

2018 State HR Conference



2018 SHRM NM CONFERENCE AGENDA & SESSION DESCRIPTIONS

Programs Designated **MS** are part of our Masters Series Presentations

April 23, 2018

8:45 am-10:00 am

Cultivating a Human Centered Culture (Nancy Lyons - Founder & CEO, Clockwork)

We can't expect people to leave their personal lives or feelings at the door when they come to work, so let's not try. Instead, a work culture should welcome and connect life and work, personal and professional. This kind of culture, centered around people — and whole selves — has to be created deliberately and enacted across every level of an organization. In this conversation, Nancy explores how teams, companies, and employees can cultivate a workplace that feels good.

10:30 am-11:45 am

Raising Self-Awareness: A Key Factor to Support Change Efforts (Jillian Gonzales, MA – President & CEO, J. Gonzales Consulting)

Organizational change happens when individuals change. Individuals engage in change when an internal shift moves them. This shift is often made possible by raising self-awareness. Among the multitude of organizational change models, developing self-awareness is often left out. This workshop will demonstrate how skill building for self-awareness in a human resource setting will add a piece of the puzzle to support the people side of change.

Learning Objectives:

- Identify how individual change impacts organizational change.
- Explore specific options available to human resource professionals to elicit self-awareness within consulting, coaching and leadership development.
- Demonstrate two strategies that support self-awareness practices.

Building Teams for Passionate Engagement (Karin Lubin, Ed.D. – Director & Master Trainer, Quantum Leap Consulting)

Recurring upheavals require us to accelerate development of highly creative and productive work environments. In North America 68% of people are NOT fully engaged with their work, their co-workers or a higher sense of purpose. Expanding leadership capacity at all levels of an organization is crucial and can be achieved through a more conscious process of team creation. Concepts and tools for creating these teams will be presented.

Eliminating Blame, Excuses, Gossip, Criticism (Linda Strauss, SHRM-SCP, SPHR- Trainer & HR Consultant, Strauss HR Consulting)

Learn the causes of these destructive behaviors and nip them in the bud in yourself and others. Replace these habits with bringing out the best in and inspiring others.

In this session, participants will learn to:

- understand the causes of criticism, judgment, blame, gossip, and excuses so you can shift yourself and others in a more positive and productive direction
- deal with criticism around you and even about you, and learn how to shift it, use it or lose it
- eliminate excuses and turn challenges into opportunities to shine

The Workplace and New Mexico Law: What Employers Need to Know (Mia Kern Lardy- Associate Attorney, Modrall Sperling)

Understand laws specific to New Mexico workplaces such as:

- Providing leave for domestic abuse victims
- Accommodating mothers who are breastfeeding
- Complying with various minimum wage laws

Lunch Speaker

Your Profession Matters (Jon Decoteau, SHRM-SCP- Membership Divisional Director for the West, SHRM)

What impact can make as an HR professional? Jon Decoteau reminds us that now is the time to invest in ourselves and shares some of the tools SHRM provides for support of this goal.

1:15 pm-2:15 pm

The Leadership Human Resources Connection (Dr. Richard Pimentel – Senior Partner, Milt Wright & Associates)

Hiring, identifying and developing potential leaders is one of the most important challenges for businesses and organizations today. The challenge for Human Resource professionals is two-fold. We not only have to insure effective leaders are in key positions in our organization, we have to develop ourselves as effective Human Resource leaders. Dr. Richard Pimentel who is an acknowledged Global Leadership authority will speak on the four key components of effective leaders: Content, Competency, Character and Vision. He will discuss the most common mistake that organizations make in choosing their leaders; confusing Charisma with Competence. In the keynote Dr. Pimentel will discuss some of the employment challenges that face leaders in organizations today: Diversity, returning disabled combat veterans, sexual harassment in the workplace, Worker's Compensation, bullying, and turnover.

Learning Objectives:

- To train participants to establish “leadership” goals and objectives for their organizations.
- To educate the participants in the importance of “character” when recruiting and developing leaders for their organization.
- To give the participants guidelines for self-development of leadership qualities in their own careers.
- To teach participants how to evaluate current leadership in their organization.
- Learn City of Farmington's successful Return to Work Strategies.

