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945-1479

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227-8988

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253-8200

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488-3509

Sharon Fulton  
Chapter Administrator  
sharonfulton@airosurf.com  
706-6499

OKLAHOMA CITY  
HUMAN RESOURCE SOCIETY  
NEWSLETTER



# August OCHRS 2008 Meeting

## Topic: Thriving in Time of Turbulence

### Meeting Agenda:

- 11:15 – 11:30 Registration
- 11:30 – 12:00 Chapter News and Lunch
- 12:00 – 1:00 Entertainment

## Presented by: Donna Miller

**Date:** Thursday, August 28, 2008

**Place:** Francis Tuttle Tech. Center  
Reno Campus  
7301 West Reno Ave.  
Oklahoma City, OK 73127

**Cost:** \$20 for members  
\$25 for non-members  
\$9 member-student

### SPONSORED BY:



# BIOGRAPHY



## **Donna Miller** Executive Resource Center

Donna Miller is the moderator of the Senior Executive Human Resources Forum and has more than 25 years of Human Resources experience. She has held leadership positions, including Vice President of Human Resources, for several Fortune 500 companies, including Sun Microsystems, U S WEST, MediaOne, AT&T Broadband and Cox Communications.

Donna founded the Executive Resource Center, LLC, a management consulting firm specializing in executive coaching, strategic planning, change management, organizational development, leadership development and teambuilding

Prior to forming ERC, Donna worked at Cox Communications, where she was the functional leader for a \$500 million business unit with 2,000 employees. At AT&T, she was the Director of Organizational Design and Effectiveness and led a team that developed the HR downsizing and staffing playbook for a major consolidation of more than 250 call centers to less than 30 nationwide. At U S WEST, Donna was the Director of Human Resources Planning, Systems and Operations, where she led the development of a 500-seat career center to support a 4,000 exempt employee downsizing. She also led a team that implemented self-service technology that allowed employees to complete more than 18,000 transactions a month without HR intervention and reduced errors 60 percent.

In addition to having earned her Senior Professional in Human Resources credential, Donna is Advanced Birkman certified. She also taught the SHRM certification program at Regis University and is certified to teach PRITCHETT's *Business as Unusual* program.

Donna was nominated for a Rising Star award from Woman in Cable Telecommunications in recognition of the mentoring program she developed that was rolled out across the United States. She was also named as the Business and Professional Women's Association Denver-West Young Career Woman of the Year.

Donna has a passion for making a difference, enhancing leadership teams and driving positive change. She received a bachelor's degree in business administration and psychology from Baylor University and an MBA with an emphasis in organizational development from the University of Colorado at Denver.

# Letter from the President

## **Greetings OCHRS Members,**

August is here and we are being challenged to keep our employees motivated while it is sweltering outside, gas prices have quit rising so quickly but are still high and everyone is HOT. As HR professionals, we have to learn to be creative, plan and always be flexible to change – and to do it all at the same time. Right? The August luncheon meeting is going to be a great meeting on “Thriving in a Time of Turbulence” presented by Donna Miller as our speaker; I hope to see you there.

During the July luncheon meeting, we discussed planning and preparedness for our companies. The early bird meeting as about disaster preparedness in conjunction with the Chamber of Commerce and the main speaker was about succession planning for our companies. We had several comments from the survey after the meeting that many would like to hear more about how to set up and manage a succession plan along with many great suggestions for future meeting topics.

Which brings me to ask each of you, does your company conduct surveys to find out information from employees, managers, departments, vendor relationships or even about the company? Are you aware that there are many good and low cost online surveys that are very easy to set up and use? I have personally used surveymonkey as a survey tool for small groups and it is amazing and free (for up to 100 responses and no more than 10 questions per survey.) OCHRS recently utilized zoomerang to ask about awareness of the “Hire a PHR/SPHR/GPHR” brochure that we published to educate the business community along with our membership.

As we head into the end of the year, which always goes too fast, at least in my book, you might want to take a few extra minutes and find out the information on which direction you want to take on that next project. Gathering information and moving towards consensus by asking questions is one of the first steps in more effective communication. Sometimes, we do not take the time to inform others and to gain “buy in” by allowing everyone to have their voice heard when moving forward.

We have several good meetings planned through the end of the year including the legal seminar, diversity, workforce readiness and the end of the year member appreciation party with new gifts for our membership. It is hard to believe that we are already planning for 2009 meetings. As always, we do welcome your feedback and suggestions. Please contact myself or any member of the Board if you have questions or comments.

