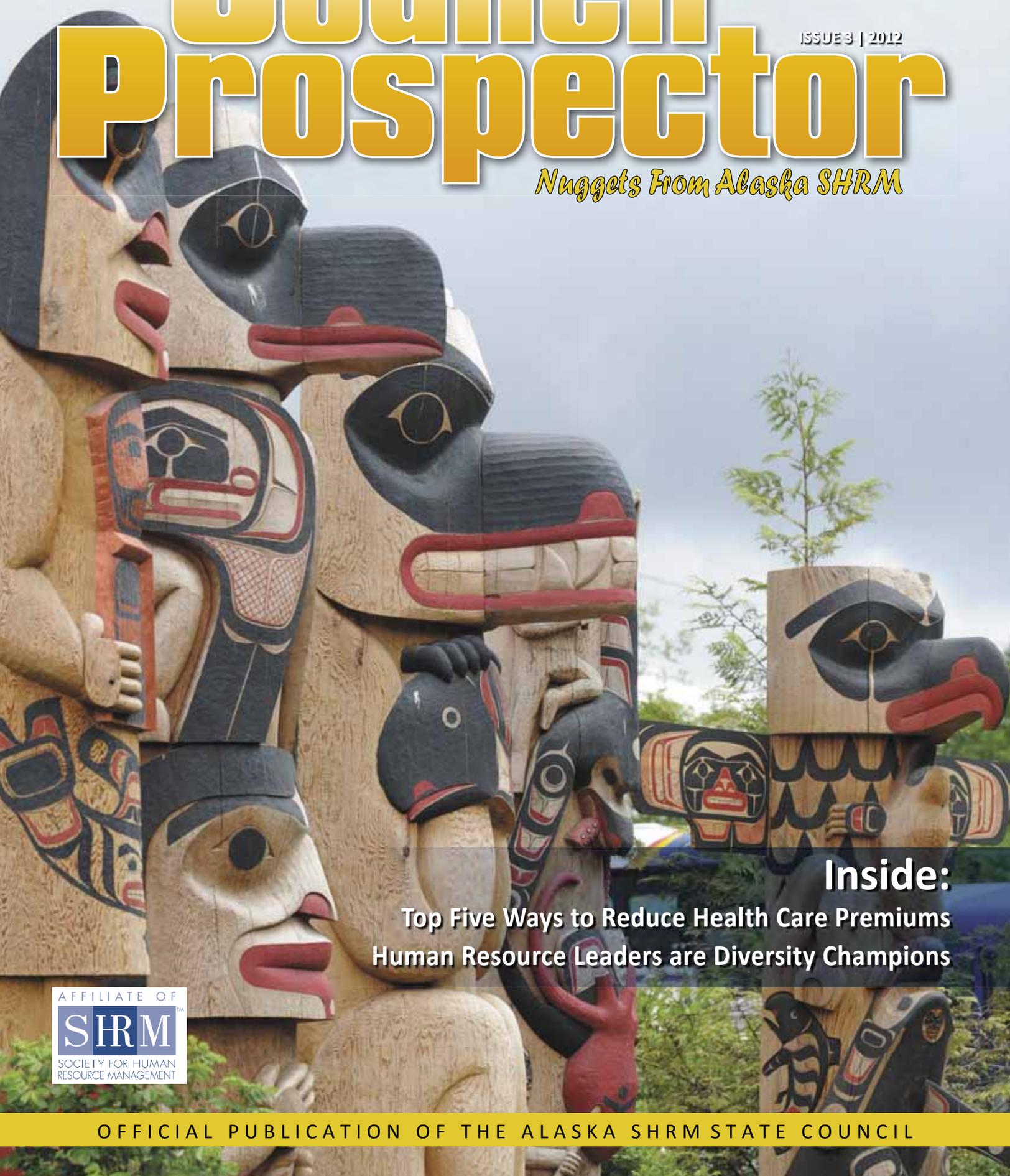


Council Prospector

ISSUE 3 | 2012

Nuggets From Alaska SHRM



Inside:
Top Five Ways to Reduce Health Care Premiums
Human Resource Leaders are Diversity Champions

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Your financial support is vital to ensure that the SHRM Foundation can continue this important work. Donate today!

18 ASHRM Receives Award!

The Anchorage chapter received the Director's Certificate of Appreciation Award from the Department of Labor. This is quite an honor for ASHRM and the many volunteers who helped make this happen!

