

2009 Annual
Sponsor



www.rocsjobs.com



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...

HR: The Myth vs. the Reality

Some of you may know that I have been teaching two undergraduate HR Management classes this semester. These are required, junior year courses for majors in business administration, so the class is geared more towards budding managers than to HR professionals. Now, many of you may be thinking, "OMG! The future of the next generation of business leaders rests in the hands of the goddess!" Some of you will think that's a good thing, while some of you may think we're all doomed.

I must admit these classes do give me the unique ability to shamelessly brainwash these eager young minds and make sure that they grow up to be great HR partners. Two of my recent slides were entitled "The 10 Things Managers Do to Irritate Recruiters" and "Busted! How I Know When I Know Your Performance Appraisals Don't Match Reality." These folks are so easy to program, err, educate. They believe everything I tell them (would that husbands and kids were this attentive!) So my plan to brainwash young managers and take over the corporate world for the good of HR is working. BRAA HA HA! But I digress...

One constant battle is trying to keep the class real with a text book that doesn't exactly reflect reality. It was written by 3 college professors with a two page long acknowledgement for the contributions of MORE college professors - 53 in all! (Makes you wonder how many professors it takes to screw in a light bulb.) With 56 people working on this they couldn't find 1 or 2 actual working HR professionals to weigh in on their material? In their defense they do quote a recent SHRM study on diversity training once in their text, but that's the only flash of the modern HR thinking I have found.

Continued on Page 4

October 2009
BRONZE Sponsor

October Chapter Meeting

Learn How To Make The "Right" Hiring Decision! *Targeted Selection Behavioral Interviewing*

Wednesday, October 21, 2009 (Dinner Meeting)

Presented by Mary Roome Godbolt and BJ Johnston

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. Their presentation will provide you with tips and tools on the behavioral interviewing process, determining motivational fit, interview techniques, data evaluation/integration and legal considerations.



The October 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: Mary Roome Godbolt and BJ Johnston

Both Mary and BJ are certified instructors for Targeted Selection Interviewing, through Development Dimensions International.

Mary Roome-Godbolt is a Recruiter for Cox Communications of Northern Virginia. She has a diverse background in Call Center Management, Recruiting and Human Resources. She managed call centers for 15 years, including the call center the 1996 Centennial Olympic Games in Atlanta. She has recruited, interviewed and hired hundreds of employees. Her forte now is working as a Business Partner with the Cox hiring managers to hire and retain "productive employees who enjoy their responsibilities and seek opportunities to improve their job". Mary holds a Bachelor's degree in Communications from Illinois State University. She is currently serving as a volunteer board member for the Dulles Chapter of SHRM in the capacity of Registration Coordinator.

BJ Johnston is the Manager of Training and Organizational Development for Cox Business of Northern Virginia. He has a diverse background in organizational development, leadership coaching, and business development. He is also a small business owner in Fairfax County. Johnston holds an M.Ed in Human Resource Development from The George Washington University. He is an adjunct professor at the George Mason University School of Management.

REMINDER

**2009-2010
Total
Compensation
Survey for
Mid-Atlantic
Technology
Companies
Deadline this
Friday, October 2**

The survey can be found at www.knowledgebank.us.com.

Respondents can download the survey and return the completed form to surveysubmission@knowledgebank.us.com.

Participants will receive a **FREE** copy of the results.

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

By 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.

New Virginia SHRM Chapter



**Dulles SHRM welcomes the newest Virginia SHRM Chapter,
Prince William SHRM, Inc.**
We are happy to help introduce the Chapter, and their Board of Directors:

President, Kristina Spittler (president@pwshrm.org)
President-Elect, Robert Steindler
Secretary, Margo Mentus
Treasurer, Caroline Espree
Director of Membership, Hallie Oxley
Director of Communication and Technology, Susan Kendrick
Director of Programs, Karen Lehr
Director of Community Relations, Lisa Frankel
Director of Governmental Affairs, Randi Riccardo
Director of College Relations, Rebecca Sledge

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)

So what kinds of things are out of whack? Here's what I have found so far:

Some things are simply behind the times. (And I know what you are thinking – when was this book published? Would you believe the 6th edition that I am using just came out this August, 2009? No excuse there!) The discussion on diversity barely mentioned inclusion or the breath of diversity found in organizations – not much beyond the standard protected classes and talk about “homosexuals” (who uses that term? – try sexual orientation or GLBT – gay, lesbian, bisexual, transgendered community) – I had to assign a recent HR Magazine article to supplement the book and bring them 10 years forward to 2009. Thank goodness for SHRM!

And some things are WAY behind the times. I don't know about you, but I learned about behavioral interviewing and STAR's about 20 years ago (Yes, I was only five, but I was quite precocious.) The textbook not only completely overlooks behavioral interviewing (where past performance predicts future behavior) but it advocates using situational questions (where you create a scenario and the applicants feeds you a line of BS based on what he/she thinks you want to hear that has nothing to do with what he/she has actually done or would do.) Need I say more?

