

Council Prospector

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Nuggets From Alaska SHRM



Inside:

Alaska State Council Member of the 90% by 2020 Workforce Readiness Taskforce
Wayland Baptist University WBU, Anchorage Campus SHRM Student
Chapter deliver 8,331 rolls of toilet paper to Beans Café
HR Certification Scholarship Winners Announced
Good Manners Are Good Business
UAF SHRM Attends the NHRMA Student Conference & Case Competition

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Legislative Affairs Director Update



GOOD MANNERS ARE GOOD BUSINESS



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Contents

4 Greetings HR Colleagues!

I am very excited about our upcoming 2015 Alaska State HR Conference scheduled for September 24 – 25 at the Hilton Hotel in downtown Anchorage.

5 Upcoming Programs

6 Alaska State Council Member of the 90% by 2020 Workforce Readiness Taskforce

Alaska SHRM State Council is proud to be an active participant in the 90% by 2020 Workforce Readiness Task Force.

6 Wayland Baptist University WBU, Anchorage Campus SHRM Student Chapter deliver 8,331 rolls of toilet paper to Beans Café

The SHRM Student Chapter at the Anchorage Campus, WBU conducted the chapter's 5th annual "Idita-Roll" toilet paper drive for Bean's Café.

7 Legislative Affairs Director Update

The first half of the year has seen a slew of legislative and regulatory actions that will have a direct impact on the HR profession. SHRM has taken the charge in keeping members up to date on these changes, as well as facilitating opportunities for HR practitioners to provide feedback and input to the process.

8 HR Certification Scholarship Winners Announced

The Alaska SHRM State Council is proud to announce the winners of their 2014 HR Certification Scholarships. After reviewing several worthy applications, the scholarship committee decided to award two scholarships of \$500 each to Kelly Luck and Misty Pfeifer.

9 SHRM Member Benefits: Do More with More

10 Good Manners Are Good Business

The relationships you build with your customers and business associates are fundamental to your success. Customers will see how you treat others, and make note of it.

11 UAF SHRM Attends the NHRMA Student Conference & Case Competition

Three members of the UAF SHRM student chapter attended the NHRMA Student Conference and Case Competition held in Portland, OR on April 17 and 18, 2015.

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The mission of the Alaska State Council is to be a strategic partner with individuals, businesses, community organizations, SHRM and NHRMA in order to encourage the advancement and knowledge of dedicated human resources professionals by providing communication and professional development resources throughout Alaska.



Alaska SHRM State Council message

Nancy Miller, SPHR, SHRM-SCP, Director, Alaska SHRM State Council

Greetings HR Colleagues!



I am very excited about our upcoming 2015 Alaska State HR Conference scheduled for September 24 – 25 at the Hilton Hotel in downtown Anchorage. Come “HR Us Roar!” The two day conference includes a great line up of keynote speakers including Chip Madera, The Leadership Lion and the Speaker with a Heart of Bold.. This event has been approved for 14 HRCI certification hours (9 of which are for Business credits) and 14 SHRM professional development credits! Attendees showed up in record breaking numbers last year, and registration is filling up quickly for 2015. Be sure to register now to reserve your seat to what promises to be an exciting, fun and informative event. I want to send a big thank you to the conference committee headed by Patty Hickok for their hard work and determination in making this an event not to be missed!

I am very proud of our UAF Student Chapter led by chapter advisor Wendy Tisland. They sent a team to the NHRMA Student Conference and Case Competition in Portland, OR last April. This was the first team from UAF to compete in this challenging event. This was a great opportunity for our student members to receive a competitive experience with

valuable feedback and to network with other fellow students from the Pacific Northwest.

Our Workforce Readiness Director, Ann Flister is continuing her work with the Nine Star Partners Re-Entry Center program. She has arranged a very unique opportunity for HR professionals to “Walk in Their Shoes” in May. This walking tour took interested community members through the step-by-step experiences of a typical re-entry program client from initial point of entry into Anchorage from prison, through his/her first day seeking housing, employment, and financial stability.

