The FISH! Philosophy

Spend an afternoon learning a remarkable way to boost morale and re-energize your workplace by implementing the FISH! Philosophy. Based on Seattle’s World Famous Pike Place Fish Market and the management style that made it so successful, Fish! shows you how to make your work and personal life more satisfying and enjoyable. Organizations worldwide have adopted its simple, but profound message. Bring amazing passion, playfulness, commitment and a positive attitude to work every day!

“There is always a choice about the way you do your work, even if there is not a choice about the work itself.”

Speaker Gary Foddrill is a Training and Development Specialist with Ablest Staffing since 1999. Prior to joining Ablest, Mr. Foddrill was in the staffing industry for 5 years with a top-5 staffing company and a local IT consulting company. His experience also includes 10 years with a large restaurant chain, the last 2 years as a trainer for this chain. Mr. Foddrill provides training support for customers through ASA’s Employment Law Course and FISH!

Join Gary for a fun, but fundamental program and catch the energy by learning the four basic concepts play, make their day, be there and choose your attitude!

We’ve Moved!

Please note that the Capital Region Human Resource Association office has moved.

We’re now at 90 State Street, Suite 1009, Albany, New York 12207. All other connections -- telephone, fax and email -- remain the same.

Chapter Chatter

We haven’t heard from you!

Any news? Be sure to share your accomplishments and those of your colleagues to be recognized in our upcoming Chapter Chatters.
December Dinner Meeting
Sponsor: T&E Associates, Inc.

T&E Associates, Inc. provides companies with “Total Training Solutions.”

We specialize in custom training, curriculum development, and documentation services in mission critical business software for Human Resources, Finance, Sales/Marketing, and the Desktop.

Our training is unique. We go beyond standard software training and teach your team, whether local, national or international, to understand how the software fits within the specific process flows of your business. Each course is unique. We design classes exclusively for your particular needs. We provide end-to-end analysis, training, curriculum development, documentation, and assessment of your employee’s learning experience in applications from Oracle, PeopleSoft, Business Objects, Crystal, Cognos, Hyperion, Microsoft, or your company’s proprietary software. T&E has been providing these services for the past eleven years to clients from both Fortune 1000 companies and nonprofit organizations. Some of our clients include: Lockheed Martin, GE, Universal Studios, Environment One, Kodak, NBC, Commerce Bank, ARI, just to name a few.

Instructor Led Training
Our instructors have traveled extensively both nationally and internationally delivering instructor led training classes ranging in size from 1-25 students. We have trained users at various skill levels from entry-level to highly skilled IT teams. In every case, our training has been customized to meet the specific needs of both the student and the client organization.

Web-Based Training
Our proven ability and willingness to conduct onsite, live training is only one way in which we can offer flexible training solutions to your business. T&E also provides distance learning through collaborative tools such as Microsoft Net Meeting and Lotus Sametime Meeting. These real-time, interactive tools allow students to attend Internet training sessions from any location across the country, around the world or just down the street.

eLearning
Our experience also includes developing computer-based eLearning training modules that address another training need of some of our clients. T&E has developed and maintained self-study tutorials that allow students to move at their own pace and to participate in training at a time most convenient for their schedules.

Blended Training
For some clients we have used a blended learning approach. Blended learning combines two or more different training methods like those discussed above to meet the customer’s requirements. Blended training can very often prove to be the most cost effective solution for large numbers of students or where high turnover is commonplace.

Custom Curriculum
Additionally, T&E Associates can develop courses that focus on the specific software implementation in your business. Even if you use off the shelf software, chances are you do not utilize it in the exact same way as others. We can create a training program that focuses specifically on how the software and data that the software stores fits within your enterprise. In doing so, we can affect the integrity of your company data by getting student buy-in to their share of your company’s success.

Custom Documentation
Do you use the documentation that comes with your software? If you can find it? Unfortunately, the vendor’s documentation applies the same value to every function that their software supports, even those you may never use. We can provide customized documentation for purchased software or your own internally developed systems that focus on the specific functions that you use and demonstrate which are most important. To date, we have developed custom documents in support of software from Oracle, PeopleSoft, Cognos, Hyperion, Business Objects and Microsoft, as well as a number of customer-developed systems. We can do the same for you.

Our custom training, curriculum development, and documentation will provide you and your company with the kind of support needed to ensure that your staff is able to utilize your software applications to its fullest potential.

