

# 2020 State HR Conference



State Conference

# HR: P WER UP!

APRIL 20<sup>TH</sup>—21<sup>ST</sup>

Isleta Resort & Casino | 11000 Broadway SE | Albuquerque

## 2020 SHRM NM STATE CONFERENCE AGENDA & SESSION DESCRIPTIONS\*

**\*PLEASE NOTE INFORMATION IS SUBJECT TO CHANGE**



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

**April 20, 2020**

**8:00 am-9:00 am**

**Best Buddies New Mexico (Nathan Reiman, M.S., CRC – Director, State Operations & Programs, Best Buddies NM)**

SHRM NM is honored to welcome our Community Partner, Best Buddies NM, to our 2020 State Conference. Best Buddies New Mexico is an organization dedicated to establishing a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment, and leadership development for people with intellectual and developmental disabilities. During the presentation, leaders and beneficiaries of Best Buddies services will discuss topics that include the benefits of friendship, the Project Search internship to employment model, and a private sector perspective on employing people with disabilities, along with how to obtain relevant tax incentives. We know you will be as inspired by our new friends as we are.

**9:00 am-10:00 am Keynote Presentation**

**A More Powerful Yes! (Brandon Chrostowski – Founder, President, & CEO – EDWINS Leadership & Restaurant Institute)**

Brandon Chrostowski shares his journey from escaping a possible ten-year prison sentence to the opening of this nation's premiere vehicle for successful reentry. He'll walk you through the process of educating the formerly incarcerated while also assisting them with proactive wrap-around services.

His approach is simple: arm those re-entering society with a skill set and a smile. The program he developed provides training in Culinary Arts and the Hospitality Industry. Individuals are not only equipped with basic culinary skills, but also are assisted with finding employment, basic medical care, clothing, job coaching, and literacy programs, in addition to having the opportunity to utilize free housing.

Brandon will further speak to the need for HR departments OUTSIDE of the hospitality industry to expand their perspectives to include offering employment to ex-offenders.

**10:30 am-11:30 am**

**How to Attract & Retain the Most Qualified Employees (Giovanna Rossi, Founder & CEO, Family Friendly New Mexico)**

In order to be competitive in a tight labor market, employers and HR Professionals must adapt to the changing family demands of the workforce in order to attract the best and brightest workers. Employers often cite the cost of adopting family friendly policies as a barrier, but research has shown that they actually save money and increase profits. This session will give employers HR-Power Up information and tools to meet their employees' needs while increasing overall profits for the business.

**Veteran Employment Needs Fewer Assumptions (Max Dubroff, Consultant, Einfluss)**

Veterans are disproportionately impacted by assumptions made in the hiring process. We need to deconstruct the most common assumptions made by employers and veterans, so we can shape the world's understanding of the missed opportunities in the hiring process; that way, both can take accountability and correct their part in this gap. With this understanding, employers can get the best talent and veterans can build their new career.

**Leaves of Absence, Paid or Otherwise: A Look at FMLA, ADA, NM and Local Leave Laws (George Russo – Supervising Attorney, The Employers Council)**

When responding for requests for time off, an employer's policies and practices may collide with complex federal, state, and local laws. FMLA, ADA, the New Mexico human Rights Act, and now a host of local laws like the Bernalillo Paid Time Off Ordinance dictate when an employer must provide leave. This presentation reviews solutions for employers to consider when implementing a leave policy that complies with all legal obligations, while meeting the employer's and employees' needs.

**Enhancing Your Workforce: A Path to Business Success with a More Diverse Workforce - (Denise Balderas – Able Coordinator, Office of the Treasurer of the State of New Mexico | Brandon Chrostowski – Founder, President, & CEO – EDWINS Leadership & Restaurant Group | Cindy Hargett – SHRM Foundation Director, SHRM NM State Council | Tessah Latson – Director, BEOC at Albuquerque Hispano Chamber Of Commerce | Nathan Reiman, M.S., CRC – Director, State Operations & Programs, Best Buddies)**

This session highlights several conference presentations and SHRM Foundation initiatives on creating leadership and integrated employment opportunities for special populations including:

- Employing Abilities at Work
- Getting Talent Back to Work
- Veterans at Work

In a more intimate setting, you will have the chance to meet with a variety of experts in the field regarding how to hire, train and integrate members of special populations into your workplace. These individuals have unique characteristics that can benefit your business in ways you may not have imagined. And an added benefit? The creation of a more diverse workforce! In addition, there will also be an opportunity to learn more about applying for SHRM Foundation's Scholarship program for HR professionals.

