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Denise Henderson Appointed to Virginia SHRM Council

Denise Henderson, PHR, HR Manager with Oceana, Inc., and current President of the Dulles SHRM Chapter, has been appointed to the 2010 Virginia SHRM State Council as its Technology Director for a three-year term. In her role at Oceana, Ms. Henderson manages the HR function of the largest international organization focused 100 percent on ocean conservation.

"The Virginia SHRM State Council is pleased to have Denise Henderson assume the significant responsibility of Technology Director beginning in 2010. I appreciate Denise's volunteerism and leadership as she takes responsibility for the technology functions for the Virginia SHRM State Council. Ms. Henderson was a key contributor to the Dulles SHRM Chapter achieving the prestigious 2008 SHRM Superior Merit Chapter Award and was one of 11 Virginia Chapters to receive this honor. Welcome Denise to the Virginia SHRM State Council." Cindy M. Hale, SPHR, President, VA SHRM

As Technology Director, Henderson will be responsible for the Council's website and social networking tools. She will also assist the State Council and the Virginia chapters with their strategic planning and operations.

"I look forward to the opportunity. I'm excited about being a part of the Council and being able to help the Virginia SHRM local chapters and members. Online social networking has come a long way and is a valuable tool for all of us," Henderson says.

Concurrent with this appointment, Ms. Henderson will hold the 2010 Past President position with Dulles SHRM. She has previously served three years as the Communications Director for the Chapter, has volunteered on the Chapter's Workforce Development, Discussion Group, and Diversity Workforce Best Practices committees, assisted with various professional seminars and workshops and is very active in the legislative area of the Chapter. She currently manages several online social networking groups, and has assisted in managing several websites for both profit and not-for-profit organizations.

Wisdom from the Goddess...

If what happens in Vegas, stays in Vegas...

Then it goes without saying that what happens at work should stay at work and not ruin a perfectly good vacation.

There I was in sin city having a fabulous time- catching Cirque du Soleil shows, pigging out at the casino buffets, and succumbing to the temptation of the random slot machine I passed. Oh, and having one or two cocktails - for medicinal purposes only. Hey, I may be the goddess, but this was Vegas baby! Staying up late and sleeping in - absolute heaven. Or at least it was until my cell phone rang (you can go on vacation, but you can't hide.)

So, gentle reader, what was so important that it required that I give up my indulgent lifestyle, if even for a short time? A sexual harassment investigation! OK, if I was going to have to work at least it would be juicy... sort of in keeping with the whole Las Vegas "sin city" theme.

Continued on Page 4

November 2009
GOLD Sponsor



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Integrated Global Business Solutions™ (IGBS) is a management consulting firm that provides a broad range of specialized consulting services, which help clients to reduce risks, solve problems and capitalize on opportunities, by providing innovative and strategic business solutions.

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November Chapter Meeting

Engaging Employees in an Economic Downturn--- Effectively Leveraging Total Rewards

Wednesday, November 18, 2009 (Dinner Meeting)

Presented by *Aimee Lowry*

In a period of economic downturn, employers face increasing pressures in attracting, retaining and motivating quality employees. While nearly double-digit unemployment might cause a temporary swell in the talent pool, success for a company has never required more focus on continuity in critical talent, as well as the ability to effectively align employee efforts with an organization's mission and goals. An effective "total rewards" strategy that combines base salary, long- and short-term incentives, benefits and other non-cash programs is an important tool for engaging your workforce.

This seminar will help HR professionals answer the following questions:

- How important is a "compensation philosophy" and how do I develop one?
- What are the keys to effective compensation planning when budgets are tight?
- How do I design a motivating short-term incentive program?
- How will today's rapidly changing regulatory environment affect my efforts?



The November 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. For more information, visit www.hrci.org.