Please contact us at:

T&E Associates, Inc.
518/884-8723 Fax 518/884-8749
Info@TrainingandEducation.com
www.TrainingandEducation.com
Legal Q&A...

Question: Is an employer required to grant an employee's request to have a co-worker present during an investigatory meeting?

Under the National Labor Relations Act, unionized employees have the right to have a union representative present during an investigatory interview, if they reasonably believe the investigation will result in disciplinary action. Non-unionized employees do not have a legal right to have a co-worker present during an investigatory meeting.

When a union-represented employee reasonably believes an investigatory meeting will result in disciplinary action and requests a representative, the employer must generally permit the employee to have a representative. Such an employee is entitled to a reasonable period of time to locate a co-worker to accompany them to the investigatory meeting. However, the employer need not postpone the interview simply because the specific co-worker the employee has requested is unavailable.

If the employer can verify that the union representative requested by the employee is unavailable, any union representative will serve this purpose.

For the last three years, non-unionized employees who reasonably believed an interview could lead to disciplinary action also had the right to have a co-worker during employer investigatory interviews, upon request. However, the National Labor Relations Board recently changed that rule, deciding that employers do not have to permit non-unionized employees to have someone present during investigatory interviews.

Although a non-unionized employee may still request a witness to an investigatory interview, the employer is under no obligation to grant this request. If the employee refuses to cooperate with the investigation without a co-worker present, an employer may discipline a non-unionized employee for that refusal.

Due to the recent NLRB ruling, non-union employers now have more freedom to conduct investigatory interviews without the potential disruption, delay, or breach of confidentiality that may occur with the presence of a co-worker.

The information contained in the column is not a substitute for professional counseling or advice.

John M. Bagyi, Esq., SPHR

Your Foundation at Work: Effective HR Measurement Techniques

Investing in Your Future as an HR Leader

Diane Lustenader, SPHR, CCP
Chapter Coordinator, SHRM Foundation

How do you demonstrate the value of your human resource department to the CEO, in language he or she can understand? The answer is HR metrics. Created with a grant from the SHRM Foundation, the book Effective HR Measurement Techniques shows you how to demonstrate, in bottom-line terms, the value of minimizing turnover, investing in training, evaluating team performance and much more. Learn how to measure the impact of your HR programs and watch your effectiveness soar. Visit www.shrm.org/shrmstore to order a copy of Effective HR Measurement Techniques, product number 35.65005, © 2001.

The Foundation is a 501(c)3 non-profit organization affiliated with SHRM and is funded through donations.
Welcome New Members

From the CRHRA Board of Directors

Please help us welcome new CRHRA members as of December 2004! We are pleased to have you as new members and hope that you will become involved in some of the exciting activities our Chapter has to offer. Please visit our website at www.crhra.org and get involved!

Debra DelBelso ............... Siena College
Tammy Taylor .................. AOR Management Comp.
Kathleen Rojik ................. BDO Seidman
Kendra Tyrell .................. NYSTeachers/RetirementSystem
Clement Bernard .............. Cascade Tissue

Before we put up branches, we put down roots.

At Capital Communications Federal Credit Union, our commitment to the community goes beyond our branches. It’s in our roots. Since 1953, we’ve built relationships in the Capital District using the best tools possible — our people.

To find out how you can become part of a financial institution that truly makes a difference, visit our Web site at www.capcomfcu.org.

(1-1) Credit Union Employees Joan Flanigan and Cindy Ruderman at the Rebuilding Together Program.

Celebrating 10 YEARS of Compassionate Care in the of Clifton Park

SETON HEALTH
Schuyler Ridge

- Audiology
- Speech therapy
- Incontinence treatment
- Physical therapy
- Occupational therapy
- Spiritual care
- Dental care
- Podiatry
- Counseling

Discounts for adult day care services available to CRHRA member organizations.

Residential & Adult Day Care
One Abele Boulevard
Clifton Park
518/371-1400
www.schuylerridge.org
I hope that many of you were able to attend the annual November Legal Update Workshop and “Hot Legal Topics” programs presented by Nick D’Ambrosio, Esq. and Managing Partner of the Albany office of Bond, Schoeneck & King, LLC. This annual event proved to be highly informative and useful as always and the “legal horror stories” presented at the dinner program, were entertaining and educational!

