



PRESIDENT'S MESSAGE - 2020 - NEW DECADE, NEW BEGINNINGS!

Karen Roberts - SHRM-SCP

The start of the new year brings about resolutions of commitment and goals to better ourselves. We reevaluate where we are in our lives. We look hard at our careers and ask ourselves - have we achieved the success we sought out to achieve? Are we still on target with our professional goals and growth? What can we do to reach the next level?

We closely review our wellness plans - both financial and health related. We plan to go to the gym, work out consistently, eat healthier, and eliminate those things that are harmful to our health and wellness. We get our finances in order. We pay down debt incurred over the holidays. We commit to saving more and making sound investment choices in our retirement plans. We assess our compensation packages

and evaluate our net worth to make sure we are still on target with both our short and long term goals. Does any of this sound familiar? Hopefully it does.

Start the new year off with hopes and plans to revitalize and reaffirm your goals and dreams. Use the new year as an opportunity to reset. Let's all embrace the start of this new decade as the beginning, or continuation, of accomplishing great things together, making a positive difference in our lives as well as those of others. Happy New Year, everyone!!

Regards,



Karen Roberts, SHRM-SCP
Tri-State HRMA President

register now	IT'S ALMOST HERE!
	34th Annual Conference Thursday, May 7, 2020 SEE PAGE 6 FOR DETAILS

HOW CAN HCM LEADERSHIP LEVERAGE DATA TO DRIVE IMPACT?

By **Morris Yankell, Principal and Chief HR
Technologist, HRComputes.com**



HR can be overwhelmed by Artificial Intelligence, Chat Bot, Metrics and Analytics software products with new ways to collect and interpret data, as well as how to best leverage the data for business decisions. Experts in HR Technology have grown adept at creating metrics to collect data on employees and organizational structure, as well as skilled in reporting metrics on what has happened over time and where we stand today.

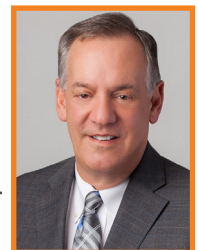
The metrics reports produced are the building blocks to begin the journey to Analytics, which use mathematics, statistics, and computer software to find patterns and potential relationships between data points. These calculations add value to existing reports by highlighting new factors and influences. The current and future trend is the ability to use information to see the patterns and potential causality to anticipate future workforce outcomes. These Predictive Analytics use advanced statistics to correlate the interactions between data points and metrics to give us ideas, and some level of confidence, to predict results.

Metrics, Analytics and Predictive Analytics help to provide better information and analysis to gain insight and recommend actions for management decisions. Now, what can HR do to drive the agenda to help achieve this worthy objective?

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#METOO AND THE NEED FOR SEXUAL HARASSMENT TRAINING AND SEXUAL HARASSMENT INVESTIGATIONS

**Andrew Berns, Esq., and Alex Lee,
Esq., Einhorn, Barbarito, Frost &
Botwinick, P.C.**



Preventing sexual harassment is not only the right thing to do, but legally necessary to prevent significant legal liability from attaching to employers. If your company is wondering how to minimize liability in the event of a sexual harassment situation in the workplace, it is important to understand what harassment means, legally, and to appreciate the need for staff training as well as maintaining policies for investigations.

**Sexual Harassment - Understand the laws and
train your staff**

Sexual harassment, by definition, includes unwelcome sexual advances, requests for sexual favors, and other

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CHAPTER NEWS

You can submit your articles, photos, and news items to Diane Irwin, at her email address below. Feel free to contact her with any questions about publishing in our newsletter. Your comments and suggestions are welcome.

