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Congratulations to Rob Albano for achieving SPHR status!

Worker's Compensation Next Program Topic on September 14

Pat Gruneberg, Senior Risk Control Consultant for Travelers Insurance from St. Paul, MN, will be the guest speaker at the Southwest Human Resources Association meeting on Thursday, September 14, 2006 at the Best Western Marshall Inn.

Pat Gruneberg has been a Senior Risk Control Consultant at Travelers for 4 years. Prior to joining Travelers, he worked for 8 years at Cypress Semiconductor, an integrated circuit manufacturer, as the Corporate Loss Control Manager. Pat holds a MS degree in Safety/Risk Control and Association in Risk Management designation.

Pat Gruneberg's presentation will focus on Risk Management and Ergonomics in the Workplace.

Greetings from the President

As many of you know, our Southwest Human Resources Association Chapter is currently seeking interested members for several 2007 board positions. We are reaching out to all of our members to ask them to consider

becoming involved in one of these positions. Due to the efforts of many of our members SHRA has grown in membership over the years and currently offers many useful communication tools and provides programs to its membership. Without this leadership it would be difficult for us to meet the needs of the membership and continually grow our chapter each year.



We are seeking candidates for the following 2007 board positions: Secretary, Treasurer, and Membership Chair. In this newsletter you will find job descriptions for each of these positions. Those individuals who are currently in these positions will develop an orientation plan for individuals who are voted in to succeed them in 2007 and will remain available to assist them.

Also, thank you to Ken Wilson, from Turkey Valley Farms, who has accepted the nomination for President of SHRA in 2007 and Sonya Kayser, from Western Community Action, who has accepted the nomination for President-Elect in 2007.

The SHRA 2006 annual meeting will take place at our October or November monthly meeting and it will include the nominations and elections for these open positions.

We are also considering going to bi-monthly chapter meetings in 2007 versus monthly meetings. We feel this change may encourage greater participation of our membership in the board and chapter activities without compromising the membership benefits our chapter currently provides. More information forthcoming regarding this potential change.

Please contact me if you have any questions or if you are interested in one of these positions. I can be reached at 507-537-2578. Thank you and please consider being a part of the SHRA board next year – we need your help!!

Rob Albano
SHRA President

Why Are People So Rude?

From the minor slights of sales clerks to the worst cases of "road rage," it's clear that Americans are intensely frustrated by the lack of respect they encounter in their daily lives. But what counts as rudeness today? Do Americans have a shared definition of what is rude and what is someone just doing his own thing? In the latest survey, *Aggravating Circumstances*, funded by The Pew Charitable Trusts, here is a detailed look at what Americans are thinking about courtesy, manners, rudeness and respect.

Not only do eight in 10 Americans in the study say a lack of respect and courtesy is a serious problem, but six in 10 say things have become worse in recent years. A surprising 41 percent admit that they're part of the problem and sometimes behave badly themselves. More than a third (35 percent) admit to being aggressive drivers, at least occasionally, while 17 percent of those with cell phones admit to using them in a loud or annoying way.

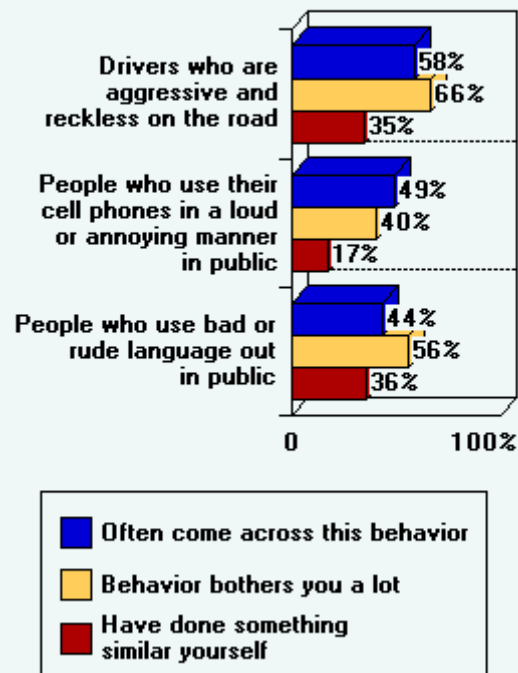
The average store is also prime territory for incivility. Three-quarters of those surveyed said they've often seen customers treat sales staff rudely -- while 46 percent also say they've walked out of a store because of the way the staff treated them. Nearly everyone surveyed (94 percent) said it's frustrating to "call a company and get a recording instead of a human being" and 77 percent said telemarketing is "rude and pushy."