2:30 pm-3:30 pm

Creating Strategic Leadership Development That Gets Results (Suzanne Kryder, Ph.D. - Leadership Coach)

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How should we most effectively develop current and aspiring leaders? We'll cover strategic options including linking the program to organizational culture, analyzing jobs, selecting participants, designing a training program, coaching, job sharing, and evaluations. This session is for human resource professionals who want to increase organizational impact, talent acquisition and retention, and competitive advantage through leadership development. Session information and activities show how HR can link people and resources to solve the leadership development challenge.

Solving the Investigation Puzzle-A Novel Approach (Max Dubroff, SHRM-SCP, SPHR- HR MAXimizer and HR Business Partner, Sandia National Labs and Christine Cave, Esquire, SHRM-SCP, SPHR – Director and Attorney, Employer's Legal Resource Center)

If the pieces don't come together properly, employee and management trust can wither and litigation risk can skyrocket. You will learn a proven phase-based process model, practical techniques, and critical insight to ensure the pieces fit together for effective and legally compliant investigations. This dynamic, interactive, multi-media presentation illustrates the one-of-a-kind model by leveraging critical thinking and systems approach through an engaging case study with unique expertise and perspectives.

Beyond the Agenda- Strategies for Overcoming the Meeting Epidemic (Launi De Young, SHRM-SCP, SPHR – Owner & Organizational Effectiveness Consulting, OrgWorks)

We know communication is key however most organizations are failing when it comes to managing meetings. Ineffective meetings are a self-induced pandemic that continue to afflict organizations in both obvious as well as underlying ways. This presentation goes beyond the standard agenda-note-taking meeting advice and delves into the deeper issues already within HR's purview including behaviors, leadership and conflict as well as solutions HR can use immediately to save their organization from the meeting madness.

Stepping Away From Wellness: A New Definition of a Healthy Workplace (Stacie Mallen, SPHR – Chief People Officer, CampusLogic)

The boom of corporation wellness started to invade the corporate fabric about 10 years back, leaving us with significant data about behavior change and trends. What started as an exercise in biometric screening and proverbial hoop-jumping, has taken its twists and turns through competitive, incentive driven programming all the way to meditative namaste. What does the most recent trending and data demonstrate? Wellbeing is personal, private and encompasses every aspect of life for both employees and their families. An employer's ability to effect change can be limited, so where do we see the future focus of programming and how can that relate to driving overall business results.

3:45 pm-5:00 pm

Legal Update (Joseph Clees, JD- Shareholder & Board of Directors, Ogletree Deakins)

It seems employers are seeing more and more unbelievable things happening these days. You just never know what employees will do or say next. It is up to the remaining level-headed professionals to weigh organizational procedures against employee's rights and clean up the resulting legal mess!

You don't want to miss this look at some of the wackiest recent employment law cases. Joe Clees will certainly make you laugh, but he will also provide plenty of practical tips to help your organization avoid legal and PR nightmares- and know how to respond if they do occur. How you react to such curve balls can mean the difference between a good laugh and a lawsuit.

April 24, 2018

8:30 am-9:30 am

New Mexico Department of Workforce Solutions Update (Celina Bussey – Cabinet Secretary, NMDWS)

In this energetic and engaging keynote, Secretary Bussey will brief attendees on the recent New Mexico legislative session and the current focus on the skills gap in our communities in New Mexico. She will also provide an overview of hot topics at the New Mexico Department of Workforce Solutions.

9:45 am-10:45 am

Active Shooter: Preparation, Response, and Recovery (James Breen – Emergency Planner, Sandia National Labs)

Topic Outline:

- Defining the Active Shooter/Hostile Event
- Prevention and intervention strategies
- Employee response actions (run, hide, fight tactics)
- Emergency Response activities
- Employer Recovery activities

Family Friendly Policies Help You Compete for Talent (Giovanna Rossi, President, Collective Action Strategies)

Participants will learn about policies associated with improved recruitment and retention. The *Family Friendly New Mexico* initiative supports businesses to implement family friendly policies such as paid leave, health support, flexible scheduling, and economic support. These policies help create a healthy working environment, increase morale, improve employees' work-life balance, and positively impact business. The session will provide toolkits with sample policies, costs and benefits of policies, and testimonials from businesses who have implemented them.

Values-Based Leadership: Remembering the Human Part of HR (Jan Maples – President, The Connecting Point and Katie Snapp – Leadership Coach and Founder of Anderson School of Management's EPEC's Women's Leadership Certificate Program)

As HR professionals, we sometimes get mired in the daily challenge of rectifying mistakes, appeasing employees and redirecting management. We can lose sight of what initially attracted us to HR. Our work and our lives are more fulfilling when anchored in *what matters most* to us. In this session you will identify your personal core values and how consciously leading from them reignites your enthusiasm and enriches your relationship with and compassion for your co-workers.