Our Pinnacle award winning webinar series continues with a full schedule throughout 2015. It is a wonderful way for us to meet the needs of our Alaskan members by offering complimentary, first class presentations while earning preapproved HRCI credits. For upcoming programs please visit <http://alaska.shrm.org> or follow us on Facebook, Twitter or LinkedIn for more information. ✨

Respectfully,
Nancy Miller, SPHR, SHRM-SCP
Director, Alaska SHRM State Council

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Assistant Professor of Business Administration and Management

November 6, 2015 What is the Impact of the New Marijuana Laws on Employers?

Speaker: Gregory Fisher, Davis Wright Tremaine

Alaska State Council Member of the 90% by 2020 Workforce Readiness Taskforce

By Nancy Miller, SPHR, SHRM-SCP



Photo taken at the Make it Monday forum. From left to right: Brian Franklin, Nancy Miller, Joe Wahl and June Sobocinski.

The Alaska SHRM State Council is proud to be an active participant in the 90% by 2020 Workforce Readiness Task Force. This task force was formed to create a community action plan involving agencies,

businesses and schools with a goal to improve the employability of Anchorage's future workforce.

One of the first goals of the task force was to survey Anchorage businesses about the critical soft skills and personal qualities needed in the workforce and perceptions about recent high school graduates who are new entry level employees. The results of this survey were unveiled at the Anchorage Chamber of Commerce "Make it Monday" Forum last December. The task force is now evaluating the results of the survey and meet monthly to look at national research and resources and taking an inventory of local practices to learn more about community strategies that will help to better prepare Anchorage youth for the workforce.

Other members of the taskforce include employer representatives from such companies as GCI, First National Bank of Alaska and CIRI. Task force partners include the Anchorage Chamber of Commerce, United Way, Nine Star, and the Anchorage School District. *

6

Wayland Baptist University WBU, Anchorage Campus SHRM Student Chapter deliver 8,331 rolls of toilet paper to Bean's Café



Pictured from L to R are: Ken Cowles, Chapter Treasurer; Rachel Saddler, Chapter President; Sarah Peters, Chapter Secretary; Jessica Mattice, Chapter Vice President, and Brittany Harrington, Chapter Student Relations Director.

The SHRM Student Chapter at the Anchorage Campus, WBU conducted the chapter's 5th annual "Idita-Roll" toilet paper drive for Bean's Café. Named after the Great Alaska Iditarod sled dog race, this has been the student chapter's most effective community service campaign; chapter members raised the awareness of a basic human necessity needs at Bean's, Toilet Paper. Annually, Bean's Café uses over 53,000 rolls of toilet paper a year. With an increase in both the homeless and working poor population, the need at Bean's Café moved to an emergency level this year.

The chapter leaders and members strategized a plan to assist Bean's Café. The Chapter effectively employ mass media by bringing the message

to both local TV news networks and radio talk shows. Lastly, chapter members visited local business, and the Anchorage and Mat Su Valley SHRM Chapters seeking support. Their efforts were greatly rewarded. The chapter collected 8,331 rolls of toilet paper for Bean's Cafe.

Lauren Nelson, Marketing/Outreach Officer for Bean's Cafe commented: "A big thank you from Bean's Cafe for your outstanding donation of 8,331 rolls of toilet paper! Your gift will be a huge help, as we go through so many rolls a day (as you already know!)."

The Wayland Baptist University, Anchorage Campus, Student Chapter 5583 professionally represented the Society for Human Resource Management (SHRM) within the community of Anchorage, Alaska. *



Sarah Peters, Chapter Secretary

Ken Cowles, Chapter Treasurer



Legislative Affairs Director Update

By Ben Castle Krisher

The first half of the year has seen a slew of legislative and regulatory actions that will have a direct impact on the HR profession. SHRM has taken the charge in keeping members up to date on these changes, as well as facilitating opportunities for HR practitioners to provide feedback and input to the process. In March SHRM hosted their Employment Law & Legislative Conference in Washington DC to highlight some of these major issues, and I, along with three other SHRM members from Alaska, attended two days of presentations and keynote speeches that underscored exactly how important it is to stay up-to-date on all these changes.