Recently, I was fortunate enough to be able to attend the annual SHRM National Leadership Conference in Washington DC, from November 18 – 20th, along with Deb Antonelli, Ruth Yorker, Diane Lustenader, Annette Guido, Mary Ellen MacLean and Tom Minnick. This was a fabulous opportunity for SHRM chapter and state council leadership to network and share best practices with HR professionals across the country and I came away with great ideas to share, and was able to proudly boast about CRHRA’s accomplishments. SHRM is a valuable asset for all HR professionals, practitioners and consultants alike, and the dedicated staff is consistently improving the services and delivery of information to all valued members. If you are a current SHRM member, and we know that almost 80% of you are, visit the web site today at www.shrm.org and discover the multitude of resources, including the newly updated HR toolkits. If you are not a SHRM member currently, check out the web site today!

Please join us for an upbeat holiday luncheon featuring “Fish” training on Wednesday, December 14th at the Italian American Community Center. This program is always a festive occasion and it’s a great opportunity to learn more about “Fish” and how to implement it in your workplace.

The NYS Planning Committee met at the Desmond, 2005 Conference site, on November 13th and we had a very productive inaugural meeting. Mary Kren, from the Buffalo Chapter is this year’s Conference Chair and several of our chapter leaders are serving in key roles; Ruth Yorker - Programs Chair, Jim Amanatides - Registration Chair, Chris Curtin - Public Relations Chair, Lyn Kemnitzer - Volunteer Chair, Jay Canetto – Marketing and Vendor Chair and Alison Rosenblum – Special Event Chair. I will be assisting Alison and Deb will be helping Ruth with the critical aspects of program planning. All BOD members have pledged their time and effort to make this the best NYS Conference ever and we are counting on you as well! Please check out the article in this edition of the newsletter calling for volunteers and get involved!

Have a wonderful holiday season, however you choose to celebrate...
CRHRA’s 3rd Capital Region Salary Survey

We are very excited to announce that we have again retained Astron Solutions to conduct our third local salary survey covering 65+ positions with salary data effective January 1, 2005. The link to the survey questionnaire will be available on the CRHRA website starting January 5th and we will send out an email blast when it becomes active:

http://www.crhra.org/salarysurvey.html

This is a very comprehensive survey covering turnover, base and variable pay data for a large variety of job families including IT, healthcare, production, finance, legal, engineering, HR positions and more.

Participation in the survey is free. The Data Submission deadline is February 28th. Survey participation is easy and fast using an Excel file.

Copies of the final report will be available at the following price levels. The order form is included in the Excel file online.

- Member Participant ....................... $100
- Non-Member Participant ............... $200
- Member Non-Participant ................ $200
- Non-Member Non-Participant ........ $375

The expected release date for the final report is May 2005.

Please be assured that all information reported will be held in strict confidence. The completed survey will meet all legal guidelines. Individual organization data will not be reported or identified.

If you have questions on the survey questionnaire, contact Jason Mitchell at 800-520-3889 x3. For questions about CRHRA or obtaining survey results, contact our chapter administrator at 518-463-8687 or admin@caphill.com. The CRHRA survey committee chair is Diane Lustenader, SPHR, CCP, dl@lakebiz.com or 518-732-0526.

Volunteers needed for the CRHRA/New York State Conference July 17-19

A great networking opportunity to meet fellow Human Resource professionals!!

Please contact Lyn Kemnitzer, Volunteer Coordinator at (518) 270-3298 or lyn.kemnitzer@fnfg.com for further details.

As part of your HR Team we make your employee recruitment easier

Attracting the right talent to your company is tough enough — we know. Handling the sensitive and time-consuming relocation of an employee requires the help of a team of experts. Our team knows the real-estate market & it’s people, understands HR and has the resources required to manage a smooth relocation. Our complete relocation program is designed to save you time, and quickly acclimate your employee to the area so they can be productive. Call for your complimentary Relocation Package and CD-ROM on all our area has to offer to your new employee/recruit.
Hiring Military Offers Employers Diverse Candidates

One of the most challenging aspects for organizations is finding the right employees while balancing diversity program goals. Now companies can log on to Market Your Job Search.com, a website and job board dedicated to helping all job seekers find employment through a variety of job coaching programs, resume development and publications, while also providing complimentary information about military recruiting to employers. “This website is a win-win on all levels,” commented Kathleen Bair, founder of Hiring Heroes.com, a non-profit company helping place returning soldiers in the civilian workforce. “Not only are we helping our soldiers but we are assisting employers with their diversity efforts from an often untapped resource; the military.” UPS is one of the first companies to use the service and they have already realized the benefits of recruiting from the military. This service is free to all job seekers and employers pay a small fee for job postings that reach thousands of potential employees with diverse skills and backgrounds from across the country.