Key Learning Objectives:

- Identify your 5 personal core values & the role they play in your life and at work
- Reveal areas at work where you want to practice each value more intentionally
- Examine how values-based leadership impacts how you connect more consciously with your co-workers

Assessing Personalities and Native Culture: It Does Work (RaMona Wauneka – Director of Human Resources, Fort Defiance Indian Hospital)

Presentation Highlights:

- Navajo Culture and Personalities: A Case Study of Success
- How to Blend Corporate Culture with Tribal Culture
- Tools and Tips for HR Folks in charge of training

10:50 am - 12:05 pm

Health and Benefit Trends (Eric Weinstein – Resident Managing Director, Aon)

Learning Objectives:

- Interpreting recent developments in the health and benefits landscape
- Understanding relevant health and benefit trends in price, design, and application
- Planning for your health and benefit programs for the next 3-5 years

Five Habits of Destructive HR Leaders (Denise Montoya, Ph.D., SHRM SCP, SPHR, Director of Human Resources & Payroll, NMHU)

Learning Objectives:

- Describe the habits of bad HR leaders
- Examine the skills needed by HR leaders of tomorrow
- Share lessons learned and discuss opportunities for leadership

Gratitude as a Performance Puzzle Piece (Mia Logan, Ph.D. – Organizational Development Consultant, Sandia National Labs)

Coming out of the latest research on happiness and performance is how gratitude can impact your ability to achieve your goals and impact your future performance. We will review some of this research and tap into how you can utilize gratitude in your daily life as well as impact the people you coach through this interactive session. We will discuss how giving back to others is a part of the long-term sustainability process. In turn, you can support and coach

others through their transformation and overcoming their personal hurdles. Bring an open mind and your personal stories on being thankful.

Tribal HR Leadership: Having a Seat at the Big Table (Vivian Santistevan – Owner, Taos HR Ganics)

Highlights of this presentation include:

- How to grow a strong HR team, even when you are a department of one
- Where should the HR Department sit on that company organizational chart?
- Tips for creating HR values and credibility

12:30 pm-1:00 pm

The Future of HR- Will You Be Ready? (Elissa O'Brien, MBA, MS, SHRM-SCP – Chief Membership Officer, SHRM)

If you or your organization want to understand the critical technical and behavioral competencies needed for individual success and growth at all levels of an HR career, come to this session. You will learn about the HR Professional Competency Model, which SHRM developed to allow HR professionals to systematically analyze their competency needs and to help organizations develop performance appraisal tools and other HR systems. In addition, you will learn how several SHRM competency self-development tools can accelerate your professional growth and increase your ability to contribute to the success of your organization. This presentation also includes a component on SHRM Certification.

1:30 pm-2:30 pm

From Marshmallow to Cactus: The Growth of an HR Executive Leader (Margaret Lynch- Chief Human Resource Officer, Fort Defiance Indian Hospital)

In this important keynote, we'll hear about an HR professional's journey through an impressive career in Indian Country. Ms. Lynch will speak about the benefits of establishing a culture of mentorship for your organization.

2:45 pm-4:00 pm

Fostering Next-Gen Government Employees (Andrea Rivera-Smith, SHRM-SCP - Division Director for Career Services, NM State Personnel Office and Michael Santillanes - Internship Program Manager, NM State Personnel Office)

State agencies are anticipating large numbers of vacancies as a generation of workers is approaching retirement. Many of these vacancies will be in skilled positions that require specialized education. Meanwhile, many students are unaware of the career opportunities with the state and they don't know which degrees will be in high demand when they graduate. Internships and other innovative recruitment activities are great tools to educate students about the many career pathways with state government.

Overcoming Executive Fatigue - Getting what you want without losing what you love (Jerome Wade, CSP – CEO, The Epic Advantage™) *MS*

Life for HR Professionals is filled with endless deadlines, unreasonable demands, and all-consuming dilemmas. For many, the pursuit of success and their drive to achieve, leads them to perform at an unsustainable pace putting at risk the very things they love. Left unchecked, drive and ambition can cause HR Professionals to find themselves leading on empty, suffering from the consequences of fatigue.

