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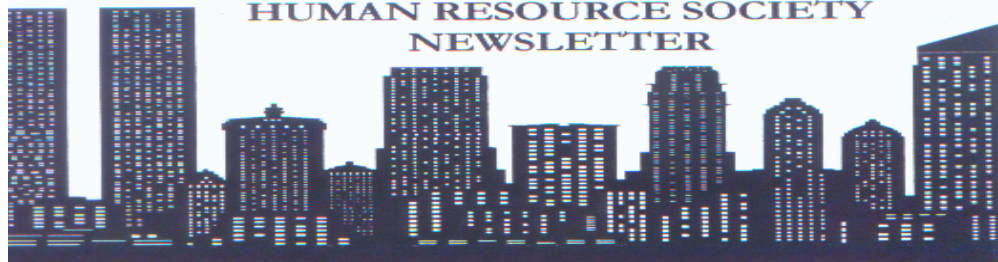
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OKLAHOMA CITY  
HUMAN RESOURCE SOCIETY  
NEWSLETTER



# May OCHRS 2008 Meeting

## Topic: Communication with the Changing Labor Market

### Meeting Agenda:

11:15 – 11:30 Registration  
11:30 – 12:00 Chapter News and Lunch  
12:00 – 1:00 Entertainment  
1:15 – 2:45 Bonus Session  
O. C. Tanner Company

## Presented by: Dr. Jay McCurry

**Date:** Thursday, May 22, 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:



# Onboarding Best Practices Forum

O.C. Tanner Company will begin to offer Onboarding Best Practices Forums beginning April 16, 2008 and continuing through the end of June 2008. Forums will be conducted throughout the U.S., Canada, and in the U.K.

Forum script authors included David Sturt, Vice President of Marketing, Sandra Christensen, Director of Product Development and Design, Chris Kendrick, Carrots speaker and curriculum developer for Carrots, Laura Kuykendall, Product Manager Bravo Product Line, Adrian Gostick, Vice-President of Carrots Training, Mindi Cox, Manager of Marketing Communications, and Todd Scurr, Creative Writer.

Additional material was taken from current research including the 2007 Aberdeen Group onboarding research study/survey, Watson Wyatt data, and also from webinars offered through the Human Capital Institute organization. As well, other contributions came from additional O.C. Tanner team participants that included Jason Anderson, Gary Beckstrand, Gary Peterson, Chester Elton, Pat Poyfair, and Mark Cook, author and primary researcher of 2008 publication, Sales Blazers.

In 2007, trends and research continued to define great business opportunities and importance of effective onboarding. These trends demonstrate repeatedly that any/all levels of employees (manager vs. non-manager, blue collar vs. white collar), are more likely to be more quickly integrated and productive if their employers' effectively onboard them into their company culture, and the employee's new position.

The reality of the opportunity that this provided was validated by many research studies that continue to show that the first year of employment is **CRITICAL** to the success of clients, and to the success of their employees becoming quickly integrated into the company. O.C. Tanner helps clients appreciate their employees who do great work, so focusing on appreciation at the very earliest possible stages was a natural fit.

Onboarding is defined differently by different companies. OC Tanner believes that onboarding is far more than orientation, training and completing the necessary paperwork or forms to hire an employee (benefits, tax forms, etc.). The ultimate goal in focusing on the arena of onboarding was ultimately one to increase sales and extend recognition programs of existing clients focused/expanded into onboarding.

The session will be approximately one hour to one hour and a half in length, depending upon the number of attendees and the level of their participation. The script is intended to be extremely interactive, and to allow all of the attendees to share their experiences, challenges, and successes with one another. We will invite existing clients, prospective clients, and local SHRM members and participants.

# O.C. Tanner Onboarding Forum

## Purpose:

O.C. Tanner will begin offering forums throughout the U.S. and Canada mid April through June 2008 to focus on current trends and research which repeatedly demonstrates the crucial first six months of all new employees' tenure.

Sessions were designed for all industry professionals to review research, gain insights and learn practical ideas to enable them to make new hires feel welcome, connected and loyal to their company from the start. Sessions will also provide participants with case studies from some leading Fortune 500 companies, and their best practices and current onboarding strategies and outcomes. Sessions will also allow participants' to discuss challenges and strategies with their peers.

The results of this forum will provide attendees with practical solutions to implement and as a result, improve onboarding and overall employee engagement. As demonstrated in numerous research studies, effective onboarding as part of an overall recognition strategy increases employee engagement, as well as propelling them to full productivity faster, and also to more effectively and quickly integrate into the company culture.