**See you at our next meeting!**

**Kathleen Lyons, SPHR  
OCHRS President 2008-2009**

## GABBARD & COMPANY

was founded on the principle that clients deserve BOTTOM-LINE IMPROVEMENT RESULTS from our work—not just reports or theories.

**FOR THE PAST TEN YEARS,** we have worked for a wide range of clients, from start-ups to large, complex organizations.

# HIGH PERFORMANCE

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Organizational Assessments  
Organizational Diagnostics  
Organizational Charting & Restructuring*

### HUMAN CAPITAL PERFORMANCE

*Team Building Sessions    360° Assessments  
Executive Coaching    Management Coaching  
Succession Planning    Individual Development Plans  
Compensation & Incentive Programs  
Professional Development    Career Transition*

### FINANCIAL PERFORMANCE

*Financial Transaction Structuring  
Financial Forecasts & Projections  
Acquisition Integration  
Due Diligence Investigation  
Acquisition Scoring Model*



# IMPRO>E

# A LESSON IN LEADERSHIP

Jay McCurry

## Tip #6 – Press through the “DIP”

I recently read a great book by Seth Godin entitled *The Dip*. Every new project (or job, or hobby, or company) starts out exciting and fun. Then it gets harder and less fun, until it hits a low point-really hard and not much fun at all.

And then you find yourself asking if the goal is even worth the hassle. Maybe you're in a Dip (a temporary setback that will get better if you keep pushing). But maybe it's really a Cul-de-Sac, which will never get better, no matter how hard you try.

What really sets great leaders apart from everyone else is the ability to escape dead ends quickly, while staying focused and motivated when it really counts.

Winners quit fast, quit often, and quit without quilt-until they commit to beating the right Dip for the right reasons. In fact, winners seek out the Dip. They realize that the bigger the barrier, the bigger the reward for getting past it. If you can become number one in your niche, you'll get more than your fair share of profits, credit, and long-term security.

Losers, on the other hand, fall into two basic traps. Either they fail to stick out the Dip, or they get to the moment of truth and then give up, or they never find the right Dip to conquer.

### Action steps:

1. Decide if what you are currently going through is indeed a Dip or a Cul-de-Sac.
2. Find a friend or mentor who will assist you in either persevering through the Dip, or they get out of the Cul-de-Sac.

Dr. Jay McCurry is a Fortune 500 trainer. His firm specializes in leadership training, conflict resolution and executive coaching. Feel free to check out Jay's website at [www.drjay.tv](http://www.drjay.tv). When great leaders travel, they use [www.mccurrytravel.com](http://www.mccurrytravel.com).

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**Rebate \$982!**

**Advertise with JobDig and give back to OCHRS!**  
When an OCHRS member uses JobDig for employment advertising, the chapter will receive a 3% quarterly rebate.

JobDig appreciates the opportunity to support OCHRS. Please contact your local representative with questions regarding this new rebate program!

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Oklahoma City  
**HR**  
Society  


**Contact Mike Mayzak**

Email: [mike.mayzak@jobdig.com](mailto:mike.mayzak@jobdig.com) • Phone: 405-921-3557



FOR IMMEDIATE RELEASE

Contact:  
HR SOUTHWEST Conference and Exposition  
Susan Frear  
Director of Education  
214-631-8775, ext. 23  
[susan@dallashr.org](mailto:susan@dallashr.org)

#### DR. LEE TYNER ANNOUNCED AS THE RECIPIENT OF THE "EDUCATOR OF THE YEAR" AWARD

HR SOUTHWEST, Human Resources Conference and Exposition is pleased to announce the selection of Dr. Lee Tyner of the University of Central Oklahoma as the recipient of the prestigious "Educator of the Year" award. This award is given to an educator that promotes the human resources profession through education and research and that displays a commitment to the HR community.

Dr. Tyner certainly exceeds the qualifications for winning this award. After working as a human resource professional in a corporate environment for over ten years, Dr. Tyner received his doctorate in Human Resource Development. As an educator, he has been given the Teaching Excellence Award for 2007/2008 from the University of Central Oklahoma's College of Business and is very involved in the development of both his students and the larger human resource community in Oklahoma. He has served as the sponsor of the University of Central Oklahoma's HR Club since 2005, and, for each year that he has served as sponsor, this organization has received the Superior Merit Award from the Society for Human Resource Management.