- > **Diane Irwin**
diane@dynamicresumesofnj.com
- > **Deadlines**
 - March 15th for April Publication
 - July 30th for September Publication

MEMBER PROFILE: JIM KANE

Current Position: Director, Executive Education, Rowan Global Learning & Partnerships, Rowan University

HR Certifications: SHRM – SCP; SPHR from 1997 - 2018

Education: MS Human Resources Development, and a BA Political Science, both at Villanova University

Hometown: Glenolden (Briarcliffe), PA

First Job: Dishwasher (High School); post-college, Bail Interviewer for Criminal Courts, County of Delaware

Accomplishments most proud of: My two children, both with degrees, good jobs and debt-free; surviving two layoffs after my 56th birthday; assisting unemployed people to find work; left behind a legacy at every company I worked for.

What is the toughest part of your job: Terminating an employee. It can't get much worse. Except if you layoff over 30 employees. This is much worse.

Advice to someone considering the HR field: Learn as much as you can about business; start as a specialist; become a generalist; select a Mentor early and listen, don't fall in love with a job (it can only break your heart – trust me); always look for the next opportunity, it is your job to manage your career; get SHRM certified; care about people

What would you have done if you were not in HR: I have had three careers – Criminal Justice, HR, and Higher Education. I have been an academic administrator for two different organizations and it is rewarding work. Love being around adult learners.

What are your sources of HR News: SHRM on-line, Chronicle of Higher Education

Favorite Book: 1,000 Recordings to Listen to before you die, Tom Moon 2008

Favorite Tech Gadget: Bose Quiet 35 Noise cancelling headphones

Favorite Vacation Spot: Ocean City, New Jersey (on the beach)

TV show you hate to admit you watch: Flea Market Flip

Little known fact about you: I recently met one of my musical heroes, Booker T. Jones, the leader of Booker T. & the M.G.'s after a show in Ardmore. Booker T & the MG's were the house band at Stax Records during the late 50's and throughout the 60's. Everything I had hoped for he delivered – a wonderful performance, gracious with his time, and a pleasure to talk to.



Articles of interest would include but are not limited to:

- Legislative Issues
- HR News
- Best Practices
- Upcoming Events
- Community Involvement
- Awards that any of our Tri-State Members have received

The views expressed in our Newsletter's submissions or announcements do not necessarily represent the specific views or endorsements of its directors, administration, committees, or membership. They are provided in the spirit of embracing a professional dialogue for the benefit of Tri-State members and our community.

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For information regarding how to be considered for Preferred Partner status, contact Frank Plum, fplum@workplacehcm.com

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To be announced

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INTERN PROFILE: SHEA BARRY

Submitted by Student Relations Committee: Jo-Anna Rubin-Berman

Internships are an invaluable opportunity for students to get practical work experience. But there is also great value for employers. Shea Barry, a recent Rowan University graduate and Tri State member, shares her insights about her recent internship experience.

Why are internships important to Rowan students majoring in Human Resources?

Internships are important because it helps students apply what they've learned in the classroom to real life situations. This helps solidify their comprehension.

What challenges did you find when looking for an internship?

Being a non-traditional student used to full-time employment, I struggled with finding a paid internship. While there are unpaid internships, many students need a compensated internship to pay bills and loans. Often, students participate in summer internships but many do so during the school year. This was my case so I had to find a position that would work with my school schedule.

Where did you do your internship?

I was looking for a job in HR that I could use as an internship. I met Monica McClintock at a Tri-State Dinner Meeting and explained my situation. Monica referred me to a few staffing agencies. Emerson Staffing reached out to me and they ultimately found a position for me at Pinnacle Treatment Centers. This experience is really helping my recall of the many things I've learned in my classes.

What were some of the most important things you did or learned during your internship?

I am learning multistate background checks and I am helping my employer revamp their job descriptions. Also, it really helped recall many of the things I learned in my classes.

In your opinion, how do interns bring value to employers?

Employers are helping shape future professionals, but even more interns can help bring a fresh perspective to a company. Lastly, interns can help get specific projects started when current employees are overloaded with their everyday tasks.



HOW CAN HCM LEADERSHIP...