Come prepared to learn more about how you can establish programs (and why you should) that create employment and training opportunities for these individuals and get your questions answered regarding the nuts and bolts of these initiatives in a rotational peer format. See how the SHRM Foundation can support your efforts to "Power Up" your HR Knowledge. Think small group speed consulting! SHRM Foundation materials to support these initiatives will be available.

### **11:45 – 12:45 Lunch**

**Legacy Presentation for Past State Directors** - Join us as we honor the legacy of our SHRM NM Past Directors. **Nancy Conway, SHRM-SCP – Field Services Director, SHRM – SHRM Membership News**

### **12:45 pm-1:45 pm Keynote Presentation**

**Employment Law Update: Lessons Learned That Will Empower You & Your Organization (Joseph Clees, JD – Shareholder, Ogletree Deakins)**

As HR and business professionals, we never know what might await us each day. When the unexpected happens, what's the best way to deal with the problem? Just when you thought you'd heard it all, Joe Clees returns to share new workplace tales that may surprise us and have us laughing, while providing lessons and strategies that will empower you and your organization to avoid or at least be able to quickly clean up those legal and PR nightmares. Remember, knowledge is power, and as Joe likes to say, "How you react to those curve balls can mean the difference between a good laugh and a lawsuit."

### **2:15 pm-3:15 pm**

**Wellness Incentives – The Good, Bad and Compliant (Cory Jorbin – Chief Compliance Officer, HUB International)**

How do you know what will motivate employees to take personal responsibility for their health, and proactively engage in, and appreciate, the programs you offer to help them reach their goals? In this session we'll talk about what gets people motivated, and how to structure (& tax!) incentives so that they're in compliance with healthcare rules and regulations. Over-incenting, the unintended consequences of the wrong incentives, and being out of compliance with wellness program incentive regulations.

**Veteran Employment Needs Fewer Assumptions (Max Dubroff, Consultant, Einfluss)**

Veterans are disproportionately impacted by assumptions made in the hiring process. We need to deconstruct the most common assumptions made by employers and veterans, so we can shape the world's understanding of the missed opportunities in the hiring process; that way, both can take accountability and correct their part in this gap. With this understanding, employers can get the best talent and veterans can build their new career.

### **Disrupt Your Talent Management Ways (Chelsea Fryman - HR Consultant, The Employers Council)**

Today's national unemployment rate is the lowest it's been in 50 years. To hire and retain great talent, organizations must change the way in which they think about talent management. Prospective and current employees have a choice in where they apply, interview, and work. This session will give an overview with tips on how your organization can look at talent in a new way. Disrupt the old thinking and get on with the new thinking.

### **Powering Up the New Frontier of Business Ethics (Kevin Dawson – West Texas Consultant, Gallagher Benefit Services | Saralyn Crock – Area Vice President, Gallagher Benefit Services)**

Organizations need to rethink the way they approach ethics to meet the demands of new business realities. The business case for adherence to a clear, ethical code has never been stronger, thanks to globalization and the internet which has given consumers unprecedented access to information to gauge the trustworthiness of companies and products. These factors, plus heightened consumer concerns for social responsibility, have resulted in greater attention to ethical issues among executives, investor and employees. Join Kevin as he helps the audience to understand how to cultivate a culture of ethics and how artificial Intelligence is influencing compliance and culture.

### **3:45 pm-4:45pm**

### **Staying Ahead of the Employee Benefits Compliance Curve in 2020 (Cory Jorbin- Chief Compliance Officer, HUB International)**

Putting employee benefits compliance on cruise control is not a safe option for 2020. A surge of activity from federal, state, and local regulators is picking up speed. Penalties for failure to comply are quite steep. Session attendees will learn about recent compliance developments, best practices, and what potential changes may be down the road. Strap on your seatbelt for the roller coaster ride of compliance.

### **How to Fire Without Getting Burned (Michael Bell – Shareholder, Ogletree Deakins | Derek Rollins – Shareholder, Ogletree Deakins)**

Firing is a difficult but necessary part of a human resources professional's duties. But it has to be done right. Firing too soon can result in litigation risks and the loss of an employee who can contribute through performance management. Firing too late can erode employee morale and expose the company to discrimination claims down the road. This presentation will empower attendees with knowledge of the most important considerations when making these complex decisions.

### **The Powerful Gift of Feedback (Linda Strauss, SHRM-SCP, SPHR- Trainer & HR Consultant, Strauss HR Consulting)**

Feedback is a powerful gift we have to give and receive. It essential for learning and growing, and for the success of individuals and our organization. Yet, we avoid giving it and reject receiving it. Tap into your character and values, overcome the obstacles, and get motivated to "Just do it!"

