

**The Changing Face of HR:  
The 47<sup>th</sup> Annual Human Resource Conference & Expo  
May 2-4, 2011  
Indianapolis Marriott East**

Presented by



Sponsored by



**May 2, 2011**

**7:30 a.m. Registration and Continental Breakfast**

**8:00 a.m. – 5:00 p.m. (Lunch on your own)**

**Strategic Consulting Skills for HR Business Partners** **Pre-approved for 7.5 Strategic Credit Hours**

*Sandy Allgeier, SPHR and Cathy Fyock, CSP, SPHR*

Sandy Allgeier, SPHR and Cathy Fyock, CSP, SPHR have combined their 50+ years of experience as senior HR Executives and business consultants to offer this exciting one-day course offering **7.5 strategic credit hours!** During this interactive session, you will review a variety of business strategies and learn how HR strategy is formed from business strategy. You will review phases of business consulting, how to initiate key executive involvement and support through effective data gathering and contracting techniques, and will be provided a formatted template for effective consulting processes. Come prepared to roll up your sleeves, get involved in lively discussions with your HR colleagues, and become a strategic business leader.

**May 3, 2011**

**7:30 a.m. Registration and Continental Breakfast**



**8:30 a.m. Keynote Presentation – Zap the Gap**

*Meagan Johnson, Johnson Training Group*

In this highly charged presentation Meagan outlines the dominant generational forces in the workplace and how each generation's "generational signposts" drive motivation, influence company loyalty and delivery of customer service. Attendees will walk away with a clear understanding of the source of generational conflict, the cost of hoping it will just go away and a clear-cut path to multi-generational productivity. Members will also leave armed with decoder cards that work as a quick refresher and a guide they can share with others.



**9:30 a.m. Break**

*Agenda Subject to Change*

1-A: Strategic Business Management

**Creating Sustainable Change** Pre-approved for 1.0 Strategic Credit Hour

*Brette Hardison, enVista*

This presentation will detail how to implement Change Management, the process of reshaping your company to modify the culture and workplace practices to meet a current or future demand, at your company. We will address common barriers to the Change Management process and how to best achieve your intended results by minimizing tension and confusion during your organizational transition. Also, learn how to apply the Appreciative Inquiry (AI) approach to personal and organizational changes which enables human systems to function at their best. Participants will learn the differences between the traditional deficit based change management approach and this more holistic employee focused based approach to change management.

1-B: Benefits and Compensation

**How to Keep Overhead Down by Upping 401(k) Participation**

*Sam Sellery, UBS Financial Services*

In this session, attendees will learn to outline a strategy for retirement plans to keep employees on track with their retirement goals, while helping to control long-term company expenses. Also addressed are the four "autos," which, taken together, will help employees stay on track for retirement. Finally, best practices in working with older employees in preparing them for retirement will also be touched on.

1-C: HR Compliance

**Ten Ways to Cure Your Serious FMLA Condition**

*Brian McDermott, Ogletree Deakins*

Despite its laudable purposes, the Family and Medical Leave Act of 1993 (FMLA) continues to be a thorn in the side of the well-intentioned employer. Employee absences, particularly when they are unscheduled, can disrupt the company's business and thwart organizational productivity. Adding fuel to the fire is the employee who "games" the system by improperly invoking the FMLA to support an absence. In this fast-paced session, we will explore lessons learned from real-life FMLA cases and discover proven methods through which we can help cure our FMLA condition.

1-D: Management/Motivation/Personal Development

**Building Trust and Leadership Credibility**

*Steve Grow, HR Dimensions*

This session will focus on 1) the business case for trust, ways to build trust, and how to identify your own opportunities to increase trust; 2) the importance of leadership credibility and a plan for enhancing your own leadership credibility; 3) how to build trust and personal credibility and recognize gaps in your personal credibility, and 4) how to build leadership credibility that will inspire people to want to follow you to achieve results.

**10:45 a.m. Break**

2-A: Strategic Business Management

**Leveraging Technology for Benefits** Pre-approved for 1.0 Strategic Credit Hour

*John Gause and Cory Melchi, Apex Benefits Group, Inc. and Cathy Avallone, hhgregg*

This session will address how to successfully navigate and leverage various enrollment models to help improve and deliver benefits. Discussion will include proven strategies with how to design, deliver and promote employee engagement while eliminating manual processes. Learn how your organization can leverage technology to drive greater results and reduce costs.