CONTINUED FROM PAGE - 1



Make sure management believes the data is right

The ability to leverage data to drive impact starts with valid, verifiable and agreed upon data. The first step on the journey is to evaluate the accuracy and timeliness of your existing data. The best people to verify data are those closest to the source of that data. Sharing the HR system data with managers and line supervisors allows them to correct the data and understand that the data in the system is right. Coming to consensus across the org that the data is correct, verifiable and timely makes the reports, conclusions and insights based on that data trusted and actionable.

Ask what decisions people are trying to make

The second step on the journey is to survey or interview managers who use, or want to use, data and who are crucial to the decision-making for the organization. In these surveys or discussions, we want to understand their current use and wants and future needs for data and reporting. We need to understand the decisions that they need to make to drive the business. We want their "must haves" and their pie in the sky "want to haves!" With this data, we can map out where we need to enhance data collection, report creation, and distribution methodologies as well as technical tools and training.

Examples of trending measures and their Action Potential...and oh! watch out for potential bias

Now that you have clean data and an idea of the reporting needs of your organization, you are ready to look at ideas for metrics, analytics and predictive analytics. It is essential to use these indicators carefully and with a full review of the disparate impact or potential for bias. Like all conclusions drawn from data, one must understand the assumptions behind the numbers to be able to confidently act on the results!

- **Cost per hire:** Can aid in evaluating hard dollar costs like agency fees, recruiter time, new employee orientation and training, etc. Then, can be used in discussions on recruiting process improvement, turnover reduction or the importance of employee engagement and development.
- **Revenue per employee:** Adding demographic and organizational data, like length of service, organizational unit, cost of overtime, etc. can produce results for conversation and additional analysis about productivity, turnover, training, etc.
- **Risk of flight:** This predictive analytic strives to help provide an understanding into past turnover and can potentially help predict future trends to inform workforce and succession planning.
- **Employee engagement:** Check out the Gallup Q12 Index to see the types of questions often used to measure engagement. This analytic is used as an indicator of potential involvement, loyalty and productivity. Comparing the scores across employee and organizational factors or across revenue per employee or flight risk can provide insight into areas that need additional attention.

Recommendation and Next Steps

There are many tools to track, gather and report these results. Start with what you have today. Ask your vendor for a demonstration of what your existing tools can do. Things may have drastically changed since you implemented the system. Even the best of breed reporting tools and output still need conversation with management to formulate a plan of action based on insight.

Remember, it is not just about the measurement of events, the real value is derived from the insights and actions that the measurement may indicate!

TRI-STATE GLOUCESTER COUNTY HR MIXER



HEROES AT WORK EVENT

Submitted by Workforce Readiness Committee

The Chamber of Commerce of Southern New Jersey held a "Heroes at Work" event in November, focused on helping Veterans get back to work. TriState HRMA was represented by Dina Cooper-Williams, SHRM-CP, PHR, of the Workforce Readiness Committee, who had the honor of presenting as well as sitting on a panel to share ways to connect Veterans with employers. Supporting our Veterans in the Workforce is a win-win for everyone!



#METOO AND THE NEED FOR..

CONTINUED FROM PAGE - 1

verbal or physical conduct of a sexual nature. Such conduct is considered unlawful when submission to such conduct is explicitly or implicitly a term or condition of employment, when submissions to or rejection of such conduct is used as a basis for employment decisions, and when such conduct unreasonably interferes with the affected person's work performance, or creates an intimidating, hostile or offensive work environment.

The #MeToo movement shows how critical it is to view conduct from the perspective of the affected person. The focus is on the recipient's interpretation of the behavior, and his or her level of comfort or discomfort with the conduct, particularly when such conduct might be construed in any way to be of a sexual nature.

All levels of staff need to be trained, with zero tolerance as the overarching message. Retaliation against a victim must be strictly prohibited both for filing a complaint or lawsuit alleging sexual harassment, or for resisting sexual advances. Again, consider the viewpoint of the affected person, as even perceived retaliation must be avoided.

Sexual Harassment Investigations – Know the steps to take:

If an allegation is made, employers must properly investigate the conduct in order to take corrective action and to limit the company's liability.