### **Powering Up the Consultant Living Inside Every HR Professional (Kevin Dawson – West Texas Consultant, Gallagher Benefit Services | Don Heilman – Area Vice President, Gallagher Benefit Services)**

Many organizations and managers still think of HR as payroll, compliance, and disciplinary action. Most of our role is seen as providing a service to workers and managers in all departments. This narrow way of looking at our role should be changed. By incorporating an internal consulting approach, HR professionals can positively affect company performance by increasing the focus on the main assets of the company- its people.

### **5:00 pm - ? DisruptHR!**

Watch for announcements related to our speakers.

**April 21, 2020**

**8:00 am-9:00 am Keynote Presentation**

**Hire for Attitude and... the Rest Starts to Get Easier (Arte Nathan – Founder, The Arte of Motivation)**

Companies struggle to recruit and retain good employees: the solutions lie in finding where the candidates are, knowing what you are looking for in your next hire and how to spot the candidates that have those attributes, and discovering what will inspire them to stay with you.

These were the same challenges I faced as an HR professional who oversaw hiring and managing more than 125,000 employees during my career. The presentation will explore some of the things Arte learned first-hand about:

- Where to find applicants, what attitudes to look for in them, and how to know if they have them
- Why 2<sup>nd</sup>-chance hiring programs are the right thing to do, and how to make them work for everyone
- How to on-board new hires effectively so they become productive, long-term employees
- Why new workplace policies and practices get the most out of a diverse and ever-changing workforce
- What it takes to create a Culture of Excellence

This entertaining presentation, by someone who's been in your shoes and lives to talk about it, will have you laughing, crying, and thinking.

**9:15 am-10:15 am**

**EEOC-Strategic Initiatives and Employer Issues identified (Christina Vigil-Frazier - Acting Director, Equal Employment Opportunity Commission Albuquerque Office)**

Description coming soon!

**2020 NLRB Update (Charlotte Lamont – Shareholder, Littler Mendelson | Shaylon Lovell –Associate, Littler Mendelson)**

In this session we will review some key recent decisions by the National Labor Relations Board, including notably the Board's return to the traditional independent contractor standard and other major developments. We will discuss how these decisions are expected to impact the workplace and what changes employers should make to their handbook policies and work rules. We will also look ahead to what other major workplace changes might be on the horizon under the Republican-majority Board.

**The Future of HR: Promoting Business Success (Nancy Conway, SHRM-SCP – Field Services Director, SHRM)**

Are you ready for the Future of HR? As an HR professional, you can play a significant role in promoting the success of your organization by understanding your business objectives and the changing environment. In this session, you will learn the business skills you need to develop to become a strong contributor to the "bottom line." You will also review ways to leverage three key tools – analytics, leadership development, and workplace flexibility – to more effectively fulfill your business goals.

**The Single Biggest Issue Facing HR Leaders (Jamie Schneiderman – Founder & CEO, Career Spark) [M](#)**

70% of people are in the wrong job. This staggering statistic amounts to the single most critical issue that faces organizations today and results in poor performance, high turnover and low engagement.

It's time to stop accepting band aid solutions that deliver the status quo. Join us to learn how you can help your organization use the right information to easily and predictably select, develop, retain and promote top talent in a scalable way.

## **Succession Planning for Real (Margaret Lynch – Executive Vice President of Corporate Operations, Fort Defiance Indian Hospital Board | Tal Moore - Director, National Native American Human Resource Association)**

These words are often used, yet rarely is a plan developed for true organizational and personal impact. This session will focus on strategic succession planning and supporting policies and procedures for the long term. Conversation will include common resistance and quiet sabotage. With a focus on the positive and proactive approach to effective outcomes and plan sustainability. The session will also allow time for short term, unplanned succession needs of the organization. Featured words and tips: Position Assessment and Identification; Internal Assessment; Culture & Employee Engagement; Plan & Policy Development; Budget; Deployment and Evaluation.

### **10:45 am – 11:45 pm**

## **New Mexico Law: What's New and What's Trending Now? (Theresa W. Parrish - Director, Rodey Law)**

Drawing from developments related to recent court cases, Theresa Parrish will provide a close look at the New Mexico Human Rights Act and guide us through the Bureau's administrative procedures under its regulations. She'll discuss issues related to medical marijuana and the workplace, common law breach of employment contract, and retaliatory discharge actions. An overview of national trends in employment law will provide a glimpse into how those trends might play out here in New Mexico.