Yet the news isn't all bad. Nearly half say they often meet people who are kind and considerate. Many Americans say things have gotten better in showing respect and consideration to African Americans (59 percent), people with physical disabilities (51 percent) and gay people (50 percent). Large numbers acknowledge, however, that treatment of those groups still needs improvement (45 percent for gays, 42 percent for African Americans, and 34 percent for the disabled).

It might seem that conducting a survey on courtesy is less important than exploring citizens' views on, say, health care or education policy. Yet most human enterprises proceed more smoothly if people are respectful and considerate of one another, and they easily become poisoned if people are unpleasant and rude.

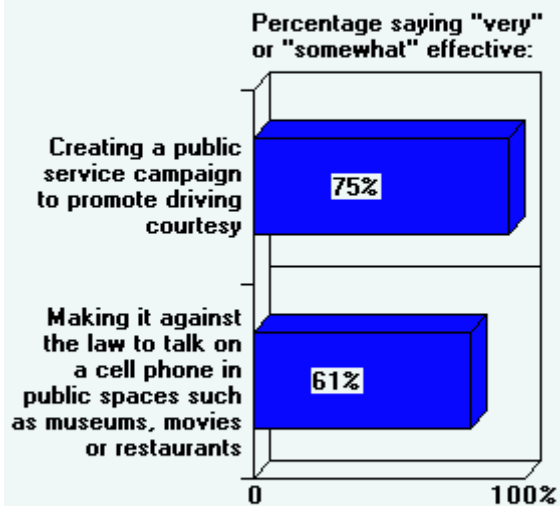
Driven to Distraction: If Americans are exasperated by the way that businesses and government agencies treat them, they are equally disenchanted with the behavior of many of their fellow citizens. Majorities of Americans complain about inconsiderate, even dangerous drivers; rude cell phone users; and a virtually ubiquitous onslaught of profanity and coarse language.

Do you see the following behavior often, sometimes or practically never? How much does this bother you? Have you yourself ever done something similar?



Source: Public Agenda 1/02

Do you think the following would be an effective solution for improving people's behavior? Would it be very effective, somewhat effective, not too effective, or not effective at all?



Source: Public Agenda 1/02

More on Rudeness in next newsletters.

10 Gripes from Online Applicants: A Job Hunter's Bill of Rights

A team of volunteers were asked to "mystery shop" the job pages of some of America's largest corporations. What have they learned is that applying for a job online isn't always as easy as it looks, and the results are often less than satisfying. Based on their experience, here is an online job hunter's bill of rights for your consideration as you move forward with your recruiting efforts:

- 1. I want to be acknowledged.** Confirm my application and give me feedback on the outcome. If I never hear anything about my candidacy I feel like I've been sent to The Black Hole of a Corporate Resume Database.
- 2. I want the whole process to be easy.** The best corporate job sites get me close to the job quickly. I can copy and paste my resume, complete a list of simple questions and schedule an interview on the spot. I haven't found many of these... yet.
- 3. I want to be targeted.** If I'm a college student, I like to be entertained. If you want to entice me to apply to your jobs, why not make your job pages a video game so we both can get what we want?
- 4. I want my information protected.** I need to know what you are going to do with my personal information in plain, simple English -- not legalese. And please practice what your privacy statement preaches.
- 5. I want to know the details.** Companies that provide details about their benefit plans get my attention. They can easily explain the basics on their website with a PDF, instead of a brief, meaningless overview that does me no good.
- 6. I want to learn about you.** "Day in the life" profiles help me see myself in an organization.
- 7. I want to know I'm wanted.** Whether I'm a 60-year-old human-resources compensation expert, a 30-year-old single mom with seven years' experience and a fresh master's degree, or a 22-year-old marketing graduate. Where is the evidence that I would be welcome? Realistic stories from employees telling me why they chose the organization and why they stay helps. And if these stories and examples are from folks who look like me, talk like me and are in similar situations, it makes me want to apply.
- 8. I want to apply quickly.** Three clicks to a job application brings a smile to any job seeker's face. It shows

the company values my time. And if I can copy and paste my resume into an online application, I am very happy.