Begin with policies to set the standards. Specify a formal reporting procedure which may involve human resources, management, in-house counsel, and/or external counsel, and define every process for receipt of complaints, for preserving documents, for initiating an investigation, for preparing a report, and for instituting a code of conduct for treatment of the parties involved. The procedures must also safeguard the privacy of the victim and to the extent possible, prohibit any type of retaliation.

Due to the potential for litigation to arise, it is recommended to bring an outside attorney investigator in to perform an independent workplace investigation, as the attorney-client and work-product privileges may apply to investigations, allowing employers to make transparent and confidential personnel determinations.

An investigation must commence immediately after an allegation is received, starting with these steps:

- Interviews with the parties involved and witnesses should be taken and memorialized.
- Interim actions should be taken as appropriate to the circumstances to prevent any further harm from occurring.
- Any relevant documents, emails, and phone records should be requested, obtained, and preserved.

The investigation should be conducted, documented and committed to a formal written report that sets forth the findings and conclusions. Finally, the Complainant should be notified of the investigator's determination, and any appropriate corrective actions should be taken. #MeToo shined a spotlight on sexual harassment, and employers and HR professionals can prevent sexual harassment from occurring in their workplaces by providing training and setting expectations of conduct. Understanding the law and having the right policies in place will streamline the steps to take when corrective action is required, and when legal liability is at stake.

Since this article was originally written, it has been exciting to see that companies and employers generally have prioritized addressing the workplace issues raised by the #MeToo movement in various ways: an uptick in requests for legal help in updating workplace policies, an increase in calls for live, on-site training, and a rise in requests to conduct independent workplace investigations. Generally, it can be said that the movement has created a welcome awareness that is likely to be permanent.

Welcome



NEW MEMBERS

- Bret Abramowitz - Dietz & Watson
- Keith Baldwin - Spike's
- Amy Bitting - Moorestown Friends School
- Brendar Brady
- Kristy Calo - The Michael's Organization
- Dennis Cunard
- Kim Cunningham - One Point Solutions
- Julie Gargiulo
- Denise Gatti
- Elise Hafer - Children's Choice
- Jennifer Mauro - Goodwill Industries of Southern NJ & Phila
- Phyllis Roberts
- James Robinson
- Christina Stewart - Paylocity
- SuayMira Tasci
- Kelly Tsigounis - Paychex, Inc.



34th Annual
Tri-State HRMA
Conference

register
now

#TristateHR: A New Decade...2020

THURSDAY - MAY 7, 2020
THE WESTIN IN MOUNT LAUREL, NJ

The Tri-State HRMA Annual Conference is the #1 event for HR professionals in Burlington, Camden, and Gloucester Counties. Network with the HR Community and learn from hosted speakers and breakout sessions designed for your professional development at The Westin Mount Laurel on May 7, 2020. A New Decade in Human Resources represents a new landscape of professionals embarking upon innovative ways of working in the workplace! Get on board with Tri-State HRMA and be a part of the endless journey of HR education innovation from experts in the field that serves all people in the workplace! Register today at: www.tristatehr.org/conference/register-now/.

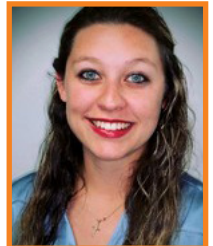
Become an exhibitor and sponsor - we need you! For additional information on the conference, our new website is continually updated. Also, feel free to contact Chair, Noni Boddie at nboddie@comcast.net, or Co-Chair Diane Rizzo at diane@hopkinsandsons.com for additional details.

MEMBER NEWS

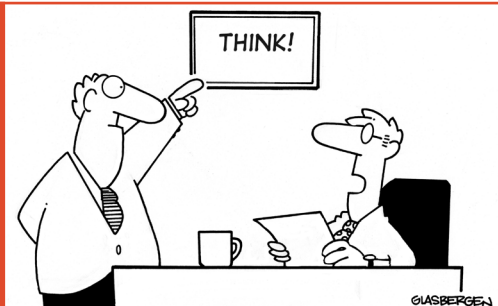


Congratulations to Frank Plum, President and CEO of Workplace Human Capital Management, on being named one of South Jersey Biz's 2019 Executives of the Year!