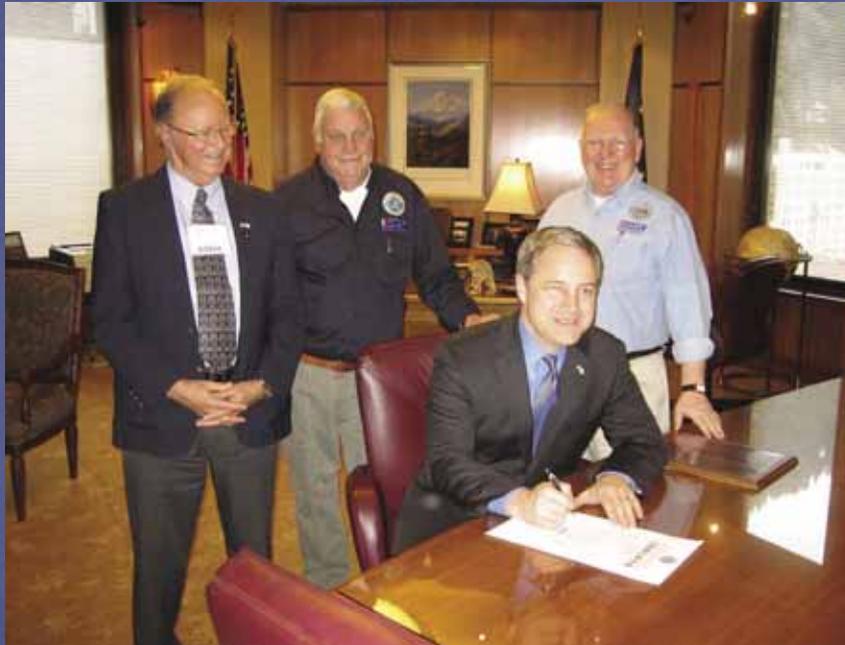
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THEIR COMMITMENT KNOWS NO BOUNDS NEITHER SHOULD OURS



Alaska Committee ESGR joined by Alaska Governor Sean Parnell, signing an employer Statement of Support. Pictured are, Charlie Smith ESGR, Dick Dau ESGR, Chris Nelson ESGR, and Gov. Sean Parnell. Photograph taken by Bob Anderson, ESGR

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Mission Statement

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**

Patty Hickok, SPHR, GPHR

Thanks for Your Support

This article was written during the SHRM Annual Conference. It was great to see a good size group from Alaska visiting Atlanta, and to see several members attending the conference for the first time and of course several “old-timers” at this type of event. Regardless of how many times you attend these annual conferences, the result is always the same: awe at the 700 volunteers that make the conference possible, the 13,000+ conference attendees representing over 80 different countries, the more than 200 concurrent sessions, over 700 exhibitors and much more! This is truly “the” place to be every June. If you did not have the opportunity to attend this year, we sure hope you will consider attending next year’s conference, to be held in Chicago.

Everyone I talk to expresses a similar experience when being at events like this – you get totally renewed by listening to the cream of the crop share best practices not only in the US but around the world, get exposed to the large variety of products and services relative to HR that in some cases leave you speechless with the way in which technology is now being used, and more than anything, being around people that love the exact same thing that we all do – HR!

In the SHRM Conference Daily that is distributed to conference attendees, it was rewarding to see the following recognition to Alaska for SHRM Awards:

Thanks for Your Support | *continued on page 6*

Second Year in a Row WBU Student Chapter Receives Superior Merit Award



For the second year in a row, the Anchorage Campus, Wayland Baptist University, Student Chapter 5583 for the Society for Human Resource Management received the Superior Merit Award for school year 2011-2012. The Society for Human Resource Management (SHRM), headquartered in Alexandria, Virginia, nationally recognizes Student Chapters who demonstrate exceptional contribution to the profession of Human Resource Management.

The superior merit award recognizes a Student Chapter for outstanding contribution in three broad human resource (HR) activities: 1) contribution of the Student Chapter to local professional HR activities; 2) contribution of the Student Chapter in support of SHRM; and 3) contribution of the student chapter in community support activities.