Job posting rates for SHRM affiliate chapter members is available at www.marketyourjobsearch.com/employer.htm.

A local resident of Maryland and active human resource professional in SHRM and local chapter affiliate, the Prince George’s County HR Association, Bair is an “angel on earth”. Hiring Heroes evolved from Bair’s involvement in Soldier’s Angels, a volunteer organization which provides comfort and support to deployed and wounded soldiers.


Student Chapter Announcement
Students can attend the December 14 luncheon meeting for free.

What if you could... Duplicate top performers
Reduce turnover
Decrease hiring costs?
You can. And it’s easy!

Bishop House Consulting, the area’s leading organizational consulting firm has partnered with the makers of PeopleAnswers™ — the nation’s leading recruitment and retention tool.

PeopleAnswers™ gives you unparalleled insight into both pre-employment selection and the evaluation and development of current employees. Our 100% web-based software compares a candidate’s Behavioral DNA™ against your custom-developed Top Performer Profiles™.

Want to learn how? Call us at 518-885-9064 or Michael@bishophouse.com.
Upcoming Events

Dec. 2 ... Saratoga JSEC – “An Inside Look at the NYS Labor Standards Audit Process” presented by Richard Cucolo and Michael Burkard from 8:15-9:30am at Longfellows Restaurant, Saratoga Springs. Cost: $5.00 including coffee, juice, fresh fruit and muffins. Approved for 1.0 re-certification credits by HRCI. To register contact Carol Thomson at 792-5811.

Dec. 7 ... Schenectady JSEC and The Chamber of Schenectady County – “Navigating the NYS Unemployment Insurance System” presented by Stephanie Houser, Michelle Martone and Robert Milne from 8:00-10:00am at Kingsway Village Apartments, Schenectady. Pre-registration cost $15/after registration cost $20.00 including breakfast buffet. Approved for 1.5 re-certification credits by HRCI. To register contact Cathy Bucci at 462-7600 ext 153.

Jan. 12 ... CRHRA Dinner Meeting – “Ethics” from 5:00 to 8:00pm at the Italian American Community Center, Albany.

Jan. 18 ... CRRN Membership Kickoff. Location is TBD. Free to members/$15 for non-members.

Jan. 27 ... Columbia-Greene JSEC – “How to Keep your Workforce Productive and Happy!” presented by Tom Minnick from 8:00-10:00am at Red’s Restaurant, Coxsackie. Pre-registration cost $15/after registration cost $20.00 including breakfast buffet. To register, contact Debra Lombardo at 828-4654 ext. 202.

PHR/SPHR Re-certification News

One of the less enviable tasks that PHR/SPHR certified members have to do is to keep track and record the certification credits we accumulate over three years. Your Website Management Committee is exploring a way to automatically track the certification credits you accumulate by attending CRHRA meetings. As part of our research effort, Jim McNaughton, PHR, contacted the Human Resources Certification Institute (HRCI) to determine what, if anything, might be in the works. We have an exclusive scoop of upcoming news from HRCI.

Jim sent the following e-mail to HRCI:

“I am a member of SHRM as well as a member of our local chapter – CRHRA (http://www.crhra.org/). I also volunteer on our chapter website committee. Part of what this committee works on is developing online tools for our members.

One idea the committee had was to develop an online tracking form for PHR/SPHR/GPHR recertification credits. We are planning on developing a simple spreadsheet based on your recert form for our members to use. I thought it would be worth asking if anyone at HRCI (or SHRM) was working on a similar online form for members. It would be a great tool for people to keep track of their credits over the course of a few years.

Thanks for any help you can provide!”

And here is the response Jim got from HRCI:

“Dear Mr. McNaughton,

Thank you for your e-mail. After reading your e-mail this sounds like a great idea. In fact, HRCI is actually currently going through a redesign process of our website which is expected to be completed soon. I would say that phase one should be completed by early December.

Those who are certified with HRCI will have options of an online cabinet to keeping track of their credits online as well as submission of their application. This is expected to happen in phase two, more likely during the second quarter of 2005.

If you have any other questions, please contact HRCI at 1-866-898-4724 or info@hrci.org

Thank you,

Oscar Lasso”