2-B: Benefits and Compensation

**A Voluntary Benefit without Cost or Administrative Burden: College Choice 529**

*Tameka Easter, CollegeChoice 529*

Next to saving for retirement, employees are struggling to find ways to afford higher education costs for their loved ones. The state sponsored 529 plan can help employees save for themselves, children and grandchildren and get a 20% state tax credit. Join hundreds of other Hoosier businesses already offering the plan to employees.

## 2-C: HR Compliance

### **Navigating the Legal Issues Employers Face with Social Networking**

*Heather Wilson and Amy Wilson, Frost Brown Todd LLC*

Are social networks putting your company at risk? This presentation will provide an overview of social networking, the legal concerns with discrimination, harassment, and employee privacy, and policy considerations and recommendations.

## 2-D: Management/Motivation/Personal Development

### **Wow Your Y's: Employee Recognition for the New Generation**

*Mike Byam, Terryberry Company*

Generation Y employees speak a different language than their predecessors when it comes to appreciation and recognition. Learn how the preferences, expectations and communication styles of Gen Y employees factor into the design of an effective recognition strategy that connects with this group on a deeper level.

**12:00 p.m. Roundtable Lunch Discussion with attorneys from conference sponsor Frost Brown Todd LLC**

## **Concurrent Session 3 1:15 p.m. - 2:15 p.m.**

## 3-A: Strategic Business Management

### **HR in the Era of Transparency** **Pre-approved for 1.0 Strategic Credit Hour**

*Tracy J. Richardson*

The role of HR continues to emerge with changes in social legislation and Web 2.0. HR professionals must understand the nuances of working in an era of transparency. Is your company prepared to have its HR practices publicly debated or, worse, vetted before Congressional hearings? Think it can't happen? Consider Sarbanes-Oxley and the current role of the Federal Government in private sector compensation. Participants will learn about trends and the business case for HR transparency.

## 3-B: Benefits and Compensation

### **Risk Pool Management: Controlling Hidden Costs within your Employee Medical Plan**

*David Ross, Hays Companies*

In today's marketplace, employers face an ongoing struggle to offer a competitive employee benefit package in an environment of escalating costs. The industry has responded with many products and services designed to maximize the efficiency of employer health plans through improving the health of our employees and educating them to make better decisions regarding their healthcare. However, employers continue to struggle to achieve a definitive return on the investment in these products and realize a material impact to the bottom line cost of their health plan. This presentation will seek to explain why.

## 3-C: HR Compliance

### **How to Win Your Unemployment Insurance Claims**

*Dustin Stohler, Stohler Law*

This session will provide HR professionals with techniques they should implement today to reduce the impact of the recent unemployment insurance tax increase. Also addressed are ways you can remove improper charges from your account and prevent improper charges in the future. This presentation is perfect for any HR professional who has been frustrated with their unemployment insurance claims and wants to reduce their company's unemployment insurance costs.

## 3-D: Management/Motivation/Personal Development

### **Developing Employees through Mentoring**

*Andrea Moore, FlashPoint*

To provide employees with development opportunities, an increasing number of organizations are turning to mentoring programs. Some companies incorporate mentoring as a stand-alone tool; others use it to supplement formal training. Regardless, because it often utilizes internal talents and resources, a mentoring program can be a cost-effective way to

*Agenda Subject to Change*

improve employee performance. In this session we'll explore the concepts behind mentoring, look at best practices for building and incorporating mentoring programs into the workplace, and discuss how you can use a mentoring program to get the most out of your employees.

**2:15 p.m. Break**

**Concurrent Session 4 2:30 p.m. - 3:30 p.m.**

4-A: Strategic Business Management

**Uncommon Sense: Secret HR and CFO Strategies for Surviving a Strange Economy** **Pre-approved for 1.0 Strategic Credit Hour**

*Karl Ahlrichs, Gregory and Appel*

Set the direction of your HR strategies by attending this presentation, which compares national survey results about human capital between a CFO population and a group of senior HR professionals. Don't waste a good crisis. HR Practitioner and Consultant Karl Ahlrichs has studied CFOs, and will share his findings in this fast-paced presentation aimed at bridging the gap with HR.