The chapter leadership team of Jeff Lafferty (president), Jeanne Fox (vice-president), Patrice Chandler (treasurer) and Brittany Sogge (secretary) guided and directed chapter members towards completing the chapter’s 2011-2012 goals. This award acknowledges the chapter’s exceptional leadership team and chapter members, and highlights chapter members’ commitment to the profession of Human Resource Management, to the Anchorage SHRM Chapter, to the local community, and to the Wayland Baptist University, Anchorage Campus student body. **Congratulations!** ❀



Thanks for Your Support

| continued from page 5

- Alaska SHRM State Council – recipient of the 2011 SHAPE Gold Award
- Anchorage Society for HR Management – recipient of the 2011 SHAPE Platinum Award
- Wayland Baptist University Student Chapter – recipient of the Superior Merit Award

We continue to make inroads and putting Alaska on the map at the national level. We are very proud of all our volunteer members, both professional and students, and also of all of you, the members that continue to support our chapters throughout the state. Without member engagement we would not be able to achieve anything. We continue to think of ways in which we can reach out to the extensive rural areas in our state. Our webinars provide a way for us to share relevant programs that are HRCI pre-approved. We are always looking for suggestions from

all of you with ideas on how we can better serve you. You know your communities better than anyone else, and we would be happy to entertain any ideas you may send our way.

We are now finalizing the webinar lineup for the Fall 2012. We encourage you to check our website at <http://alaska.shrm.org> for program and registration information. As always, our webinars are complimentary and HRCI pre-approved. Feel free to share with your colleagues or anyone else that you believe could benefit from the information.

Also, don't forget about the upcoming NHRMA Conference to be held in Anchorage from October 1-3, 2012. We are currently looking for volunteers. If interested, please contact Nancy Miller, Volunteer Coordinator at nancy.miller@krkmanagement.com. You will find more information in a separate article. We hope to see you all there! We know our colleagues from Washington State and Oregon are already packing their bags to come and visit us soon.

We hope you are having a wonderful summer. Remember we are always available to you. Thanks as always for your support and commitment to help us continue advancing the profession!

Respectfully,

Patty Hickok

Patty Hickok
Director, Alaska SHRM State Council
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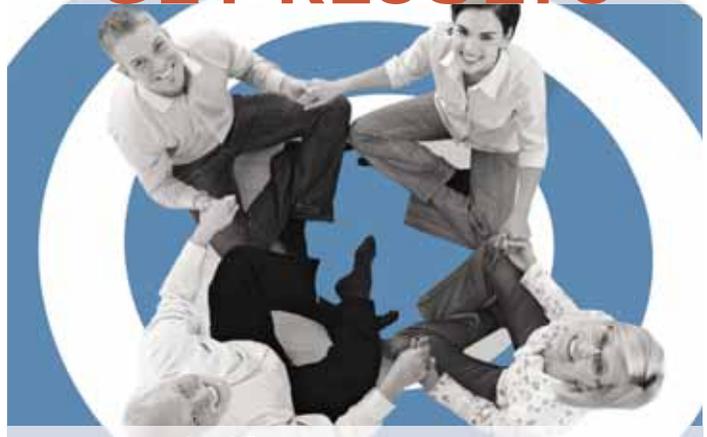


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There's an App for That

Susan Morgan, The newsLINK Group

If you go to the Apple web site, you can see Apple's boast that it has over 500,000 apps for the iPhone. That's not the only technology to keep an eye on, though.

8 **T**ablets started as a way to enjoy media, but people don't just want to play; they want to work. And, clearly, they also want the freedom that comes when they are untethered from computers.

HR departments are finding that all this new technology is causing the work world to change in many startling ways. If employees are mobile, the human resources departments are, too.

SAP announced its plan to acquire SuccessFactors on December 3, 2011. You may know that SAP is an independent software vendor. If so, you probably also know that SuccessFactors manages human capital (read: people) by using cloud-based solutions. What is the official explanation for the merger? Management at SAP wanted to position the company as a power-player when it came to the Cloud, which is no longer just something you expect to see up in the sky when you look up after coming out of a building. The Cloud is redefining the way people store and access data, and it is the reason why people are talking about "strong synergies," "business solutions," and

the ever-increasing importance of software as a service, or SaaS. This particular acquisition, therefore, is emblematic of a larger shift in the way things are being done.

The trend is continuing in 2012, and so it's obvious that these changes aren't something you can ignore. Multigenerational workforces are increasingly important, because the fact is that people are living and working longer than they ever have before. When you think back a few centuries and consider the matter, corporations as we understand them today are a relatively recent invention; the artificial lifestyle they impose on people seems increasingly unnecessary in a world where work can be done just about anywhere, at any time.