On the third day of the conference, we had the opportunity to visit with the offices of Congressman Young and Senators Murkowski and Sullivan. We provided examples of how some of the proposed changes could affect our businesses, and, much like last year, I was impressed with how much respect SHRM's carefully-researched positions garnered from the various staffers we met with.

Two major issues that were addressed during the conference have been pushed into the spotlight over the past two months:

April saw the deadline for filing H-1B visas to allow high-skilled guest workers to work in the United States, bringing over 233,000 applications, a 35% increase over last year. Clearly, the demand is strong for these types of workers, and with only 65,000 visa applications being approved (plus another 20,000 under the "advanced degree" exemption), many employers are unable to hire the skilled workers they require. The Council for Global Immigration, in partnership with SHRM, has

been advocating for a market-based cap that would give high-skilled workers a greater chance of having their applications approved, based on the overall need, but this has not yet come to fruition.

April also saw the "ambush election" rule go into effect, which both limits the time between the filing of a union election petition and the election itself, as well as requires the employer to provide employees' private information (including personal email and physical addresses) to the union representatives. While both the House and Senate passed resolutions of disapproval, and while SHRM has filed a lawsuit challenging the rule, employers must now deal with the reality that they will have much less time to respond to a unionization effort. SHRM has pointed out that this makes effective communication and positive employee relations all that much more important; you can visit the SHRM Legal Issues & Public Policy page for more information regarding this new rule.

If you have a story to share about any of the above issues, particularly about how they may have impacted your ability to hire, evaluate, train, and manage your employees, I urge you to write in to our legislators and let them know. You can download the SHRM Advocacy App from your phone's app store, and with a few quick taps, have an email ready to go.

As we push forward into the rest of the year, be on the lookout for alerts about upcoming legislation that may affect our work, as well as calls to action from SHRM and the Advocacy Team (A-Team). ✨

HR Certification Scholarship Winners Announced

By Nancy Miller, SPHR, SHRM-SCP

The Alaska SHRM State Council is proud to announce the winners of their 2014 HR Certification Scholarships. After reviewing several worthy applications, the scholarship committee decided to award two scholarships of \$500 each to Kelly Luck and Misty Pfeifer.



Kelly Luck

Kelly Luck resides in Homer, Alaska. Kelly is seeking her PHR certification because she knows the process of studying for the exam will help fill in gaps in her knowledge more quickly. She wants to be not only a great resource herself; she wants her Human Resource Department to be a strong and respected strategic partner in her organization. Kelly feels that by attaining her PHR certification, it shows that she is committed, knowledgeable and competent in her field.



Misty Pfeifer

Misty Pfeifer is from Anchorage, Alaska. Misty is currently enrolled full-time at UAA working on her masters' degree in business. She feels that earning her MBA and PHR certification are foundational in her career and will provide her with a more comprehensive perspective of the business landscape. Upon hearing of winning her scholarship, Misty replied "Thank you to the Alaska State Council SHRM Board for selecting me as a 2014 HR certification scholarship recipient. I am honored to be selected and to be a part of this professional organization. I am wrapping up my MBA in December and looking forward to being a more active member of SHRM at the local and State level."

Congratulations to our two very deserving and inspirational scholarship winners! ✨

8



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Good Manners Are Good Business

By Susan Morgan, The newsLINK Group



The relationships you build with your customers and business associates are fundamental to your success. Customers will see how you treat others, and make note of it. As a result, good manners aren't just something to pay attention to as an afterthought or those moments when you think it really counts; good manners count all the time. They demonstrate that you are considerate and easy to be around.