Sessions run approximately one hour to one hour and a half in length, depending upon the number of attendees and the level of their participation. In addition we are working to have the forum CE certified.

## Why are the sessions relevant?

- 86% of new hires make their decision to leave or stay in first 6 months.
- 79% of employees who quit cite lack of appreciation as the main reason.
- Only 15% of companies have a formal onboarding process.
- Talent recruitment is getting harder.
- Turnover costs are expensive.

## What will you learn and takeaway from the session?

- Effective onboarding strategies will include staged and coordinated employee orientation programs, training, and manager interactions.
- Onboarding suggestions and ideas that can be easily and quickly implemented to either begin an onboarding program, enhance an existing onboarding program, or expand and evaluate your onboarding program and/or recognition strategy for improvement and success.
- Forum will remind participants that there is great economic value in engaging new employees in their jobs, the company culture, and in positioning them from the beginning for teamwork and success.

# Letter from the President

## Greetings OCHRS Members,

May is usually a beautiful month here in Oklahoma. I would like to encourage you to find time to attend our monthly meeting on May 22<sup>nd</sup>. We have an added bonus surprise of a workshop meeting attached to this one for no additional cost. Once again, you are seeing a value-added benefit just for being an OCHRS Member.

Does your company participate in any community events? Many companies plan to participate in a group charity event to support their community and encourage employee involvement. Locally, my company participated in the March of Dimes walk for preemies. My two boys, ages 9 and 14, come with me and participate in the walk. During the weeks preceding the walk, I try to explain why we should always help those less fortunate than ourselves. Although, I am not sure that the real point of the walk is truly understood at their ages, perhaps, they will understand more as they get older and make their own decisions in life. While my legs recover from their soreness, I am pondering this myself.

That brings me to an interesting article in the HR Magazine for May. Since OCHRS is a 100% SHRM chapter, most of our members should receive the HR Magazine which is distributed each month. The article I am referencing is the cover article on "Keeping Pace with Older Workers." There is a very interesting study done by Borders Group that indicated that their stores with older workers had lower turnover, did better financially and the workers were more satisfied. So, armed with this new information, Borders began to recruit more workers aged 50 or older. One of the statements shared is that there is no correlation between age and job performance. Whew, that is good to know since I am at the end of the baby boomer generation myself.

Some interesting information about mature workers including some myths and realities of this group is discussed in detail. For example, the statement that older workers are absent more is considered to be a myth. There is truth to the statement that their health costs are greater but it goes on to explain that there isn't a significant increase until around age 65. There are two pages devoted to "Use it or Lose it" discussing our age related issues and decreased problem-solving abilities. So, if you were wondering, I have good reason to encourage each of us to schedule and plan on learning new information- (KSA's) each and every year. You are never too old to learn and increase your knowledge base.

Hopefully, you are taking the time to read some of the articles in the beautiful magazine that SHRM produces. We should take advantage of this pooling of HR knowledge and information. This is just another one of the value added benefits of being a member of both SHRM and OCHRS. Please let me know if you want to discuss any of the articles, I would be glad to do so.

See you at our next meeting!

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

# enjoy the ease.

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# **Accommodating Religious Beliefs Under Title VII Requires Consideration of Various Options**

**Gayle L. Barrett  
Crowe & Dunlevy**

## **General Counsel for Oklahoma City Human Resource Society**

Title VII of the Civil Rights Act not only prohibits discrimination based on religious beliefs but it requires that employers reasonably accommodate religious observances, practices and beliefs unless the accommodation causes undue hardship on the employer's business. In a recent case before the United States District Court for the Eastern District of Tennessee, the court explained the employer's burden to accommodate religious observances, practice and beliefs.

The plaintiff, a mill operator at the company's hydraulics' facility, worked for the company for almost 10 years without experiencing any conflict between his job and his religious conviction against working on his Sabbath, which was from sundown Friday until sundown on Saturday. In mid-2003, the company eliminated the mill operator's job and he was transferred to the paint and packaging department. The company soon began to mandate Saturday shifts due to an increase in its business.

The plaintiff's supervisor told him that he would be excused from the Saturday overtime shifts only if the plaintiff could find a co-worker in his own department willing to swap shifts. Although he was able to swap some shifts, the plaintiff began to accumulate points under the company's absentee policy. In 2005, the plaintiff was fired because of the points he accumulated for not working on seven different Saturdays.