Congratulations to Jessica McCosker – Winner of a complimentary SHRM Certification application. As a special thank you for our support of the SHRM Certification program and in recognition of the upcoming 5-year anniversary, SHRM offered one complimentary SHRM Certification application to each Chapter. Tri-State HRMA Board extended this offer to a lucky chapter member.



CARTOON CORNER



"That's not in my job description."

The Westin • Mount Laurel

IDENTIFYING, COACHING AND DEVELOPING QUIET LEADERS

THURSDAY, MARCH 5, 2020 - DINNER PROGRAM
DINNER PROGRAM BEGINS AT 5:15 PM
CAREER MANAGEMENT MEETING BEGINS AT 4:15



Quieter professionals are often passed over because they don't fit the stereotypical picture of a powerful, charismatic leader. Research has shown that introverted leaders are often more effective than their extroverted counterparts. In this session, we will look at the unconscious bias that many organizations have against introverts, how HR can identify high-potential introverts that may normally be overlooked, develop these introverts into authentic leaders who don't feel they have to pretend to be extroverts, and, most importantly, coach introverted executives who may withdraw during periods of stress or change.

Speaker: Lorraine McCamley, owner of Boldly Quiet Consulting, spent years as an executive in the corporate world feeling that being an introvert was something to be ashamed of or fixed. She coaches quiet professionals, helping them understand and embrace who they are so they can authentically and effectively lead others and prepare for that next step in their career journey. Lorraine is a Gallup-Certified Strengths Coach and holds a master's degree in Organizational Dynamics from the University of Pennsylvania. She is the author of the book, *Boldly Quiet: The Introvert's Guide to Developing the Mindset of a Successful Leader*. We invite you to purchase the book!

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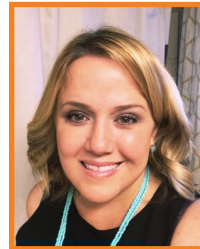
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You don't have to be a preferred partner to get involved as an event sponsor. We offer a variety of event sponsorship opportunities for local businesses.

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fplum@workplacehcm.com

"EVERYTHING THAT I NEEDED TO LEARN ABOUT INCLUSION, I LEARNED IN KINDERGARTEN..."

THURSDAY, APRIL 5, 2020 - BREAKFAST PROGRAM
BREAKFAST PROGRAM BEGINS AT 7:30 AM
CAREER MANAGEMENT GROUP BEGINS AT 10:15



Take a trip down memory lane and think about your Kindergarten teacher. What did they teach you and how can you apply those principles to your current job? In a tight labor market, it is imperative to get creative and meet talent acquisition demands. Let's get back to basics and learn about how inclusive hiring with appropriate support services can work for your organization.

Speaker: Jennifer Veneziani is in her 18th year with the NJ Department of Labor (NJDOL) and serves as the Program Planning and Development Specialist, NJ Division of Vocational Rehabilitation Services. During her tenure, she served as a Counselor for various programs and organized the first Learning Link in Burlington County. Jennifer has previously served as the President of the NJ Rehabilitation Association, the Co-Chair for the Schedule A Hiring Event as well as a trainer for NJDORS Best Practices Committee. Jennifer has served as a clinical supervisor for Rutgers University, has a national distinction as a Certified Rehabilitation Counselor and was credentialed as a Certified Public Manager.



Sponsor: Innovative Benefit Planning - Terriann Procida

REGISTRATION FOR DINNER PROGRAMS

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Please visit our website for information on SHRM PDCs and HRCI credits.

For voicemail, call 856.428.7585

\$40.00 Members of Tri-State
\$55.00 Non-Members and Guests

2019 MONTHLY MEETINGS



Keynote Speaker
Keynote - Lu Ann Kahn
"I Dare Me:
Move Courageously Towards
Change"