The expectation, especially on the part of younger employees, is that employers would do well to cultivate a certain amount of flexibility. In this particular case, it just isn't that hard for an employee to find something else to do; and in a world that rich with so very many business opportunities that didn't even exist a few years ago, the fact is that big employers are not the only game in town anymore.

The Great Recession made it necessary for many companies to pull back sharply just to stay in business. But now that the U.S. seems to be hesitantly moving on to the next phase of things, HR managers are ready to play catch-up with respect to the new cloud technologies that are being offered. It's a lot easier, faster, and cheaper for people to adopt a pay-as-you-go, cloud approach than to pay annual maintenance fees after buying permanent program licenses, and that is as true for an HR department as it is for any other organization.

Many HR companies are ready to spend on HR technology. For example, IDC's HR, talent and learning strategies program director Lisa Rowan has a prediction about HR giant Global HCM, which is based in Australia but also conducts business in the U.S., the United Kingdom, South Africa, Singapore, Hong Kong, Egypt, Saudi Arabia, and New Zealand: after beefing up its spending in 2011, she thinks Global HCM is just getting started. In 2015, she expects to see Global HCM spend \$8.1 billion on HR technology. IDC should know; it provides market intelligence, among other things, so managers can make decisions

based on facts that IDC nails down for them. Lisa Rowan in particular was recognized in April 2012 as one of the most powerful experts in the world when it comes to HR technology.

Another expert, Steve Boese (www.steveboese.com) thinks things are going to speed up even more. Among other things, he is the host of “HR Happy Hour,” a twitter chat, and is the director at Oracle for Talent Management Strategy. He sees HR apps as being key when it comes to being competitive because it will increase the ability of HR departments to move faster and use their resources better.

HR departments are also developing social media policies that try to satisfy the competing demands of employee freedom and company safety. It’s a difficult thing to do; ignore the company’s needs, and you are left open to lawsuits and confusion. Adopt a too-draconian policy, and you can experience embarrassment when your employees rebel and the court system slaps your hand or worse. Some managers have lost their jobs over bungled opportunities in this brave new world of social media. It’s a good idea to step carefully.

On www.workforce.com, Michelle V. Rafter identified what she thought would happen in 2012 as far as HR technology is concerned. With the year more than half gone, her analysis still seems spot on:

- Smart phones and tablets are going to be used increasingly in the HR workplace. The idea of being mobile is continuing to dazzle.
- The momentum for cloud-based and mobile applications is building as software provides solutions for HR in areas such as hiring, managing field-service crews, managing the department itself, and payroll. Those who aren’t ready to buy today will do so in the not-so-distant future.
- Knowing the right person has always been the best way to get a job. It still is, but now companies can also use Facebook, LinkedIn, and Twitter to help them find candidates. Social media specialists can help with recruiting.
- Companies will have to develop realistic and pragmatic policies for social media and mobile devices. Those policies will have to be reasonable and respectful, because if they aren’t, younger employees are likely to find or make other job opportunities for themselves.
- If employees can work anywhere, that’s exactly what they will want to do. A virtual workplace is going to be increasingly standard. The same is true for being able to see and speak with someone who might be physically across the world from you, which will have an effect on everything from hiring to managing.
- As budgets loosen up, HR departments are going to spend, but they will spend on technology they think will give them that competitive edge. More than that, they’ll want to analyze how successful their strategies are, so they’ll want to collect the data that will tell them.
- More companies will merge in order to get the necessary technical credibility.

- Most people hate performance reviews, and with cause. Companies are going to experiment a little to see whether other methods would be more effective, such as using online rewards and recognition systems instead.

And just what are the hottest apps to date? David Zielinski, a business journalist in Minnesota, took a stab at that one. For example, Zielinski identified apps to help HR with recruiting, such as the following:

- SocializedHR.com combines information from resumes and a candidate’s online Internet identity to help managers decide whether someone is a good fit for a job.
- JobSpeak allows managers to record short job descriptions that appear on more than one job search engine.
- Jobvite is a subscription-based use of social networks and referrals to invite and track applicants.
- Talco Radar creates a mobile-based talent marketplace, using GPS technology, for iPhone and iPad users.
- mResources uses text messaging as a tool for finding candidates, arranging interviews, and analyzing the success of the entire process.