## **LeadUP (Mike "Z" Zahniser – Consultant, BBSI)**

Perhaps the most important aspect of a leader is learning to follow one, or perhaps it is merely learning to be different, bold, courageous, against the odds, or possibly it is learning to be confident in one-self. Am I a leader? Through an inspirational and motivational word, Mike activates thoughts, provokes inspiration and challenges society that such a simple word can make all the difference. Z was quoted as saying, "Organizational growth does not happen without a strong motivated team and intentional 'leader' who is influential in transforming culture and performance".

## **Dazed and Confused: Marijuana in the Workplace (Quentin Smith – Attorney, Stelzner, Winter, Warburton, Flores, Sanchez & Dawes, PA)**

In this session, we will review the current New Mexico laws relating to medical and recreational marijuana, the employer's obligations regarding allowing medical marijuana usage by employees, what employees can do for testing, and what changes may be on the horizon.

## **If Not You, Who? How to Crack the Code of Employee Disengagement (Jill Christensen – Employee Engagement Expert & Best-Selling Author, Jill Christensen International) [M](#)**

Organizations in the top tier of employee engagement outperform peers by 147% in earnings per share. However, only 31% of workers are engaged. How do you inspire employees to get off the sidelines and get into the game? Jill Christensen, author of *If Not You, Who?* has uncovered a proven strategy to re-engage employees that will enable you to Power Up! and Show Up! as a strategic HR business partner, who gets it. Priceless.

## **When HR & Legal Collide: Who Survives? (Richard McGee – Principal Attorney, Richard G. McGee, LLC | Vivian Santistevan, Owner, Taos ganics)**

Navigating the HR legal world of compliance is difficult for the most skilled Human Resources professional. HR professionals in Indian Country are required to navigate through protecting Tribal sovereignty and determining what Federal and State laws may or may not apply to Tribal Nations. Learn tips on how to navigate the legal quagmire and how best to maximize the legal resources in your Tribal enterprise or organization.

## **11:45 am Lunch**

### **HR Professional of the Year Awards**

#### **Keynote Presentation: Humor Healing (James Junes – Comedian, Actor, & Motivational Speaker)**

Let's be real - life can be brutal, unforgiving. But how can we better cope with life's curveballs and things that happen to us that seem so unfair? What about things you cannot change? What about things you can change? James Junes takes us along for the ride as he shows how humor can help us to face adversity, leading to greater happiness, the ability to enjoy life more fully, make us more conscious of our blessings, and motivate us to be better people and serve others.

The great Danish comedian Victor Borge said, "The shortest distance between two people is a smile." Surely then, shared humor is a basic and essential form of human bonding. It brings something we all need – laughter and each other. James Junes and his take on life's challenges will help you personally and professionally, and have you laughing along the way.

## **1:15 pm – 2:15 pm**

#### **The Power of Culture (Blair Boyer, Blair R. Boyer PHR, SHRM-CP - Director of Human Resources, Dion's Pizza | Linda Strauss, SHRM-SCP, SPHR - Trainer & Consultant, Strauss Human Resources Consulting)**

A strong, engaging culture can be a competitive advantage to attract and retain employees in today's challenging workforce. Cracks in your culture can erode morale, retention and reputation. HR has a critical role in creating and sustaining a powerful culture. This discussion will explore that concept and will also explore technology's impact on the human experience as well as identify best practices to measure the effectiveness of your company's culture.

#### **Save Time & Money by Driving Your Own Workers' Compensation Costs & Return-to-Work Outcomes (Jessica Sanchez – Return to Work Coordinator, State of New Mexico Workers Compensation Administration)**

When it comes to workers' compensation, employers actually have a lot of control - not only over the ultimate cost of a claim but also over an injured worker's recovery process and how well they fare within "the system". Taking into account the confines of NM laws and regulations, Jessica Sanchez will present simple, easy-to-implement strategies and solutions to help your company safely bring employees back to work after a workplace injury/illness. By doing right by your worker, you can contain both the direct and indirect costs of a workers' compensation claim. Ms. Sanchez will also review state statutory requirements and break down "Return-to-Work Best Practices" to facilitate positive post-injury outcomes.

#### **How to Fish for Lobsters Without Catching Crabs (Elisa Garn - Executive Brand Strategist, GBS Benefits)**

Did you know lobsters are immortal? They never stop growing. But, in order to grow, they must first experience immense pressure and discomfort in order to make room for their new shell. Your best employees are like lobsters; striving for growth and embracing challenges to do great work.

Crabs, on the other hand, are the cancer within the culture of your organization. When one tries to climb ahead, the rest of them will pull him down as if to say, "If I can't have it, neither can you."

Learn how to create and deliver a talent strategy to attract the best producers and eliminate the negative disengagement from your teams.