We are certainly pleased to be able to give this award to an individual as qualified as Dr. Lee Tyner. As the recipient of this award, Dr. Tyner will be honored at the HR SOUTHWEST, Human Resources Conference and Exposition on October 16<sup>th</sup> and will be given a \$1,000 grant to further his work in the area of human resources.

HR SOUTHWEST is the largest regional human resources Conference in the United States and attracts over 2,100 attendees representing 37 states plus Mexico and Canada.. The Conference will be held October 14-17 in Fort Worth, Texas at the Fort Worth Convention Center. For more information about the Conference, visit [www.hrsouthwest.com](http://www.hrsouthwest.com).

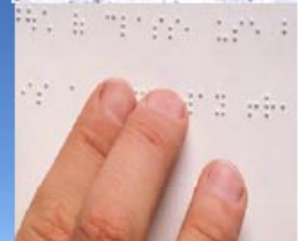
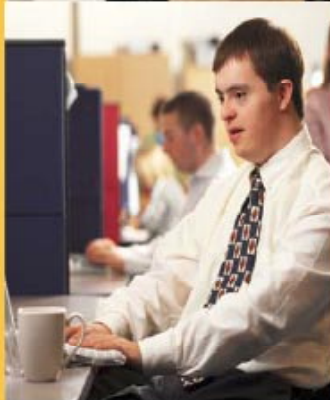
# Complimentary Business Seminar

Oklahoma Employment Security Commission

Francis Tuttle  
Technology Center  
Rockwell Campus  
Construction-Trades Bldg. #7  
12777 N. Rockwell  
Oklahoma City, OK  
September 23, 2008  
7:30AM—12:00 NOON

Tulsa Technology  
Lemley Campus  
3420 S. Memorial Drive  
Tulsa, OK  
September 24, 2008  
7:30AM—12:00 NOON

- Understand the legal issues and implications of employment law pertaining to the recruitment, hiring, and retention of workers with disabilities. Be familiar with aspects of the Americans with Disabilities Act (ADA).
- Understand what it means to provide Reasonable Accommodations and ways to be cost effective in providing the accommodation.
- Increase awareness of the impact of mental health in the workplace, identify strategies and resources to assist employers in reducing stigma, recognizing possible signs of mental illness in employees and promoting a mental health friendly workplace.



## ABOUT THE SEMINAR

This seminar is designed to provide individuals working in Human Resource Management, Employee Supervision, and Employee Assistance Services an opportunity to acquire knowledge and develop skills towards the effective recruitment, hiring, and retention of workers with disabilities.

## THIS EVENT IS SPONSORED BY THE FOLLOWING OKLAHOMA HUMAN RESOURCE CHAPTERS:



OKLAHOMA CITY  
HUMAN RESOURCE  
SOCIETY



TULSA AREA HUMAN  
RESOURCES ASSOCIATION

## IN PARTNERSHIP WITH PUBLIC AGENCIES:



# Register Early

## Seating is Limited!



### About the Speakers:

(Tulsa Location Only)

#### CHARLES PLUMB

Charles Plumb is a practicing labor and employment law attorney with the Tulsa office of McAfee & Taft Law Firm. He represents management in all phases of employment law and labor relations including the Americans with Disabilities Act (ADA). He is also a frequent speaker and author on workplace issues. He is a member of the American Bar Association and the Oklahoma Bar Association. Plumb is a 1982 honors graduate of the Ohio State University law school.

(Oklahoma City Location Only)

#### SAM R. FULKERSON

Sam Fulkerson is a practicing labor and employment law attorney with the Oklahoma City office of the McAfee & Taft Law Firm. He represents employers in all areas of the employment relationship including the Americans with Disabilities Act (ADA). He is a frequent lecturer on employment law topics and has authored scholarly articles in legal publications. He is a member of the American Bar Association and Oklahoma Bar Association. He is a 1991 honors graduate of the University of Oklahoma law school.

#### JEANIE JONES

Jeanie Jones, M.Ed., is a Licensed Behavioral Practitioner, Licensed Alcohol & Drug Counselor and is associated with INTEGIS Corporate Assistance Program. She has 24 years experience in the field of Mental Health and Substance Abuse in employee/manager counseling, individual counseling, administration/supervision and training for private companies, as well as various statewide Oklahoma government agencies. She has also provided training in the area of crisis management.

#### BEVERLY EUBANKS

Beverly Eubanks, Director for INTEGIS Corporate Assistance Program, has 30 years administrative experience in mental health, substance abuse, and employee assistance services. She contracts with multiple businesses to provide Employee Assistance Services for both private companies and state agencies to improve employee recruitment and increase employee retention. In addition to her experience in multi-disciplinary team development and training, she advocates for individuals who have problems with mental health and addictive disorders and was appointed by the Governor to the Oklahoma Department of Mental Health and Substance Abuse Board from 1999 through May 2007.