He then identifies mobile apps for vendors, and a miscellaneous assortment of other useful apps:

- Peoplefluent’s Workforce Explorer and Rypple are both apps that help managers evaluate employee performance. Rypple takes a slightly unconventional sense in that it is feedback based and encourages managers to coach employees one-on-one.
- Kronos Workforce Mobile and Vortex Mobile Connect are two separate apps that each help manage time-and-attendance on both sides of the managerial fence. TimeStation is the mobile equivalent of a punch clock for mobile employees. Even the U.S. Department of Labor has an app called timesheet so employees can use their smartphones to track their own hours, including time spent on break or working overtime.
- HR Concepts Mobile Benefits helps workers track information about their flexible spending and health savings accounts.
- Kenexa 2X Mobile is a free app for licensed users of Kenexa, transforming its system for tracking applicants into a mobile version that can go on BlackBerry, iPad, and iPhone.
- ADP’s Run Mobile Payroll Solution takes payroll and makes it mobile, but doesn’t store personal information on the mobile device being used.

The list goes on:

- SuccessFactors’ BizX Mobile helps people find in-house experts by using a mobile organization chart.
- Acquire InSight offers a broad range of analysis tools.
- EverNote helps people track a wide variety of Internet information on a mobile phone.
- Monster’s BeKnown and Glassdoor, which are two job-search Facebook apps, take advantage of social networking.

Apps are completely changing the way HR does business. If social networks are everywhere, the smart money has to take that into account. ❖



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74th Annual NHRMA Conference & Tradeshow

NHRMA Conference - Are you Ready?

The 2012 Northwest HR Management Association Conference is literally around the corner. October 1-3 will be here before you know it! We are excited to be hosting this conference in Anchorage this year, and having our colleagues from Washington State and Oregon come up to visit our beautiful state. We know you all Alaskans will help us welcome them with open arms as you are also an integral part of this conference!

If you haven't registered yet, below are some tips called "Making the Case to Your Supervisor."

Harsh economic times have caused many professional development budgets to be reduced considerably. Regardless of the merits of the NHRMA 2012 Conference & Tradeshow (and we think there are many!), you may need to justify your attendance to your supervisor.

Here are some things you will want to consider:

- Focus on the specific information that you will be able to bring back to your organization.
- Offer to prepare and deliver a presentation for your colleagues to share what you learned and the resources you have discovered. Therefore, others will get the benefits of your attendance as well.
- If you need Recertification Credits, remind your supervisor the NHRMA 2012 Conference is a great way to earn HRCI credits. You can earn up to 11.75 General Hours, 3.75 International Hours or 10.5 Strategic Hours.
- Explain what your plans are regarding how your projects/tasks will be taken care of while you are away.
- Offer to share a hotel room to reduce expenses.
- Be sure to check out the registration rates and register early to save your company money.

If you want to see a "Sample Letter to Supervisor" visit our website at <http://www.nhrmaconference.org> and go to the Registration tab.

If you have questions, please contact the conference co-chairs, Patty Billingsley at pattyb@harborent.com or Patty Hickok at hickok_p@yahoo.com | Check our website at www.nhrmaconference.org



gressive and proactive when promoting their programs.

“Don’t be shy when rolling out a wellness program; make it an event,” Gallagher wrote. “In a kick-off meeting, position the program as an employee benefit the employer fully supports and be sure to involve leadership.”

Gallagher also suggested discussing the importance of wellness with employees and clearly defining the activities and expectations.

Once the program is rolling, employers should consistently remind employees of the initiative and provide online portals and tools to boost participation. Like any activity, it’s more fun when it’s a game. And wellness is no exception, according to Limeade Inc.’s Henry Albrecht in a recent Society for Human Resource Management report. In the article, Albrecht noted that while employers may want to be aggressive with their programs, securing buy-in from employees and making participation voluntary will generate better results.

“Traditional wellness programs often fail to achieve lasting change using a heavy-handed reliance on high incentives to drive goals passed down by the company,” Albrecht wrote. Programs that rely on games that appear to serve the participants’ interests — not the company’s — tend to fare better, he noted. Also, social games — contests that involve people with whom workers already interact and know — can be particularly effective, he said.

Like any game, the players — not just the employer — will want to know the score, wrote Gallagher of Cornerstone, a Member Firm of United Benefit Advisors.

“After a cycle of activities is completed, be sure to report back to employees on progress and results. Share where the population health risks are, how future activities and participation will help reduce them and any new program goals or offerings. Don’t forget to survey employees to gauge their satisfaction with the program — perhaps the most important result of all.” ❀

Want to Win the Wellness Game?