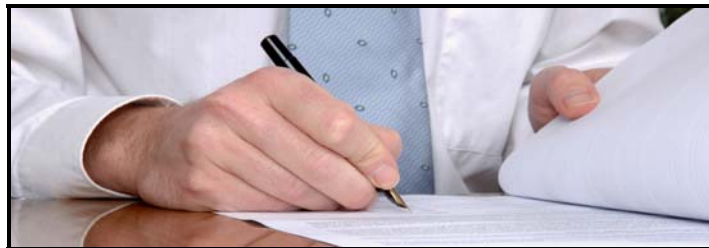
And while we are on the subject of recruiting, did you know that recruiting has three parts: recruitment, selection and – get this – socialization. Now I don't know about you, but in the HR land that I live in we call that “onboarding.” Not that we aren't social, but that term sounds like a program to introduce a new member to a country club, not something useful in a business environment.

Oh, and performance management is part of the performance appraisal process. And I thought it was the other way around – silly me...

One of the recommended activities outlined in the book was for the class to debate whether companies should pay for employees' mental health issues on the same basis as they would pay for physical health issues. Gee, I seem to remember some mental health parity legislation that makes that discussion rather moot.

I loved the paragraph touting System Microsystems joint venture with AOL as a great example of a “boundary less” organization (as opposed to bureaucratic or flat org designs). Being a former AOL'er I know that it was a great idea (to create enterprise software with innovative delivery), a dismal failure, and disbanded quite some time ago (i.e. everyone was laid off). So interesting to see it listed as a potential threat to Microsoft. I bet they're shaking in their boots in Redmond, WA after reading this textbook.

And the one that really sent me over the edge was listing – are you ready for this – you really won't believe it – handwriting analysis as one of the tests used in recruiting to determine personality or traits!!! Now I don't know about you, but if I tried to use handwriting analysis I would be: a) laughed out of the business and b) promptly sued by the applicant, no doubt. The text does say that it is generally used more in Europe, but I don't think I will be implementing it overseas anytime soon either. I had my handwriting analyzed once. It said I was bold, I bluff my way through stuff and I walk into places where angels would not. While all of that may be true (so maybe there is something to this handwriting stuff after all), I'm not sure I would want a prospective employer knowing that.



And the last thing that caused me great angst was the part where I had to teach these soon to be business leaders how to do a sexual harassment investigation. I don't know about you, but would you want “your” managers doing an employee investigation? (Remember – these are the same managers who irritate recruiters and can't do an honest employee appraisal). I thought not. Some things, like the stunts on TV's Myth busters, are best left to the professionals. In this case while young business minds can be molded into great future HR partners, there is no substitute for a genuine HR goddess.

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

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

October Chapter Discussion Group

Performance Appraisals – Solving Tough Challenges

Thursday, October 1, 2009 at 7:30 am

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?

Janet Jackson 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): 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 October 1, 2009

Time: 7:30 am – 9:30 am

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

Phone: Paulina Noel at 703-842-2303

Discussion Group Schedule

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 Resource

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/

November Chapter Discussion Group

“Where in the World Is My Team?” – A deeper dive into the complexities of remote management.

Thursday, November 5, 2009

With team members based across multiple continents and time zones, should managers look for equitable solutions when scheduling team meetings and consider whether everybody should “share the pain” at some point? Or should managers schedule meeting times based upon where the largest percentage of staff resides?

A poor performer based in Latin America has just been reassigned to a manager’s team, and she is not scheduled to meet the employee in person until next year. How does the manager coach this person to a higher level of performance or even develop a rapport when she won’t meet them for a year?

A manager has just learned that Sr. Management has moved up the go-live date for a new website and the chief developer based in Singapore is on PTO for a month and will be unable to train his backup based in the UK. What should the manager do?

In preparation for this discussion, please reflect on the following questions and ideas:

- How does a manager build trust and cohesion among global team members who may never meet face to face but have to work together closely on a daily basis to get work done?
- How does a manager coach and develop a direct report whom he/she may only infrequently meet in-person?
- What collaborative technologies and tools are available to help bridge the geographic and cultural divide?
- What are the most important cultural dimensions to consider when managing global virtual teams?
- What are some tips to get remote team members to readily share ideas during team meetings and/or in general?

Drawing from key concepts highlighted in Terrance Brake’s new book, “Where in the World is My Team” along with other noteworthy experts on the topic, we will explore some of the nuances involved in successfully leading and managing teams remotely. We will also discuss some of the cultural factors to consider and recommended strategies that managers can implement to build trust, and create high performing teams irrespective of geographic, time zone and cultural divides.

Michelle Light, HR Manager for Visa Inc, will facilitate a 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): 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 November 5, 2009
Time: 7:30 am – 9:30 am
Location: Jackson Lewis, 10701 Parkridge Blvd, Suite 300, Reston, VA 20191
Phone: Main, 703.483.8300

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 sdccconsult@hotmail.com.

Dulles SHRM 2009 Scholarship

The Dulles SHRM Chapter is pleased to announce our fifth annual scholarship program. In support of the development of our chapter members, sons and daughters of chapter members, and students from local SHRM chapters, we have allocated \$2,000.00 for scholarships, and up to two \$1,000.00 scholarships may be awarded.

Applications are due on October 31, 2009. [Download an Application](#) now or go to www.dullesshrm.org for more details.

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 November 2009 issue is October 25, 2009.
Email submissions to Seven.T@tie-inc.com.