4-B: Benefits and Compensation

**Compensation Landmines: Examining Commission Plans, Bonuses and Employment Agreements**

*Todd Nierman and Jane Ann Himsel, Littler Mendelson, P.C.*

With the current economy, employers are increasing the use of incentive-based compensation plans. We will explain how to navigate the minefield and design commission and bonus plans and employment agreements to withstand challenge.

4-C: HR Compliance

**How to Protect Your Company from Wage and Hour Class Action Claims**

*Anthony Overholt, Frost Brown Todd LLC*

Class action lawsuits challenging employer pay practices have increased exponentially against both small and large companies in recent years. These lawsuits can devastate your company. Learn how to prevent these lawsuits from ever being filed and learn about the strategies to defend them.

4-D: Management/Motivation/Personal Development

**Be Invaluable to Your Organization: Expand Your Influence**

*Shirley Triller, HR Dimensions*

Do you want the opportunity to contribute and be recognized as a strategic partner in your organization? In this session you will learn key strategies to impact the success of your organization and enhance your personal reputation by increasing your ability to influence decisions even when you lack authority.

**3:30 p.m. Break**

**Concurrent Session 5 3:45 p.m. - 4:45 p.m.**

5-B: Benefits and Compensation

**Are Your Employees Informed? A Primer on Employee Benefit Notice Requirements**

*Stephanie Smithey, Ogletree Deakins*

In light of the recent increase in the number of employee notices required under various laws, we will review the notice requirements for employee benefit plans, as well as permissible use of electronic disclosure methods.

5-C: HR Compliance

**Worker's Compensation 101: Employer's Rights and Responsibilities Under the Act**

*Ann Stewart, Ice Miller LLP*

In this session, attendees will learn effective ways to investigate and manage worker's compensation claims, how to evaluate safety programs to reduce worker's comp claims, and come out with an understanding of the statutory requirements of Indiana's Worker's Compensation Act.

5-D: Management/Motivation/Personal Development

**Domestic Abuse and the Workplace: Recognizing, Responding and Referring**

*Julie Marsh, Domestic Violence Network*

This presentation responds to the epidemic of domestic abuse and its impact on the workplace through recognition, response, and referral. The presentation will assist employers in providing employees with resources and education that will enable employees not only to help their families, but to retain employment and increase work productivity.

5-E: Special Session

**Leadership Essentials**

*Richard Kinsley, The Kinsley Group*

This session will focus on: 1) critical thinking skills required to remain focused on the objectives a leader shares with his/her direct reports, peers and other stakeholders while recognizing that at times a leader's approach or management style may actually inhibit success; 2) leadership influence skills necessary to build buy-in and nurture productive, healthy relationships with direct reports, peers and other colleagues that enable the success of the organization; 3) leadership and influence skills to teach, coach and otherwise enable the success of others in terms of fulfilling their commitments toward shared strategic and operational objectives; 4) skills required to provide effective performance feedback to redirect resources toward the achievement of shared objectives; and 5) leadership skills required to be decisive regarding performance problems and corrective actions necessary to ensure the success of the organization.

**4:45 p.m. Conference Adjourns for the Day**

**May 4, 2011**

**7:30 a.m. Registration and Continental Breakfast  
Expo Opens**

**8:30 a.m. Opening General Session – Case Law Update**  
*Takeia Johnson, Frost Brown Todd LLC*

**9:30 a.m. Break in Expo Hall**

Sponsored by  *St. Vincent  
Bariatric Center of Excellence*

**Concurrent Session 6 10:30 a.m. - 11:30 a.m.**

6-A: Strategic Business Management

**From Recession to Recovery: HR's Future** **Pre-approved for 1.0 Strategic Credit Hour**

*Andrea Cranfill, FlashPoint*

The recent economic recession was the worst our country has faced since the Great Depression, and it impacted many organizations' HR functions (including areas such as talent acquisition, rewards, and employee development). Now that we appear to be in a recovery, it's an opportune time for HR professionals to assess the new landscape and apply the lessons they learned. This session will consider what HR can and should look like post-recession; we'll consider ways to simplify programs, reduce complexity, forecast trends, and adapt more quickly and strategically to changing business environments.