Start with Good Communications and Fun

For many employers, wellness has become a no-brainer. The challenge, many employers discover, is getting employees on board and keeping them on the right track.

The solution, experts say, is to keep employees informed and keep it fun.

“The goal of wellness workplace programs is to improve health and slow health care costs,” said Amy Gallagher, wellness expert

with Cornerstone Group in Warwick, R.I. “And to get there, a clear communication strategy is a must.”

Gallagher noted in a recent blog post on *GoLocalProv* that employers need to be ag-



Top Five Ways to Reduce Health Care Premiums



It's guaranteed that every company out there is looking for ways to save money on their health insurance premium. It's been said that health insurance is expensive but no health insurance is even more expensive. So, if you're going to provide this benefit for your employees, you'll want to get control of what it costs. Here's a short list to help you get started making a dent in your premiums.

1 Be healthy: This sounds like a no brainer, yet so many people in the United States are inactive and eat an unhealthy diet. Employers who pay for a portion of this valuable benefit have an obligation to remind, encourage and educate staff. Then everyone can do their part; things like getting regular checkups, understanding how health choices impact everyone's cost and then choosing appropriately, putting healthy foods in the vending machine and encouraging everyone to move their bodies.

2 Get the right plan: Plans are not all created equal and the cheapest plan doesn't always save you money. Understand the needs of your employees and then educate them on how to leverage the benefits you provide. For example, if you offer a health savings account (HSA) does everyone understand how it works and what the deadlines are? Do you have a prevention program built into your plan and do your employees take advantage of it? Look for ways to customize your plan to fit your group. When it fits right, you receive greater value for your dollar.

3 Research: If medical treatment is necessary but not an emergency, take the time to research it. There are often large disparities between the charges of service providers and hospitals. It can take a lot of

Bigger Changes May Be in Store for FSAs

A recent IRS clarification regarding contribution limits for some health flexible spending accounts (FSAs) comes at a time when the agency and Congress are seriously rethinking some of the other constraints to the accounts.

In late May, the IRS released a notice that clarified that the \$2,500 annual contribution limit to FSAs that was imposed by the Patient Protection and Affordable Care Act (PPACA) is effective for plans that begin in 2013 — meaning noncalendar-year plans in

2012-2013 do not have to comply, according to a post on the *E is for ERISA* website.

That change, however, may do little good for proactive employers with noncalendar-year plans that already made adjustments. The notice does not contain guidance about changing the contribution limit midyear, so it appears that employers that made changes to the contribution limits at the start of the 2012-13 plan year must stick with them, according to *ftwilliam.com*, a division of Wolters Kluwer.

This adjustment could be the first in a number of significant changes to rules governing FSAs. The IRS is considering a change to the "use-it-or-lose-it" rule, which requires participants to spend their FSA balance annually or lose the money, according to a report in *Business Insurance*. The report notes that the IRS acknowledges that the cap under PPACA "limits the potential for using health FSAs to defer compensation," and so a rework of the use-it-or-lose-it rule likely is due.

Bigger Changes | *continued on page 13*

time, energy and know how; but, this is where an advocacy service through your Advisor can pay for itself by saving your employee time away from work and save your health care plan from unnecessary costs.

④ **Audit:** Look through your list and verify that everyone on your health care plan is eligible. Sometimes dependants who have aged out or had qualifying life events should have been dropped but weren't. It is just paperwork after all and paperwork gets misfiled all the time. This takes time to do but can pay big dividends if your roster has people that don't belong. Additionally, when it comes time for renewal it's important to let your Advisor know if any high risk individuals have dropped from the plan. Make sure health information flows both ways.

⑤ **Hire the right people:** Hiring people who have a positive attitude, a good work ethic, and are team players make maximum contributions to your bottom line in multiple ways, including this one. A lot can be said for the staff person who can motivate others and think optimistically. These are traits of healthy people, regardless of their body type or whether or not they run marathons. ❖

Bigger Changes | *continued from page 12*

The U.S. House of Representatives also is stepping into the debate, as legislators recently passed a bill that would ease the use-it-or-lose-it rule, according to Business Insurance. The House bill allows workers to withdraw up to \$500 in unused balances from the accounts, although the funds would be taxable.

The bill also abolishes an unpopular rule that restricts the purchase of over-the-counter medications with FSA money. Under the PPACA rule, tax-advantaged health accounts, including FSAs and health savings accounts, cannot be used to purchase over-the-counter medications without a prescription. The bill strikes that provision from the law, the *Business Insurance* report said.