About: Aimee Lowry

Aimee Lowry is a senior human resources professional with 20 years of experience in Total Rewards management, corporate communications, and finance. Over the course of her career in a variety of industries, she has helped companies design and implement compensation, benefits, and equities programs that position them as employers of choice in their marketplaces. Aimee's background also includes in-depth expertise in countless merger and acquisitions of domestic and international companies ranging from 10 to 3,000 employees. Her work in executive compensation as well as all her oversight of retirement programs with hundreds of millions in assets completes a well-rounded skill set that spans all critical areas of compliance, communications, design, and implementation. Aimee is currently the Benefits Division Chief for Fairfax County, where she oversees the division responsible for the health, welfare and defined contribution plans that cover over 12,000 benefits eligible employees and 4,000 retirees. Prior to joining the Fairfax County Government, Aimee served as the Compensation and Benefits Practice Leader for Helios HR, a respected area HR consulting firm. She also managed Total Compensation programs for Argon ST, Inc., a rapidly growing high-tech defense contractor, and served as Director of Benefits Administration and Retirement for Inova Health System, the area's largest health operation with over 15,000 employees.

Aimee holds a B.A. from the University of Virginia and pursued graduate studies in business at George Mason University.

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.

Enhance Your Career Enhance the Profession

Apply now for the NOVA/DULLES SHRM Mentoring Program!

Whether you're still in the formative years of your career or fairly accomplished, the NOVA/Dulles SHRM Mentoring Program has something to offer you. We are excited to announce our 2010 recruitment drive. Please visit www.novashrm.org or www.dullesshrm.org for more information and to download an application.

Our award-winning mentoring program can help you to:

- Build your professional network,
- Overcome career obstacles
- Identify or clarify professional goals
- Learn group mentoring and career coaching skills
- Gain access to the alumni network and a career coach
- Earn credits towards PHR/SPHR/GPHR recertification!

We will sponsor a maximum of 14 chapter members in 2010 to participate in the program, which integrates aspects of several mentoring techniques, including: group mentoring, peer mentoring, and virtual mentoring. NOVA SHRM, the founder of the program, received a Pinnacle Award for Excellence by the Society for Human Resource Management in 2003 for this innovative mentoring model. Participation in our program has resulted in enhanced peer networking for 100 percent of our alumni and promotions, lateral career moves, and new job opportunities for over 70 percent of alumni.

Structured group mentoring meetings are held the second Wednesday of each month from 6:00 p.m. to 8:30 p.m. in the Tyson's Corner area. Although there is no cost for participation in the program, you must be a member in good standing with either the NOVA chapter or the Dulles chapter.

Please contact Mary Kitson, Mentoring Program Director, at mkitson@mitre.org or Chas Sumser, Dulles Liaison, at chas@fgm.com with any questions.

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)

of the Directors in our Chicago operation was calling to see how to handle a situation with an employee and her manager. The manager was repeatedly calling her at home, more for personal than work related reasons, and it was really creeping her out. (High ICK factor here.) Even though he was her manager it really wasn't economic harassment per se (no quid pro quo – no asking for dates – no threatening negative actions if she didn't speak with him). He just wanted to talk, and talk, and talk some more – she couldn't get him off of the phone. Although he wasn't threatening her job or making demands except on her time, his actions were certainly creating a hostile and uncomfortable environment, not a situation you would want to continue.

The LAST thing I wanted to do was a harassment investigation, over the phone, while on vacation. Duty was calling but I sure wanted it to call someone else. While I said in a previous column that I wouldn't trust my managers to handle a sensitive harassment investigation – all of that changes when you are on vacation and really don't want to be bothered. I know what you are thinking... I am a bad, bad HR professional. More concerned about my own good time than a poor employee who needs help. Well, not really.

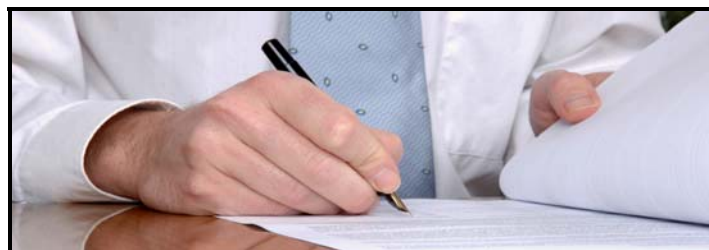
I didn't want to engage, but I got over it (never let it be said that the goddess puts hedonistic pursuits before business matters). I talked the Director and her VP through conducting the investigation and followed up with them on the results and interim actions. It turned out that the manager really wasn't a bad guy – he was simply lonely and looking for love in all the wrong places. They talked to him, explained the inappropriateness of his actions (duh!), and put him on administrative leave until I could get back and deal with it. A real win, win situation, I didn't have to do much on my vacation, and I had all of this fun waiting for me as soon as I got back. Oh joy! But isn't that always the case? The vacation glow doesn't last long back in the workplace.