Even if you think your manners are already excellent, it doesn't hurt to review our list and make sure you aren't overlooking something important.

Being Courteous

Be polite and considerate to everyone, not just the person who is your customer right now. We've all heard or seen of situations where a sales person focused on one potential client, and completely ignored the other person.

Sometimes we meet people we would definitely consider to be important, but we don't realize it. Sometimes we meet people who have important friends. By being courteous to everyone, you won't have to worry about accidentally hurting your business or your career.

Being Appreciative

Express appreciation. You can do this by saying thank you in person or by writing or texting a short note, but there are other ways to demonstrate your sincerity. Perhaps you could ask a colleague out to lunch, and pick up the tab. You could also ask specifically whether there is anything you could do for someone else.

Be specific about what you are offering. A blanket offer of help often leaves people with the feeling that you mean well, but don't really expect them to ask for anything in particular. If you make a specific offer, though, then people will recognize that your offer is a genuine one and that you took some time to think about what might be needed.

Being Prompt

If someone calls you or sends you a letter, email, text, social media message, you should respond promptly. It's best to do so within 24 hours; if you are particularly pushed, you still need to get it done before 48 hours. In general, a prompt response tells anyone you interact with that you value them enough to get back to them.

The one exception to being prompt is a thank you. Don't thank people five minutes after you've said goodbye to them. You don't want to come across as being perfunctory. Let a few hours go by or wait until the next day. Then it is clear that you were still grateful the same day, and that you took the time to express your thanks instead of just moving on to something else.

Responding promptly after someone has contacted you sends a powerful message.

Being Respectful

Circumstances sometimes make it necessary to monitor your phone or your computer while you are talking to someone, but the truth is, it is often not polite to divide your attention that way. If you are with someone then give that person your full attention. This means also making sure that your phone doesn't interrupt your conversation by ringing at an inopportune time. Mute your phone, turn it off, or leave it somewhere you can't hear it, such as your car or another room.

Being friendly and courteous without being invasive or wasting someone else's time are excellent characteristics to cultivate.

Being Observant

If you are talking to someone, be conscious of body language. It would be better to talk another time than to continue a conversation where the other person has lost interest for some reason. The signs are often fairly plain, such as someone checking the time, looking at something in the room, crossing arms, or breaking eye contact.

What do you do when it is clear someone is ready to move on? You can try to make what you are saying more interesting by stepping up your energy level or thinking of an interesting story to tell, but it might be better just to graciously end the meeting instead or make it easy for the person to schedule another time.

There's one other area where you should be observant. Supposed you asked someone for an optional favor, and you've checked up on it once. If the other person doesn't respond, let it drop at that point. It could be that the person is uncomfortable saying "no" to you. Find another way to solve your problem. ✨

UAF SHRM Attends the NHRMA Student Conference & Case Competition

By Micaiah Liebhaber, Ashley Moore, Zac Rohan, and Wendalyn Tisland



UAF with advisor (L to R) Ashely Moore, Wendy Tisland, Zac Rohan and Micaiah Liebhaber.

Three members of the UAF SHRM student chapter attended the NHRMA Student Conference and Case Competition held in Portland, OR on April 17 and 18, 2015. These three students, Micaiah Liebhaber, Ashley Moore, and Zac Rohan, were able to experience a real professional conference organized by the students at Portland State University, learn from some excellent speakers, network with students from 6 other universities and demonstrate their own abilities during the case competition.

The case competition occurred on the first day of the event with the winners announced at the end of the conference. As this was our first experience at a student conference no one really knew what to expect when it came to the competition. Students were given a case and four hours to prepare an executive summary and a slide presentation, without the coaching of their faculty advisor. While the three students knew each other, they hadn't worked on a project together before, so the four hours was an opportunity to learn each other's strengths and skills as well as how each complimented the other. Afterward, when asked about how they did, all commented on their momentum during the 4 hour prep time and responded that they felt good about their presentation. While the team did not win the competition, the experience of working together under a deadline and presenting to a group of professionals was a winning experience.