6-B: The Aging Workforce – Sponsored by Workforce Wise

**Creating Successful Cross-Generational Teams**

*Brette Hardison, enVista*

For the first time in history, there are four distinct generations in the workforce: Traditionalists, Baby Boomers, Gen Xers, and Millennials. This presentation provides insight into how your company can harness the varying perspectives, work and behavioral styles, and expectations of each generation to promote a more harmonious, productive and innovative workforce.

6-C: HR Compliance

**This is Not Your Mother's Handbook**

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*Jan Michelsen, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.*

Ten years ago, no one knew what a blog was, employers had few requests for domestic partner benefits, human DNA was as yet unmapped, and we never would have required an employee "love contract." Here, we'll examine such modern phenomenon – and problems – and imagine other fodder for possible future employment lawsuits.

6-D: Wellness

**Wellness Council Certification Process - Achieve WELL**

*Chuck Gillespie, Indiana Chamber of Commerce and Mike Campbell, Neace Lukens*

Wellness initiatives: Am I doing the right thing? Where can I get more information? Are there educational opportunities? What is it going to cost? Large or small, organizations can learn more about what products and services are available to Indiana employers for workplace wellness programming.

**11:30 a.m. Human Resource Awards Luncheon in Expo Hall**



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**Concurrent Session 7 1:00 p.m. - 2:00 p.m.**

7-A: Strategic Business Management

**Practical Applications of PPACA** **Pre-approved for 1.0 Strategic Credit Hour**

*Terri Jackson, Hylant Group Employee Benefits*

In this session, 1) learn how the recent changes and requirements of the law impact your decisions regarding your benefit plans now and in the future; 2) discuss the provisions of the bill to assist in learning strategies for evaluating the impact of the PPACA on companies' benefit structures, developing strategies for compliance and for estimating fines for non-compliance; and 3) receive an overview of the changing structure of health care providers and the impact on employers and employees.

7-B: The Aging Workforce – Sponsored by Workforce Wise

**Igniting Gen B and Gen V – New Rules of Engagement for Boomers, Veterans and Other Long-Termers on the Job**

*Nancy Ahlrichs, United Way of Central Indiana*

Economic growth cannot come solely from new hires and the "up and comers" currently on staff. Innovation, creativity and engagement are needed from all employees. Learn how to rebuild our economy by eliminating engagement barriers and adopting best practices to ignite creativity and innovation among your Boomer and Veteran employees.

7-C: HR Compliance

**Dealing with an Emboldened EEOC: An Employer Road Map to Investigations, Compliance and Enforcement in Today's Environment**

*Jane Ann Himsel and Brian Mosby, Littler Mendelson, P.C.*

This session explores the EEOC's recent increase in enforcement efforts and litigation in the following areas: the hiring process, including challenges to the use of criminal history and credit reports; the new Genetic Information Non-Discrimination Act; and issues resulting from the Americans with Disabilities Amendments Act.

7-D: Wellness

**Is Your Wellness Program Obsolete?**

*Stephanie Smithy, Ogletree Deakins*

In this session, discuss potential pitfalls and legal challenges that may be preventing a wellness program from achieving the results it was designed to deliver. Attendees will also consider updates to wellness programs in light of new legislative and regulatory provisions, such as the Genetic Information Nondiscrimination Act and the Patient Protection and Affordable Care Act.

**2:00 p.m. Refreshment Break**

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8-A: Strategic Business Management

**Building Best Places to Work in Indiana: How to be the BEST!** Pre-approved for 1.0 Strategic Credit Hour

*Peter Burke, Best Companies Group*

Research suggests that happy employees are more productive, which translates into higher profits for their organizations. Providing the best employee experience is the challenge for successful companies in the 21st century. The feedback report received by participating in the “Best Places to Work in Indiana” program provides a unique tool for HR to align their initiatives with the overall business strategy and have a positive effect on the bottom line. This workshop will feature an in-depth presentation of the data collected through the Best Places to Work survey process as well as dissection of data from the 8 Core Focus Areas which define the level of employee engagement needed to be considered a great place to work. Also addressed will be employer benchmark information, and several steps that companies can take to increase the level of workplace excellence.