The plaintiff sued claiming religious discrimination under Title VII. The employer filed a motion for summary judgment asking the court to dismiss the case. The company argued that it could not accommodate the plaintiff's religious beliefs without an undue burden on its business "by way of lost efficiency."

The court denied summary judgment. It held that to avoid violating Title VII's religious accommodation requirement, an employer must do more than show that one method of accommodation failed because it was an undue burden on its business. The court held that an employer has a continuing obligation to find a reasonable accommodation. The court stated that "while it is ... clear the employee must contribute to the conversation and cannot reject a reasonable accommodation; the employer bears the ultimate burden of accommodation, unless it can show that each and every accommodation would cause an undue burden."

In the case before the court, the suggested accommodation of requiring the plaintiff to find a co-worker to swap shifts with was not a reasonable accommodation. When it failed to accommodate the plaintiff's religious practices, the employer had the continuing obligation to find another reasonable accommodation. The court gave examples of how the employer could meet this continuing obligation. The employer could assemble a list of employees who were qualified to substitute for the plaintiff, inform them of the plaintiff's religious conflict and ask them if they would be willing to switch shifts. The company could also post a plant wide notice asking if there were employees willing to switch shifts with the plaintiff. Since the company failed to show that it considered other accommodations, the court directed that the case be submitted to the jury.

In conclusion, an employer cannot avoid liability under Title VII unless it considers various alternatives in an attempt to find a reasonable accommodation for religious beliefs that does not cause an undue burden on its business. The obligation is continuous until considerations of all reasonable accommodations either fails because they are undue burdens or accommodation is accomplished.

This article is intended to advise OCHRS members regarding legal developments of which they should be aware. It does not constitute legal advice and should not be used to resolve legal questions. Readers should contact their employment counsel with regard to specific factual situations before acting with regard to the subject matter of this article.



## Pinnacle Business Solutions, Inc. Office Closure

The Pinnacle Business Solutions, Inc. (PBSI) office, located in NW Oklahoma City, will be closing operations effective May 30, 2008. The organization lost 62 employees as of February 29, 2008, and the remainder will follow on May 30, 2008.

Pinnacle Business Solutions, Inc. has held the Oklahoma Part B Medicare contract for the Centers for Medicare and Medicaid Services (CMS) since Medicare's inception. The employees at PBSI have a vast amount of knowledge in the medical field. Some of the job functions performed at PBSI include claims processing, provider credentialing, and coordination of benefits, customer service, appeals, clerical/administrative, and Human Resources.

If there are any opportunities at your organization that may align with this type of clientele, please contact Becki White or Michelle Gibson. They will be happy to share your information with the staff as they begin their job search or seek a new career path.

Thank you for your time.

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# JobDig<sup>®</sup> Rebate Program for OCHRS

2008 1st Quarter  
Rebate **\$376!**

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



Contact **Mike Mayzak**

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



## Membership Corner

Please welcome our new members who joined in April 2008:

- Lisa Putt – Hilb, Rogal & Hobbs
- Kathy Luman – Remington Park
- Andrew Rawdon – SandRidge Energy
- Kami Kuykendall – American Red Cross
- Jamie King – Terex Roadbuilding
- Becky Chasteen – International Pentecostal Holiness Headquarters
- Dani Shields – Vaughan Foods

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!

**REMINDER: 2008 OCHRS Membership Renewals were due 1/31/08. If you have not renewed your chapter membership for 2008, please visit our website to renew.**

The new dues for 2008:

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

Each member should have received an emailed invitation to renew your OCHRS membership. Each member or new member has the opportunity to pay online with a variety of payment options. This format takes the place of paper invoices mailed in the past. Memberships are renewable each January.

### Membership Certificates

This year we are adding another service for our chapter members. We will be creating personalized membership certificates which will be distributed at our chapter meetings and by mail. Look for more information soon.

**For more information or questions regarding membership or membership status, please contact:**

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

# **UCO Human Resources program gets award**

**The Human Resources Management program at the University of Central Oklahoma has received state and national recognition.**

**The program is the first in the state to receive the College Relations Champion Award from the Oklahoma State Human Resource Council and the National Society of Human Resource Management. The award establishes UCO as one of the 18 best colleges in the nation offering Human Resource Management degrees.**

**The program was started in 2003, and it is offered through the university's College of Business Administration. Administrators said they designed the program to provide students with experience that transfers into the workplace and students are given opportunities for internships and networking.**

# **Congratulations**



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