LESLI LENNIER is a Certified Rehabilitation Counselor and a Certified Assistive Technology Specialist. She is responsible for assistive technology assessment and recommendations for clients of the Department of Rehabilitation Services in Northeast Oklahoma. ANGELA HILLARD is the Coordinator for the Visual Services Assistive Technology Laboratory of the Department of Rehabilitation Services. BELEN BURKHALTER is the Statewide Employment Coordinator of Business and Employment Services with the Department of Rehabilitation Services. She is a Certified Rehabilitation Counselor. These three individuals have a total of 50 years of experience in the field of rehabilitation with specialized knowledge and skills in assistive technology and disability management to assist people with disabilities achieve quality of life through employment.

To register for this seminar send your name and e-mail address to:

**LARRY MUSSLEWHITE**

**E-Mail: [Larry.musslewhite@oesc.state.ok.us](mailto:Larry.musslewhite@oesc.state.ok.us)**

**Phone: (405) 470-3200 FAX: (405) 470-3223**

*Auxiliary aids and services are available upon request to individuals with disabilities.*

# AGENDA

## **“Recruiting and Retaining Workers with Disabilities”**

- 7:30 AM**                      **Registration & Continental Breakfast**
- 8:00 AM**                      **Welcome/Opening Remarks**  
**Glenda Owen, Chief—Workforce Services**  
**Oklahoma Employment Security Commission**
- 8:15 AM**                      **“Legal Issues in Recruiting and Retaining Workers”**  
**Charles Plumb (Tulsa)**  
**Sam R. Fulkerson (Oklahoma City)**
- 9:15 AM**                      **“Reasonable Accommodations”**  
**Panel Discussion**  
**Oklahoma Department of Rehabilitative Services**
- 10:15 AM**                      **BREAK**
- 10:30 AM**                      **“The Impact of Mental Health in the Workplace”**  
**Jeanie Jones & Beverly Eubanks**
- 12:00 PM**                      **ADJOURN**

The use of this seal is not an endorsement by HRCI of the quality of the program. It means that this program has met HRCI's criteria to be approved for recertification credit. This program has been awarded 4.0 General Recertification Credit Hours.



Special thanks to the **Oklahoma City HR Chapter** and **Tulsa Area HR Association** that sponsored the continental breakfast for our attendees. Special thanks to both the **Francis Tuttle Technology Center** and **Tulsa Technology Center** for the use of their campus facility. Special thanks to the committee members who dedicated their time and expertise in developing this seminar:

Janette Crow, **Social Security Administration**  
Frank Boswell, **Oklahoma Employment Security Commission**  
Glenda Owen, **Oklahoma Employment Security Commission**  
Larry Musslewhite, **Oklahoma Employment Security Commission**  
Peppe Boudreau, **Office of Disability Concerns**  
Kayla Bower, **Oklahoma Disability Law Center**  
Belen Burkhalter, **Oklahoma Department of Rehabilitative Services**

### **Representing Business:**

Bryan Wempen, **Reliant—Tulsa**  
Karen Kint, **Oklahoma County Board of County Commissioners—Oklahoma City**

# Complimentary Business Seminar



## Registration Form

*“Recruiting and Retaining Workers with Disabilities”*

NAME: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

MAILING ADDRESS:

\_\_\_\_\_

STREET ADDRESS OR P.O. BOX

\_\_\_\_\_

CITY

STATE

ZIP CODE

ADDITIONAL ATTENDEES/E-MAIL ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

E-MAIL, FAX OR MAIL THIS FORM TO:

**LARRY MUSSLEWHITE**  
E-Mail: [Larry.musslewhite@oesc.state.ok.us](mailto:Larry.musslewhite@oesc.state.ok.us)  
Francis Tuttle Technology Center—Rockwell Campus  
Campus Center Building #1  
12777 N. Rockwell  
Oklahoma City, OK 73142  
FAX: (405) 470-3223



## Membership Corner

Please welcome our new members who joined in July & August 2008:

- Jennifer Blue – Benefit Vision, Inc.
- Beverly Barrett – SandRidge Energy, Inc.
- Hunter Pickett – Brewer Carpet
- Pooneh Sadeghi – Foundation Surgery Affiliates
- Glenn McMahan
- Bud Cowsert – Legal Aid Services of Oklahoma
- Lance Haffner – Chesapeake Energy Corporation
- Brenda Orange – Oklahoma Employment Security Commission
- Stan McCauley - Advance Human Resources
- Alison Vail – Arvest Bank
- Shonda Harrison – Lucas Color Card
- Angela Whitbeck – Regional Food Bank of Oklahoma
- Carolyn Anson – Midlands Management Corporation
- Greg Peck – HealthBack Holdings, LLC

Would you like the opportunity to get to know your fellow members? We are seeking **VOLUNTEERS FOR MEMBER REGISTRATION**. If you are interested in helping during our busy meeting registration on a regular or occasional basis, please contact: [Melanie.thompson@hlpolutions.com](mailto:Melanie.thompson@hlpolutions.com). Thank you for your support!

## MEMBERSHIP DUES 2008

- Member Renewal Fee (SHRM Member): \$50.00
- Affiliate Renewal Fee (Non-SHRM Member): \$125.00
- Student Member: \$25.00



### Membership Certificates

This year we have added another service for our chapter members. We have created personalized membership certificates which will be distributed at the August chapter meeting. If you did not receive your membership certificate at the June or July meeting, please let us know. We look forward to seeing you this month.

Melanie Thompson Stillinger, VP of Membership –  
(405) 286-6444 [melanie.thompson@hplsolutions.com](mailto:melanie.thompson@hplsolutions.com).  
Michelle Gibson, VP of Member Services –  
(405) 488-3509 [mgibson@lifeshareok.org](mailto:mgibson@lifeshareok.org)  
Sharon Fulton, Chapter Administrator – (405) 706-6499  
[sharonfulton@airosurf.com](mailto:sharonfulton@airosurf.com)



### SEEKING NOMINATIONS

#### 2009 Oklahoma City Human Resources Society Board

- Do you enjoy attending monthly OCHRS meetings?
- Would you be interested in having an impact on the continued growth of our SHRM chapter next year?
- We are seeking nominations for the Executive Board and committees for 2009
- Committees are: Membership, Programs, State Conference, Public Relations, Diversity, Community Services, Professional Development, Legislative Affairs, Sponsorship & Workforce Readiness
- If you have a passion for our profession, for SHRM, for Oklahoma City and continuing educational and networking opportunities, please contact:

*Melanie Thompson Stillinger, SPHR*  
*Vice President, Membership*  
[Melanie.thompson@hplsolutions.com](mailto:Melanie.thompson@hplsolutions.com)  
286-6444

# FREQUENTLY ASKED QUESTIONS

## QUESTION:

“Our company paid the 2008 OCHRS dues for an employee that has left the company. Is the OCHRS membership Company or individual based”?

## ANSWER:

The OCHRS membership is an individual membership and can not be exchanged or transferred.

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## QUESTION:

“I thought I recently paid my OCHRS (Oklahoma City Human Resource Society) membership dues and I’m getting another renewal. What’s up”?

## ANSWER:

There seems to be much confusion between SHRM (our national organization—Society of Human Resource Management) and our local chapter, OCHRS (Oklahoma City Human Resource Society). Please note the following information:

OCHRS Membership/Dues: Currently \$50 for SHRM members; \$125 for non-SHRM members. OCHRS membership is on a January – December annual calendar renewal and you will receive renewal information on-line from us in Nov/Dec for following year.

SHRM Membership/Dues: Currently \$160; however, national membership is fiscal year renewing 1 year following the month you joined. Membership information will come directly from our national society.

You can join our local chapter on-line by going to our website: [www.ochrs.org](http://www.ochrs.org). There is a link to join our national organization, SHRM, or you may go directly to their website: [www.shrm.org/join](http://www.shrm.org/join).

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## QUESTION:

“Who can I contact regarding be a meeting sponsor, newsletter advertising, and/or purchasing a membership mailing list”?

## ANSWER:

Cooper Johnson, VP Sponsorships: [cjohnson@mha-ins.com](mailto:cjohnson@mha-ins.com)

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## QUESTION:

“Who handles job posting on the OCHRS website?”

## ANSWER:

Scott Lowber, Past President: [slowber@yahoo.com](mailto:slowber@yahoo.com)



**OCHRS**  
**P O Box 271875**  
**Oklahoma City, OK 73137**  
**Tel: 706-6499**  
[Kathleen.Lyons@cit.com](mailto:Kathleen.Lyons@cit.com)

AFFILIATE OF