However, the Obama administration already has pledged to veto the bill if it makes it through the Senate because the legislation also would eliminate a tax on makers of medical devices — a tax that the administration sees as vital to funding the health care reform law, according to a *Workforce* online report. ❖

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Human Resource Leaders are Diversity Champions

Anne Sakumoto, PHR, Diversity Director, Alaska SHRM State Council



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As Human Resource professionals, we frequently find ourselves as the “gatekeeper” for the organization’s culture. We’re tasked with ensuring our employment practices are in compliance with the laundry list of workplace laws. We’re often so busy with our day-to-day tasks that we forget the people associated with the tasks.

In reality, Human Resource (HR) professionals are organizational leaders who serve as role models and change agents. In addition, many HR leaders also serve as “diversity champions.”

Do you know if you are a “diversity champion?” The Magazine Publishers of America (MPA) lays out the qualities of a diversity champion and indicates that these individuals “act as catalysts for diversity” serving as a role model. The MPA further indicates that diversity champions capitalize on the best each person has to offer and they “invite, encourage and inspire organizational excellence.”

How many of the following qualities describe you?

Diversity Champion

- Promotes fairness in the workplace
- Recognizes cultural differences
- Treats others with dignity and respect
- Encourages teamwork
- Is consistent in what (s)he does and says
- Challenges conventional thinking
- Creates a positive work environment
- Places high value on diversity and fairness
- Removes barriers that hinder progress
- Empowers people to achieve potential

Source: <http://www.magazine.org/diversity/managing/8488.aspx>

As you read the list, you’ll see that many of these qualities mention being respectful and include the willingness to work with diverse or different views.

When talking about diverse or cultural differences, where does one begin the conversation? For those of us who work or live in

Alaska, talking about Alaska Native cultures is a good place to start.

According to Loren Anderson, from the Alaska Native Heritage Center, there are eleven distinct cultures, speaking eleven different languages and twenty-two different dialects. They are grouped into five geographic/linguistic groups: Athabascan, Yupik/Cupik, St. Lawrence Island Yupik/Inupiaq, Aleut/Alutiiq, Eyak/Tlingit/Haida/Tsimshian.

It’s important to note that each of these cultural groups is distinct and quite unique. Although you might attempt to research the cultures, region by region, firsthand experiences will more assuredly prepare you to understand the nuances of these amazing Alaska Native cultures, and for that matter, any culture.

As an introduction to “Alaska Native Cultural Values,” take a look at the list provided here shared by Roy Corral and Will Mayo.

Alaska Native Cultural Values:

- *Show Respect to Others* – Each Person Has a Special Gift
- *Share what you have* – Giving Makes You Richer
- *Know Who You Are* – You Are a Reflection on Your Family
- *Accept What Life Brings* – You Cannot Control Many Things
- *Have Patience* – Some Things Cannot Be Rushed
- *Live Carefully* – What You Do Will Come Back to You
- *Take Care of Others* – You Cannot Live without Them
- *Honor Your Elders* – They Show You the Way in Life
- *Pray for Guidance* – Many Things Are Not Known
- *See Connections* – All Things Are Related

Sources: Alaska Native Knowledge Network <http://www.ankn.uaf.edu/ANCR/Values/index.html>

Alaska Native Ways: What the Elders Have Taught Us by Roy Corral and Will Mayo

Isn’t it interesting that within this list of Values, we again find mention of respectful behavior?



The Rainbow Nation

South Africa is ultimately a multifaceted nation. Its many people, languages and cultures have experienced a turbulent history that seemingly turned the corner in the early nineties with the end of apartheid. The government's goal since then has been to end racial discrimination and develop a unique identity based on being South African rather than anything else. Although work has begun, the dream of a "rainbow nation" remains difficult to realize.

As a result it is difficult to impart advice on how to interact with "South Africans" due to there being no real representative of a true "South African" other than a member of the white Afrikaner, black African, Indian, Cape-Malay and other communities. To add to the complexity there are also marked differences between rural and urban dwellers. Speaking on general terms those in rural areas are seen as outgoing yet conservative while those in the cities are more flexible in thought but often more concerned with material wealth.

In addition to the multiple cultures there are also numerous languages spoken in the country. The government officially recognizes 11 languages: Afrikaans, English, Ndebele, Pedi, Shangaan, Sotho, Tsona, Tswana, Venda, Xhosa and Zulu. However the foreign visitor need not worry as English is the language of commerce.