## **Wholly Shift: Exploring the Brain Science of Change Management and Change Leadership (Eric Bailey - President & CEO, Bailey Strategic Innovation Group) *M***

As a member of one of the most successful change leadership firms in the world, Kotter International, Eric M. Bailey learned exactly what makes organizations particularly well suited for change success, and what makes organizations likely to fail. This session will provide a deep dive into the mechanics of change as well as the brain science of change. HR leaders in every industry are welcome to learn how to effectively facilitate change initiatives in their organizations.

## **Digital Forensics in Human Resource Investigations (Brandon Benallie, EnCE – Director of IT Security, Fort Defiance Indian Hospital)**

Digital forensics is typically viewed as an IT problem associated with data breaches, ransomware, and hackers. What's often forgotten or left in the realm of confidentiality are legal holds, inappropriate internet browsing activity, theft of company data, and crimes usually labeled "white collar." In either scenario, if an internal investigation involves digital data, you need to know how to properly preserve and present electronic evidence that stands up in court.

### **2:45 pm – 3:45 pm**

## **The Changing Space of Working & Learning (Jamai Blivin - Founder & Chief Collaborative Officer, Social Tech, AI; Founder & CEO, Innovate+Educate)**

Jamai Blivin has been working in the skills-based training, hiring and learning space for over a decade. A pioneer in skills-based hiring, Jamai will share research, strategies and opportunities for HR professionals to incorporate skills into their own hiring and training programs. Included in the presentation will be data, research and recent publications validating that the "SHIFT" is now!

## **They Did What? Workplace Conflict is Never Black or White (Cornelia Gamlem – President, Gems Group LLC)**

Even in the best organizations, organizations with good policies, conflict somehow thrives. Conflict is frustrating, unproductive and can make a bad situation worse, thwarting creativity. And the issues are never black or white. Too often, HR and managers find themselves in the middle of employees' conflict knowing conflict affects everyone, but not every conflict is theirs to solve.

April is workplace conflict awareness month, so join this lively session which will explore the causes of conflict at work, approaches to addressing and even optimizing workplace conflict, and the basic principles of mediation so you can help people in conflict find their own solutions.

## **The Benefits of EEOC's ADR Mediation Program (James Snyder – ADR Mediator, Equal**

Join James Snyder as he covers the EEOC mediation process from the moment a company is notified that the EEOC claim is eligible for mediation through resolution or impasse. The presentation will go over the benefits of mediating EEOC charges, as well as good general practices that all parties should bring to the mediation table in order to be successful.

## **#MeToo & Me (Arte Nathan - Founder, The Arte of Motivation) *M***

#MeToo moments can happen anywhere: unfortunately, good HR professionals can, and do, get caught up in them. They're complicated and challenging: often, too little black and white, and too much grey. That's the challenging part. Most of us don't like talking about this. But, professionally, we all need to. Let's talk.



## **Background Checks...Within and Outside of Indian Country (Michelle Justice - Private Investigator, Personnel Security Consultants)**

Background checks for new employees has become the norm rather than the exception for select positions. This presentation will provide information for conducting employee background investigations that are compliant with Federal regulations such as the Fair Credit Reporting Act. The presentation will also address other important areas that support a strong background investigation program such as reviewing the rights of applicants and employees; ideas for conducting background investigations in-house; and selecting background screening companies. The presentation is designed to address the needs of individuals working within Tribal governments and working alongside Tribal Enterprises.

## **4:00 pm-5:00 pm Keynote Presentation**

### **The Cure For Stupidity: Using Brain Science to Explain Irrational Behavior (Eric Bailey - President & CEO, Bailey Strategic Innovation Group)**

Every day you're driven nuts by the people around you making common sense errors and irrational decisions. Your coworkers, your spouse, your employees, your bosses, random strangers on the highway, politicians, and your family are all guilty. Imagine what life would look like if you didn't have to waste time and energy dealing with stubborn, clueless, argumentative, defensive, or apathetic coworkers! Thank goodness Eric M. Bailey translates decades of brain science research into every-day language, helping you break through common communication barriers that will improve every relationship in your life. Whether you work in the executive suite or on the front-line, this book will teach you how to cure the stupidity all around you.

#### **We'll discuss:**

- ❖ A fun exercise illustrating how our brains naturally project certainty that we are right... even when we're wrong
- ❖ How the idea of Stupidity hinders our ability to get things done
- ❖ Relatable stories about how Eric discovered the cure for lack of common sense
- ❖ Brain science simplified
- ❖ Every organization struggles with communication; it doesn't have to be that way
- ❖ The Unfriend Epidemic