9. I want to apply online. Sorry mailmen (and women), but no more stamps to lick, no more envelopes to close. And if a company does not take an online application, do I really want to work for them? Do they get it? Probably not.

10. I want to easily find your job listings. If the company's job button is not on the homepage, I must go on a fishing expedition to find it. Is that an indication of the hoops I'll have to jump through later? Why don't corporations treat job seekers like customers?

Source: Messrs. Mehler and Crispin are founders of CareerXroads, based in Kendall Park, N.J.; August 20, 2006

SHRM Membership Promotion Online

Once again, SHRM is doing their fall Online Promotion where anyone who joins via the web will be able to take advantage of a special \$145 membership rate for their first year of membership ... oh, and yes, they will also get a SHRM tote bag. This promotion is on now through Saturday, September 30. Just go to SHRM website at www.SHRM.org



Employers are Moving Away from Long-Term Employment Relationships

Employers are more likely to undertake major business changes that eliminate jobs regardless of employees' length of service; such changes include mergers, acquisitions, spin-offs, restructuring and liquidations.

Employers are more likely to implement new technologies that eliminate jobs due to reengineering.

Employers are hiring fewer "employees" (full-time, exclusive workers), while hiring more contingent workers; and employers' staffing strategies for the future reflect this change.

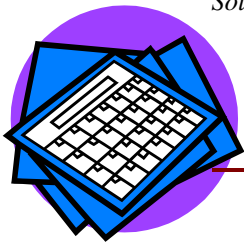
Employers are less likely to award status, prestige, authority, flexibility, and rewards on the basis of seniority; and employers are more likely to award status, prestige, authority, flexibility, and rewards on the basis of short-term measurable goals.

Employers are reducing the percentage of employee “benefits” (paid for by the company for full-time, exclusive workers) in relation to overall compensation, while increasing the percentage of “employee services” (paid for by the worker on a pre-tax basis); such services include health insurance and retirement savings.

Employers are reducing long-term fixed pay as a percentage of overall employee compensation, while increasing the percentage of variable performance based pay; and employers’ compensation strategies for the future reflect this change.

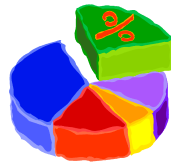
Employers are less likely to make formal or informal guarantees about continued employment and job security.

Source: Generational Shift, Bruce Tulgan



Programs for 2006

- **October 12:** DEED with Cameron Macht
- **November 9:** Jerry Mattern
- **December 14:** December Member Social



More Interesting Statistics

- Did you know that you get 1,299 milligrams of antioxidants each day from coffee?
- You also get 294 milligrams from tea.
- 51% of women say a good night’s sleep is the most important key to happiness. For men it’s 26% who do.
- 63% of women suffer from insomnia weekly and for men it’s 54%.
- 30% of travelers who’ve skipped business meetings to sneak in a workout.
- 55% who’ve decided not to use a hotel gym because it was in poor condition.
- 46% who’ve tried to work out, only to find the hotel gym closed.

Source: Health Magazine, April 2006

SHRA Website:

As a reminder, don’t forget to check out the SHRA website for the latest news and information regarding the Marshall Chapter. You can visit the SHRA website at: <http://www.shra-mn.org>

Meeting Greeters for 2006

August 10	Ronald Beebout and Linda Hagen
Sept. 14	Thomasina Cofer and Vicki Clarke
Oct. 12	Dennis Krug and Ginger Kaufman
Nov. 9	Denise Myhrberg and Deb Boulton
Dec. 14	Executive Board - HOLIDAY SOCIAL

A Few Good People Needed!

Decide to help others, share ideas and insights, and help move SHRA forward in southwestern Minnesota. Decide to take a position. Here are the duties and responsibilities of the following offices:

SECRETARY

Function: Take minutes of chapter meetings and provide notice of meetings. **Responsible To:** members of the chapter, Chapter President, and Board of Directors.