Meeting & Greeting

There are as many ways of greeting one another as there are cultural groups in South Africa. However, when dealing with foreigners the default approach is to shake hands. Some women may not shake hands and merely nod their head. A simple nod back accompanied with a smile is all that is needed.

People are, on the whole, fairly relaxed and informal in the business environment; when meeting people it is considered good form

to engage in some personal dialogue based around one another's health, family, leisure time or sport. Getting straight down to business and rushing through these social niceties marks you as ill-mannered and may cause you to be perceived as uninterested.

Business cards are normal practice but little ceremony surrounds their exchange. The usual rules apply, i.e. treat the card with respect and store away properly rather than in a pocket. A short comment on the card is also polite.

Business Meetings

Appointments should be made for meetings through the normal channels. It is often difficult to schedule meetings from mid December to mid January or the two weeks surrounding Easter, as these are prime vacation times.

Initial meetings are often but not always used to establish a rapport. Most meetings will start with some small talk but move swiftly to the business at hand. Come prepared and if possible send an agenda ahead of time to give your counterparts an idea of what you want to address. However, note that agendas are not seen as rigid in South Africa; people will digress and come back to issues in a circular fashion. If making a presentation, keep it precise. Decisions are made on facts and figures rather than intuition or anything else intangible. Present your business case with statistics and case studies, including charts and graphs.

Although the majority of businesses work in English, there may be occasions where having materials translated into Afrikaans could make a good impression, especially if you are working with an Afrikaans company in areas like Bloemfontein or Pretoria. ❀

source: <http://www.kwintessential.co.uk/etiquette/doing-business-south-africa.html>

If you carefully think back on your service as a Human Resources professional, it's likely that you've touched one or more lives in a very respectful, positive and life-changing way. Consider what you do and what impact you've already had on your workplace. Then consider what more you can do to effect change in your organization.

We do our profession justice by being respectful and patient with behaviors we don't quite understand or which appear to be different than our own cultural values. Being self-aware and knowledgeable that culture plays a role in any interactions we have with people, whether the individual is Alaska Native or non-Native will help us to develop into stronger leaders and yes, into "diversity champions."

This is true whether that be in the workplace or in the villages as we travel into the regions.

Learning about others' culture, finding joy in the similarities and valuing the differences will strengthen our core values of integrity and compassion, affording dignity and respect.

A complementary and HRCI pre-approved webinar sponsored by the Alaska SHRM State Council is planned for Fall 2012. Be on the lookout for an email coming your way or check our website <http://alaska.shrm.org> for registration information on this and other educational opportunities. ❀



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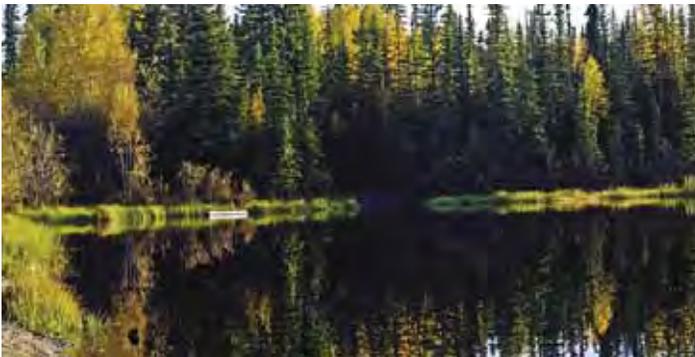
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The SHRM Foundation Director for the Alaska SHRM State Council is Karen Zemba, SPHR. If you are interested in donating to the SHRM Foundation, please contact Karen by e-mail at karen.zemba@aicllc.com or by phone at 907.777.8226.

ASHRM Receives Award!

Nancy Miller, SPHR

On April 19, 2012, the Anchorage chapter received the Director's Certificate of Appreciation Award from the Department of Labor. This award recognizes ASHRM's participation in a unique multi-agency partnership including the Anchorage School District, Department of Labor, the Martin Luther King Career Center and other local trade partners including Alaska Home Builders Association, Alaska Works Partnership and Associated Builders and Contractors.

This award was presented by the Department of Labor's Employment Security Division Director, Paul E. Dick in recognition for ASHRM's outstanding and unwavering commitment to the Youth Job Center and preparing youth for future success. This is the first time this award has been presented to someone outside of the Department of Labor. This is quite an honor for ASHRM and the many volunteers who helped make this happen! ❖



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