work-life Balance

Thursday, September 10, 2009

There is a sick baby at home ... are you able to work remotely so you can tend to his/her needs?
Scheduled to leave early on Friday to catch a flight and meet buddies in Vegas ... are you able to work an extra hour Monday – Thursday and not tap into your PTO time?
Emergency trip to the vet for a sick puppy – are you able to dial into the staff meeting?
In preparation for this discussion, please reflect on the following questions:

- How does your Employer support your after hour's passions and obligations?
- Is it a hassle tending to unexpected emergencies or making travel plans?
- What formal policies exist to support a healthy balance and what policies hinder you?
- What are best practices?

Work life balance is defined as a broad concept including prioritizing between career and ambition on one hand, compared with pleasure, leisure, family and spiritual development on the other hand. This discussion group will focus on the quest to balance work and life. For some it comes easy and for others, it is a true struggle. We will learn which programs can enhance the balance and the benefits of having a workforce that feels supported. By determining what drives an employee outside of the office, we will be able to better motivate, engage and retain them!

Stacie Evans, Recruitment & Resource Manager for Sekon, will lead our discussion around this topic. You are welcome to extend an invitation to interested colleagues. No fee is charged for attending. However, registration is required on-line, at least 24 hours in advance, via the Dulles SHRM web site (www.dullesshrm.org): Events/ Discussion Groups. If you have questions, contact Janet Geib at 703-303-4427 or discussion@dulles.org. Participation is limited to the first 25 people who sign up.

No fee is charged for attending. However, registration is required on-line, at least 24 hours in advance, via the Dulles SHRM web site (www.dullesshrm.org): Career Growth/Chapter Discussion Groups. If you have questions, contact Janet Geib at 703-303-4427 or discussion@dullesshrm.org. Participation is limited to the first 25 people who sign up.

Date: Thursday September 10, 2009

Time: 7:30 am – 9:30 am

Location: Jack Kent Cooke Foundation, 44325 Woodbridge Parkway, Landsdowne, VA 20176

Phone: Colleen Rogan at 703-723-8000

Discussion Group Schedule

October 1, 2009

"Performance Appraisals"

Facilitator: TBD

Location: TBD

November 5, 2009

"Working Remotely"

Facilitator: Cindy Loison

Location: Jackson Lewis, LLP

December 3, 2009

"Recognizing Achievements"

Facilitator: Paul Densley

Location: TBD

For more information, please visit:
<http://www.dullesshrm.org/discuss.htm>

Community Speaker – September Career-Training Program

Training Futures is a comprehensive office/computer career-training program conducted in a simulated office environment. The goal of the program is twofold: to meet the needs of Northern Virginia employers seeking well-qualified office workers and to help underemployed people develop marketable skills and secure rewarding jobs. In addition to providing technology training and job placement assistance, Training Futures teaches lasting organizational, communication, and problem-solving skills. Almost 90% of program graduates have found office jobs with the opportunity for advancement. Trainees develop professional skills, build self-esteem, and benefit from increased financial well-being for themselves and their families. Employers benefit from Training Futures because it provides highly-motivated and well-trained entry level employees. The 25-week office skills curriculum provides training in Microsoft Office Suite 2007, keyboarding, internet/email, records management, customer service, business communication, medical terminology/billing and an introduction to coding, HIPAA, as well as instruction in human relations and workplace ethics. Twice a year free 3-week internships with selected area employers are offered. This provides employers a risk free trial period for prospective entry-level office support workers and offers trainees an opportunity to use their newly acquired skills.

Senior Employment Specialist Barbara Voorheis of Inova Health System said, "The Training Futures internships give our managers the chance to see how much the Training Futures interns bring to the table. Inova has hired over 25 employees over the years and graduates have been top quality employees!" For more information, contact Marla Burton or Susan Craver at 703-444-1630. Check our resume link: http://www.nvfs.org/trainingfutures_resumes/

October Chapter Discussion Group

Performance Appraisals-Solving Tough Challenges

Thursday, October 1, 2009

Most of the time, a performance appraisal is routine. You hold a dialogue with the employee, talk about how the past year has gone, and discuss aspects of his or her performance that require both acclamation and improvement. Goals are set for the upcoming year and hopefully, at the conclusion, you end up with better insights into each other's views and expectations.

But what if you have a difficult time even writing the appraisal because the employee you are evaluating is not located in the same state, is more technically savvy and makes more money than you do? What if things don't go so smoothly during the performance appraisal itself? How do you handle the stress of multiple performance appraisals due at the same time?

Have you ever wanted to discuss these and other types of performance appraisal strategies with your HR counterparts? Then join us for our next Dulles SHRM Discussion Group facilitated by Judy Jackson, president of Jackson & Associates, an HR consulting firm. Please come prepared to discuss some of the following questions:

- What type of performance appraisal schedule do you use and why?
- How do you handle appraising employees who are geographically distant?
- What types of tools help you manage your performance appraisal schedule?
- How do you deal with unrealistic expectations of the employee?

If you have had no previous experience in this area, consider this an opportunity to learn from other professionals. You are welcome to extend an invitation to interested colleagues.

No fee is charged for attending. However, registration is required on-line, at least 24 hours in advance, via the Dulles SHRM web site (www.dullesshrm.org): Career Growth/Chapter Discussion Groups. If you have questions, contact Janet Geib at 703-303-4427 or <mailto:discussion@dullesshrm.org> Participation is limited to the first 25 people who sign up.

Date: Thursday October 1, 2009

Time: 7:30 am – 9:30 am

Location: Community Residences, Inc.
14160 Newbrook Drive, Chantilly, Virginia 20151

Phone: **Paulina Noel**, Sr. Recruiter, Human Resources
703.842.2303

For more information,
please visit:
<http://www.dullesshrm.org/discuss.htm>



Dulles SHRM
PO Box 1249
Herndon, VA
20172-1249

Your Chapter of Choice

We're on the Web!

See us at:

www.dullesshrm.org



Interested in Serving?

Dulles SHRM is currently talking with members about serving on the 2010 Board of Directors. We are also always looking for more committee members.

Benefits of volunteering: Learn or develop a new skill, be part of your HR community, sense of achievement, increase your career options, increase your network, learn leadership skills, and much more.

If you are interested in serving on the Dulles SHRM Board of Directors for 2010, or are interested in serving on a committee, please contact Linda Caporaletti Hoyt at lcaporaletti@hdmanet.org, Denise Henderson at dhenderson@oceana.org, or Sarah Cower at sdcconsult@hotmail.com.

About Our Organization

The Dulles Chapter of The Society for Human Resource Management first met on January 21, 1987 and was chartered on June 24, 1987 with 61 charter members. It has grown to more than 250 members.

The Dulles Chapter is a 100 Percent Chapter where all members are required to maintain membership in the national organization. In addition to programs providing information to human resource professionals, the Dulles

Chapter is a Pinnacle Award winner and continues to be a Superior Merit Award Chapter. The Chapter also holds seminars and workshops dealing with a wide variety of current topics and issues including [certification](#).

This is *Dulles SHRM's Navigator*, the official newsletter of Dulles SHRM, the Dulles corridor's human resources professional organization. *Dulles SHRM's Navigator* is published monthly.

Tobin Seven — Media Director
Denise Henderson, PHR — President

Deadline for the October 2009 issue is September 25, 2009.
Email submissions to Seven.T@tie-inc.com.