Responsibilities:

1. Upon the advice of the president, the secretary should issue notice of officer and board of directors meetings. After consultation with the president, the secretary should prepare copies of the agenda for such meetings.
2. The secretary maintains a record of attendance and prepares the minutes of all officers’ and directors’ meetings and regular chapter meetings.
3. The secretary should be responsible for distributing to the membership all meeting announcements, agendas, newsletters, and other information. This information should be sent to the district director, the state director and the SHRM headquarters.
4. The secretary should file in the Chapter Administration Guide or other permanent record:
 - Those original chapter bylaws and dated copies of each amendment to those bylaws.
 - Copies of all chapter publications, if size permits.
 - Maintain an e-mail list of current officers, committee members, and general membership
 - Approved and signed minutes and treasures reports of all board of directors and membership meetings.
5. Participate in the development and implementation of short-term and long-term strategy planning for the chapter.

6. Represent the chapter in the Human Resources community.
7. Attend all monthly membership and Board of Directors meetings.

TREASURER

Function: Act as financial officer and advisor to Board of Directors and membership. Receive, hold and safeguard funds for the chapter and disburse funds as approved by the Board. **Responsible to:** members of the chapter, Chapter President, and Board of Directors.

Responsibilities:

1. Serve as Financial Officer and Advisor. The treasurer is a responsible member of the chapter's executive committee and must take part in discussion and action on all business of the chapter. As financial advisor of the chapter the treasurer must be in a position to assess the financial implications of proposed actions by the Board of Directors and inform the Board prior to final decisions being made. Also, the treasurer must observe the financial direction of the chapter, recognize possible financial problems and bring such problems to the attention of the Board of Directors for action.
2. Receive, hold and safeguard in the capacity of trustee and financial agent, all funds for the chapter.
3. Disburse such funds only for normal and usual uses unless the Chapter's Board of Directors shall otherwise direct.
4. Participate in the development and implementation of short-term and long-term strategy/goal planning for the chapter.
5. Represent the chapter in the Human Resources community.
6. Attend all membership and Board of Directors meetings.

Accounting Records:

1. Record all transactions. The treasurer should maintain a complete set of accounting records. All funds received and disbursements made must be recorded. Outstanding accounts receivable and unpaid obligations must be recorded to assure completeness of chapter accounting records.
2. Verify the bank statement. When monthly bank statements are received the treasurer should balance the checkbooks and reconcile and differences.
3. Report monthly. Using the accounting records, the treasurer should be prepared to report the Chapter's financial condition at each meeting of the Board of Directors.
4. Yearly audit. As directed by the Board, the treasurer will assist in establishing an auditing committee to audit the records. The engagement of an independent auditing firm may be required by Board action.

Bank Accounts:

1. Checking accounts. All chapter expenditures should be paid by check. The treasurer must maintain a

checking account and must balance the checkbook and reconcile any differences on a monthly basis.

2. Savings Account/Money Market Accounts. As directed by the Board, excess funds not immediately needed to operate the chapter may be deposited in a savings account or Money Market Account. Preparation and approval of a budget will usually dictate the amount of money, if any, which can be deposited in these accounts. The treasurer should investigate the kinds of accounts available.
3. Use the same bank. If possible, the chapter should maintain all of its funds in once centrally located bank. This will prevent having to transfer funds from one bank to another as each new treasurer takes office. One bank will also insure the integrity of a savings account. Transfer of funds from the old to the new treasurer can be accomplished by signing new cards at the bank.

Receipt of Monies:

1. Monies received from Meetings of the Chapter. These funds, usually in cash, should be deposited in the chapter's bank account immediately. In instances where it is more convenient to pay these funds to the establishment where the meeting was held, it is essential that a receipt be obtained for the chapter records. The total amount paid out (as evidence by the receipt) should be recorded as meeting expense.
2. Monies. In all instances monies received should be deposited in the chapter bank account. Amounts and purposes should be recorded for chapter records.

Disbursement of Monies:

1. Pay by check. The treasurer should issue checks for payment of chapter obligations on receipt of proper documentation and approvals. All obligations should be paid by check.
2. Signatures. The president and treasurer of the chapter will have authorization to sign checks and perform bank transactions. Only one signature will be required, however, all activity, including disbursements and deposits, will be disclosed on the monthly financial report brought to the SHRA Board for approval.