From a faculty advisor's perspective, the conference was hugely beneficial for students. The quality of the keynote speakers and the concurrent sessions was excellent, exposing students to a variety of human resource professionals and topics that are often just touched on in their academic programs. Leadership and management seemed to be empha-

sized throughout the conference. We all benefited from the engaging brainstorming activities, interactive presentations and spent time networking with presenters, students, and faculty from other universities.

~Wendalyn Tisland, MBA, SPHR, CEBS
UAF SHRM Faculty Advisor

I am so grateful that I finally got to experience an event specific to my degree focus before graduation. The NHRMA student conference was a valuable experience that I will not soon forget.

Coming all the way from Alaska and competing in the case competition with our peers was really exciting. It was a challenging experience. The case we were assigned felt like a problem we could actually encounter while working. The conference brought together students and professionals with a passion for HR.

We met students from Washington and Oregon and got to network with other budding HR professionals. Looking into the future of HR and the challenges to be faced was great preparation for someone hoping to enter the field. The most beneficial takeaways

UAF SHRM | continued on page 13



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UAF SHRM | continued from page 11

for me were the career planning advice and sheer excitement for getting started in the field.

~Micaiah Liebhaber, Vice President, UAF SHRM Student Chapter

What a great opportunities the NHRMA student conference provided me with. I am so glad I had the opportunity to engage in this great experience. I have already used some of the new ideas and techniques learned. I can not wait to go back again and compete.

Our student chapter was the first one to compete in the NHRMA conference out of the entire state of Alaska. That itself is a big accomplishment and I am grateful to everyone who made that possible. The case competition involving Sonoco, a global provider of packaging products and services, was challenging but an extremely useful experience that I took on with two of my wonderful peers in just four hours. We competed against six strong teams. Although we did not win, the experience was more than rewarding.

This conference was so beneficial to my academic life and my current position in the HR workforce. I am so lucky to have been able to network with such passionate and professional members within the HR community. I really enjoyed all of the hands on and real world experiences this conference offered.

~Ashley Moore, Member, UAF SHRM Student Chapter

With our team being the first to come from Alaska, I had a deep sense of pride and privilege attending the NHRMA Student Case Competition and Conference. The competition required our team to communicate and collaborate in a relatively small window of time. It challenged our knowledge of human resource functions and tested our ability to present our ideas to a panel of professionals. I doubt that I could have better prepared myself, but just the experience taught me a great deal.

The student conference was excellent, and I really want to thank the students at Portland State University for bringing in wonderful speakers. All of the speakers shared great stories, leadership techniques, and invaluable advice for graduating

students. As an upcoming graduate, I hope more of our students can share this opportunity in the future. It truly is rewarding to compete, and the professional networking creates new possibilities for any individual interested in a career in human resource management.

~Zac Rohan, Treasurer, UAF SHRM Student Chapter ✨



UAF Team: Ashley, Zac, and Micaiah.

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Joe Wahl

Vice President, Human Resources
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Lauren Caraghar, PHR

Talent Manager
First National Bank Alaska



"I feel it is very important to focus on our student population and prepare them for the working world. Our students are our future workforce and community leaders. Anything we can do as professionals and mentors now to assist them in preparing for a successful career benefits everyone."



Nancy Miller, SPHR, SHRM-SCP

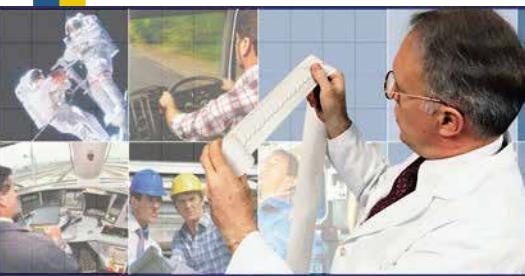
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