It doesn't have to be that way, HR Professionals can stay at the top of their game while beating burnout and conquering fatigue. Overcoming Leadership Fatigue™ is a proven process that provides the guidance executives need to live passionately and lead powerfully.

In this unfiltered, solution rich presentation, you will learn how to:

- Identify the hidden causes of leadership fatigue
- Create a self-leadership matrix that creates focus, alignment, and long-term results
- Refuel personal and professional passion and reenergize vision

Medical Marijuana in the Workplace (Shari Cordova, Esquire – Partner, RMC Lawyers, PA)

In this session, Shari L. Cordova, Esq., a management-side labor and employment attorney, will help you navigate the sometimes hazy legal landscape faced by employers when dealing with legalized marijuana use by their employees – whether recreational use, or pursuant to a medical license.

Topics to be covered in the presentation include:

- An overview of legislative developments in the arenas of both recreational and medical marijuana use.
- A review of court interpretations evaluating the interplay of state-specific marijuana legalization, federal laws which prohibit marijuana use and state and federal laws which require employers to make accommodations for serious medical conditions and/or disabilities.
- Some thoughts on best practices for employers, given the current state of the law.

Tribal Mentorship for Executive Leaders: Why is Succession Planning a Hot Topic in Indian Country? (Vivian Santistevan – Owner, Taos HR Ganics and Margaret Lynch - CHRO, Fort Defiance Hospital)

Highlights of this presentation:

- Board concerns and directives: We want to grow our own!
- See what an awarding winning mentorship policy looks like.
- Incorporate Tribal Employment law into your successful mentorship program.

4:00 pm-5:00 pm

Worker’s Compensation and Return to Work-The Farmington Experience (Dr. Richard Pimentel - Senior Partner, Milt Wright and Associates; Milt Wright – Founder, Consultant, & Trainer - Milt Wright and Associates; Jamie Wagoner, SHRM-SCP, SPHR – Benefits & Compensation Manager, City of Farmington; Monica Kyveris – Executive Vice President, EARA Technologies)

The City of Farmington New Mexico has recently restructured their entire Worker’s Compensation, return to work, and safety efforts into one comprehensive, manageable system. This breakout session will detail why and how they accomplished it and share the early results of the program. The breakout will address the challenges of this level of organizational and human resource change by reviewing past problems and solutions by a panel made up of the program designers, implementing staff and administrators of the new system.

Learning Objectives:

- Familiarize participants with the process of evaluating their current Worker’s Compensation “Disability Management” Policies and Procedures
- Make participants aware of the process of developing a tailored disability management program to meet their organizations needs and circumstances
- Review recognized corporate “best practices” in worker’s compensation cost management components
- Teach participants how to improve the “corporate culture “and attitudes about the value of return to work programs for both injured employees and the organizations productivity
- Understand the City of Farmington’s RTW program.

Get Off the Bus: Where the Future of Work is Really Headed (Todd Nordstrom – Director of Content, O.C. Tanner Institute)

When it comes to the future of work, we all have a lot of decisions to make as we enter the unknown. However, groundbreaking new research reveals that it’s not the how, when or what we should be focused on for the future, it’s the way people feel about their work. Todd Nordstrom shares insights from the latest global studies to give audience members a sneak peek into future success.

Learning Objectives:

- When it comes to the future, the greatest impact leaders can have is not what, when, and how people are working, but instead, how people feel about their work
- Insights from some of the largest global workplace studies on what truly inspires great work
- Researched best practices on how, when, and for what people should be recognized that will inspire greatness, strengthen culture, and solidify commitments to the team and the organization

April 25, 2018

7:15 am-8:15 am

Six Key Elements of an Effective Talent Acquisition Strategy (Scott Ferrin, SHRM-SCP, SHRM Field Services Director)

With U.S. unemployment at a historically low rate, the competition for talent is heating up, and companies are expected to face increasing competition for the best people to help them succeed. In this session, you will learn about current recruiting trends and how to develop an effective talent acquisition strategy with six key elements: 1) Workforce Planning 2) Brand Building 3) Sourcing and Recruiting 4) New Technologies 5) Comprehensive Onboarding, and 6) Use of Data Analytics.

8:30 am-9:30 am

The Reckoning for Employers: Mitigating Potential Liability in the #MeToo Movement (Quentin Smith, J.D. – Shareholder/Director, Sheehan & Sheehan, P.A.)