Budgeting: The treasurer shall assist in recommending a proposed budget to the chapter's executive committee for approval.

1. Income sources. A chapter's income is derived from several sources. A fixed amount is allotted to the chapter from the dues paid by each member of the chapter. In other words, the chapter's success in maintaining or increasing its membership controls a part of its income. In addition to its income from dues, a chapter has several other ways in which it can increase its income. Some chapters are able to make the chapter bulletin an income-producing property. A good, active sales-oriented "advertising" group either as part of the bulletin committee or as a separate committee is required. Unfortunately, the smaller chapters are likely to have the greatest difficulty with

selling advertising space in their bulletin. However, many small chapters have made their bulletins at least self-supporting.

2. How to prepare a budget. To the untrained, the preparation of a budget might seem like a major task; however, if it is undertaken in a logical and systematic manner, it really is quite simple. The budget will consist of two sections, Income and Expenses:

Income. The treasurer should make a list of all possible income sources available to the organization. Some of these are:

1. Dues. Chapters may charge local dues. Also, chapters are refunded a percentage of the SHRM national dues for each SHRM member in the chapter. A look at past membership levels, national trends and local employment can influence this estimate.
2. Monthly meeting. Where a fee is charged or a ticket is sold to attend the monthly meeting (usually to cover meal costs), the money derived from such ticket sales is considered income. This can be estimated based on past experience and the number of meetings planned for the coming year.
3. Other. Income from workshops, seminars, golf outings, Christmas parties, etc. should be estimated.

Expenses. The treasurer should make a list of all expected expense items. Some of these are as follows:

1. Bulletin. A major chapter expense may be publication of and postage for the monthly chapter bulletin.
2. Miscellaneous postage. This expense should remain at about the same level each year.
3. Travel. The treasurer should estimate the travel expense anticipated for the forthcoming year. Airfare has been included in this estimate. (Many SHRM chapters pick up expenses for the Chapter President's attendance at the SHRM Annual Leadership Conference).
4. Monthly Meeting. Expenses from meetings usually include the following:
 - Cost of dinners (restaurant charges)
 - Audio-visual rentals
 - Speaker fees and travel
 - Meeting room rental
 - Workshops and Seminars. Audio-visual
 - Rentals, printing expense, Instructor fee, meeting room rental.
 - Social activities. These expenses include restaurant charges for meals, music for dinner dances, golf outing green fees, printing of tickets and cost of prizes.

Monthly Recapitulation of Income and Expenses Compared to Budgeted Income and Expenses. The treasurer is the financial officer and advisor to the chapter.

In this capacity, the treasurer should keep a monthly tally of actual income expenses as compared to budgeted income and expense. Any abnormal deviation from budgeted items should be reported and brought to the attention of the Board of Directors for action.

VICE PRESIDENT OF MEMBERSHIP

Function: Manage the membership function to successfully achieve an increase in chapter membership and guide the activities of assigned committees.

Responsible to: members of the chapter, Chapter President, and Board of Directors. **Responsibilities:**

1. Compile applicant's employment data and recommendation for status, present to the Board of Directors at each month's meeting.
2. Respond to requests for information about membership through telephone calls, personal contacts and correspondence.
3. Notify each applicant of membership through telephone calls, personal contacts and correspondence.
4. Maintain supplies of membership materials: Applications, informational brochures etc.
5. Coordinate with the Chapter Secretary the annual printing of the membership directory for distribution to members and others as needed.
6. Carry out ad hoc assignments of the Chapter President (e.g. membership promotions; recommendations for membership criteria changes).
7. Participate in the development and implementation of short-term and long-term strategy planning for the chapter.
8. Represent the chapter in the Human Resources community.
9. Attend all membership and Board of Directors meetings.
10. Complete other assignments as requested by the Chapter President.

October Issue Highlights

- An Aging Workforce: Strategies for Managing the Impending Retirement Wave
- Vital Truths – Stressed 'R Us
- 10 Dirty Words
- Testing & Assessment – An Employer's Guide
- Aging Doesn't Come Easy for Boomers
- 10 Workforce Forecasts
- Odd Jobs of the Rich and Famous

If you have an interesting topic or article you'd like to submit for consideration in this newsletter, please email it to editor: Ginger Kaufman at kaufmanq@southwestmsu.edu

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