8-B: The Aging Workforce – Sponsored by Workforce Wise

**Ageing Workers: Work, Retirement and Alternative Career – Impact on the American Workforce**

*Kathy Segrist, Ball State University*

The oldest baby boomers turn 65 this year. The question continues to be asked, “Will they stay in the workforce and if so what will this mean for the current workforce? Current research will be presented on the long-running trends and the recent trends. Information on change in number of working boomers, their work ethic, and their impact on the workforce of tomorrow will be presented.

8-C: HR Compliance

**Insurance Coverage of Employment Law Claims: How Employers and Insurance Carriers Can Work Together Effectively**

*Al McLaughlin, Littler Mendelson, P.C.*

Employment Practices Liability Insurance (“EPLI”) covers more and more employment claims. Topics to be addressed include: approach to handling claims, viewing their merits, expectations from the insured and outside counsel, and the dynamics of who controls the litigation defense; best practices for providing notice of a claim to the carrier and selection of defense counsel; and carriers’ perspective on settlement and how it differs from the insured’s perspective.

8-D: Wellness

**Influencing Culture Change**

*Judi Ulrey, Fitness Consulting*

A template has evolved for wellness programming that focuses heavily on measuring and reducing risk. Based on aggregate data from biometric screenings we offer education and external incentives to encourage healthy behavior change, but is this what we should be doing? This session will challenge us to take a step back from the traditional template and consider the insights of experts on human behavior. We'll discuss the model presented in *Influencer* by a team of NY Times best-selling authors, and apply those concepts specifically to wellness programming. Discussion points include: focusing on vital behaviors (what you want people to do) vs. outcomes (reducing risk factors); creating a personal experience; making the undesirable desirable; internal vs. external rewards; and social influence and environmental support.

**3:15 p.m. Refreshment Break**

9-B: The Aging Workforce – Sponsored by Workforce Wise

**Beyond 9 to 5 and age 65: The Employer’s role in a Community for a Lifetime**

*Ellen Miller, University of Indianapolis and Philip Stafford, Indiana University*

As the population continues to age and many workers put off retirement for reasons including financial necessity and personal satisfaction, Indiana employers have a role to play in the lives of their employees beyond the work day. In this interactive session, participants will learn how, by embracing their role in the community, employers can impact not only a community’s economic well-being, but also volunteerism, social engagement and other factors related to quality of life.

8-C: HR Compliance

**US Immigration for Indiana Employers: H-1B Workers and I-9 Compliance**

*Jenifer Brown and Christl Glier, Ice Miller LLP*

Hot issues for employers hiring H-1B workers, including restrictions on placement at third party worksites, site visits and new attestations on export compliance. Rise of I-9 compliance audits, pros and cons of E-verify and Indiana's efforts to control illegal immigration.

9-D: Wellness

**10 Characteristics of Successful Worksite Wellness Programs**

*Brett Powell, American Institute for Preventive Medicine*

Research has shown that companies providing wellness programs receive an average return on investment (ROI) of \$3.48 to 1 due to reduced health care costs and \$5.82 to 1 due to reduced absenteeism. As an outgrowth of this, many corporations are providing wellness programs or are planning to do so. The components of these programs, as well as how much of a ROI they generate, can differ greatly. This session will describe a best practice approach organizations can use to implement successful wellness programs. First, it will address the issue of how comprehensive a wellness program should be. Second, a variety of program options will be discussed based upon the employer-specific needs. Other topics include maximizing employee participation, involving dependents, teaching wise consumerism, addressing low and high risk employees, online versus offline interventions, psychosocial issues, legal implications, and evaluation. Finally, peer reviewed research studies will be presented that document the economic benefits of wellness programs.

9-E: Special Session

**Working with Diversity**

*Martin Baier, Vice President, Programs and Services, Ansuyah Naiken, Manager Global Competency Training and Peter Kirkwood, Protocol Officer, International Center of Indianapolis*

Grow your business by bridging countries and cultures and expanding relationships with international counterparts. Build confidence by removing distractions that inhibit you from interacting comfortably and productively with people from other cultures and learn how culture affects business practices, particularly in regards to communication, management and leadership styles. This session provides knowledge, skills and understanding of international protocols that you can use to bridge cultural gaps in the workplace and in cross-cultural relationships with customers and colleagues.

**4:30 p.m. Conference Adjourns**