The #MeToo Movement has focused a spotlight on the issue of sexual harassment in the workplace. This session will explore the history and impact of the #MeToo Movement and how it is expected to shape workplace interactions and lead to an increase in sexual harassment complaints. Attendees will learn the most promising strategies and practices for preventing workplace harassment, the components of an effective sexual harassment policy and training, and how to address internal complaints of sexual harassment.

Objectives:

- Overview of #MeToo Movement
- Promising Practices for Preventing Harassment
- Effectively Addressing and Resolving Harassment Claims

Leveraging the Diversity Advantage in Teams (Stephanie Clergé - Director of Training and Consulting, Kolbe Corp) *MS*

The business case for diversity has never been clearer and thus is a part of every successful company's talent plan. Nevertheless, organizations often struggle to deliver to diversity goals aside from hiring. Once inside the company, employees are placed in teams that fail to leverage their unique contributions and thus teams fail to deliver critical results. The solution is a strategic link between organizational values, required business outcomes, and the needs of each employee to yield maximum performance. Note: this session includes a broad definition of diversity focused beyond race and gender.

Total Rewards: Blue Sky Thinking That Elevates! (Harry Spencer - Vice President of Compensation, Benefits & Corporate Social Responsibility, Jet Blue) *MS*

Through an engaging interactive session, learn how JetBlue Airways maximizes awareness of their total rewards offerings. Learn how leveraging trailblazing tools helps Crewmembers to optimize their total rewards – raising appreciation for JetBlue's ~\$2 billion annual investment in people.

10:15 am-11:15 am

Maintaining the Connect in a Post-Digital World (Jim Link, SHRM-SCP – Chief Human Resource Officer, Randstad North America)

Jim Link, Chief Human Resources Officer at Randstad North America, a leading voice on the future workplace, offers unique insights into the impact of automation and digital technologies will have on how companies attract, retain and manage their workforce. Based on key findings from Randstad's groundbreaking Workplace 2025 study and Maslow's Hierarchy of Needs – the theory that people have both a basic and higher sets of needs that motivate them – Mr. Link will discuss how digital technologies and automation have both improved and hindered employers' ability to meet their employees' needs. Specifically, he will address three key aspects of the workplace where business leaders must leverage technology and where they must work diligently to ensure the human element of work is not lost:

How we design HR: Robots already screen resumes, matching skills to job descriptions, but this is only the beginning of how AI and automation will impact the way businesses leverage talent. The 2025 study explores employers' and employees' attitudes about HR technologies, and offers best practices from companies who are proficient at embracing digital capabilities and business models, while ensuring tech doesn't create a workplace devoid of human connectivity.

The way we work: Offices will become more and more collaborative, connective technology will change the way companies employ and utilize workers. The evolution from collaboration tools that promoted connections between people to collaboration technologies that make people work smarter and faster, will require companies to find ways to retain the human needs of workers. Learn from early adopters who are leveraging these technologies in a way that encourages human interactions.

The valued skill set of the future: As companies move toward automation, cognitive technologies and robotics, they will begin leveraging digital labor in place of human labor. Instead of contributing to a company, professionals will be paid for experiences, working for the collaborative network as a provider for the economy. Key findings from the 2025 study explore the current and future prevalence of automation and crowdsourcing platforms in the workplace, and how it is shifting which high-touch and high-tech skills will be valued and needed in the next decade.

12:45 pm-2:45 pm

Millennials in the Workforce (Kristen Hadeed – Founder, Student Maid and Author)

As both a millennial herself and someone who has employed hundreds of millennials, Kristen Hadeed challenges and debunks stereotypes about her generation with stories from her own experience. Her company has a retention rate that beats the industry standard by a landslide. A departure from the stereotypical status quo, Student Maid's millennial employees are hardworking, dedicated and engaged – even though cleaning dirty toilets is in the job description. Despite the unglamorous line of work, millennials are lining up to be part of the company. In this keynote, Kristen offers practical tools to bridge the generational gap and create an environment where everyone thrives.

Future of Work/New Entrants into the Workforce Panel (Kristen Hadeed- Founder, Student Maid; Mando Lara- Employee Success Advisor, T-Mobil and SHRM NM State Council, Secretary; Blair Boyer, SHRM-CP, PHR, - Director of Human Resources, Dions; Nicole Capehart- Visiting Lecturer, UNM/Anderson School of Management, and Shelbie Loomis, Artist and Bank Manager)