So where did all of this end up? With the alleged harasser in a fetal position, sobbing, in the corner of my office. *Seriously.* And it's not because I was mean to him because he interrupted my vacation. *Truly.* This is why investigations are best left to the professionals – I don't know many managers who would have been able to handle this scenario. In fact, there are some HR professionals (including yours truly) who wouldn't be sure how to handle this. All I can remember thinking was “Oh S—T, what do I do now?!?”

I should mention between the “Hi – how are you doing?” and the intense sobbing in the corner I faced a Jekyll/Hyde who alternatively humbly apologized for his behavior and screamed at me that it was our fault for not giving him proper manager training. There is a very good reason why people are cautioned when talking to employees to make sure there is nothing, especially the employee, between them and the office door, i.e., means of escape. Workplace safety and all of that...

This fractured fairy tale does have a happy ending – sort of. We did remove the manager from his position and put him on paid leave while we looked for another position for him. Based on not so much his initial actions which may have simply provided a teachable moment, but his extreme response to our investigation (Note to self: do not curl up in the corner and sob when confronted with a problem), there was no way we could have him continue working with this employee or in the same environment. The harasser sought professional counseling (and no, the rumor that meeting with HR drives employees to a shrink is unequivocally NOT true!) Ultimately we couldn't find another role for him, and he voluntarily left with a severance package to help cushion him as he sought other employment. Of course with a release of claims (we weren't totally altruistic), we dodged any legal and accommodation issues from him – due to some skillful conversations with him on my part, thank you very much.

I think I'm ready for another vacation... maybe somewhere that doesn't have cell phone service?



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

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Health Care Reform: Are You Ready to Answer Questions from Your Employees?

All signs indicate that Congress will pass healthcare reform legislation before the end of this year. While there have been vast differences of opinion about the reform legislation, I think we can all agree that -- once the bill is signed into law -- employers will need to inform their employees about the changes that will impact them and their benefits.

The good news is that most organizations are either in the process of, or have just completed, annual benefits enrollment. So there should be some processes already in place for communicating benefits changes.

The bad news -- at this time there is no way of knowing exactly what the law will mandate, and exactly how the law will change your company's benefit offerings. Unfortunately, your employees will expect to hear that information as soon as the media reports passage of the bill. And they will get frustrated by your inability to provide specific details.

In this scenario, the best course of action is to start communicating now, start setting the expectation that the HR team is tracking the healthcare reform debate and working proactively with current benefits providers to ensure that information is communicated as soon as details are available. I'd recommend equipping managers and executives with a holding statement, similar to the ones used in the early phases of a crisis, which reinforces both the organization's preparations and the plans for ongoing information updates. You should also be working now on FAQs. It shouldn't be hard to determine which questions should be addressed if you've been following the healthcare debate:

- How will I (and my family) be impacted?
- Will I need to switch my coverage?
- How much more will this cost me?
- What are my options for getting insurance?

You might also want to prepare a presentation deck that can be used either by a department manager, or by the HR leader during an all-hands meeting or webinar. You won't have enough details to release it until after the bill becomes law, but at least you'll have a head start.

Don't delay. Pull your communications team together and start working now on your plans for communicating what has the potential to be the biggest change facing your employees in the past few decades.

Susan C. Rink is principal of Rink Strategic Communications, which helps clients take their employee communications to the next level. Email her at_rinkcomms@verizon.net.



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

Discussion Group Schedule

December 3, 2009
 “Recognizing Achievements”
 Facilitator: Paul Densey
 Location: TBD

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

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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 contact Marla Burton or Susan Craver at 703-444-1630. Check our resume link: http://www.nvfs.org/trainingfutures_resumes/

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 December 2009 issue is November 23, 2009.
Email submissions to Seven.T@tie-inc.com.