

Engage Your Executives, Make Yourself Heard

The spring professional development session for 2007 is taking a bit of a twist this year. HRPANO is looking to provide the membership with information, as well as get some feedback. This session has been set for April 20, 2007 and starts with a leadership seminar by Jamie Broughton, followed by a member's roundtable session.

Jamie will be heading the professional development session entitled "Leading by Example: Cracking the Leadership Code". The session will cover the ingredients for leadership success in Jamie's energetic and memorable style.

Following that presentation the attendees will be engaging in the Chapter Roundtable Brainstorming Session. Incoming HRPANO President, Florentine Bahlheda took hold of this idea as it grew within the current executive. The intention is to give current and prospective HRPANO members an opportunity to shape the vision of the chapter. This input will be used to help develop, prioritize, and commit to participating in key initiatives for the chapter as it moves forward.

Why is this an important venue to participate in? This organization's success is based on volunteerism, and that

participation only has a valuable reward if it provides a service to its members. Without membership engagement an organization only serves the interest of a few, members become apathetic and the group begins to dissolve. Also remember this session is open to non members and students. Getting feedback on what the chapter should be doing to attract members is also an important focus.

Please take the time to complete the registration form inserted with this newsletter. If you can't attend the meeting your comments are appreciated and can be emailed to members of the executive beforehand.

In This Issue

- ... Canada's Volunteers
- ... Current Events Resources
- ... A New Perspective
- ... Internet and Email Abuse
- ... Jamie Broughton Preview
- ... Meet the Members

Canada's Volunteers

As an active community volunteer, participating in various organizations I have become aware of what seems to be a common theme running throughout each committee. There is a continuous echo of "not enough volunteers", "not enough young people" and "overloaded existing volunteers". This raises the question of how the organization provides value to its members, how to change their services and continue moving forward as an organization.

Unfortunately it may not just be an issue of how you need to change your organization to attract new members. Believe it or not, there is a volunteer labour market shortage that shadows the predictions of the skilled labour shortage. Take the following study samples for example:

A 2003 Study by the Association of Fundraising Professionals shows a nearly 15 percent drop in volunteering when a family faces financial pressures.

A Study by Volunteer Services Overseas has shown that the de-

mographics of volunteers are also changing. Professionals in the 20 to 40 age group have decreased in volunteer numbers by 79 percent with the slack being taken up by the over 50 demographic who have seen a 51 percent increase in volunteer numbers in the past 7 years.

The trend supported by a Stats Canada Canada Survey of Giving, Volunteering and Participating (CSGVP). Total numbers of volunteers are declining by 15 percent every three years since 1997. The rate is more severe in young people countered by the over 50 demographic increasing volunteerism. This imbalance creates a top heavy demographic structure.

Why this is occurring especially in young people has been theorized to be a combination of changes in family structures, ie. two working parents, increased financial pressures and the internet as a means of social networking.

This trend shows that driving harder for members may prove ineffectual. Volunteer organizations should be focusing on working smarter, recognizing their volunteers and keeping the volunteer talent they currently have.

- Avery Dorland, Student Member

Events To Remember

- HRP AO's 3rd Annual Compensation Conference. May 9
- HRP AO's One Day Coaching Conference. April 19
- HRP AO Membership dues, June 2007
- www.HRP AO.org

HR Website Resources

The web has some great resources for keeping up with Human Resources related current events. Try these websites to keep tabs on the latest HR trends.

<http://www.shrm.org/>
American HR news

<http://www.workfamily.com/>
Site specializing in work-life balance within the HR field

<http://www.hrinfodesk.com/>
This pay site has very comprehensive news feeds from Canada

<http://labourlawblog.typepad.com/managementupdates/>
Canadian Labour Law blog, updated with current events

<http://www.employmentlawtoday.com/>
Excellent Canadian Information without a subscription

A New Perspective

I'm excited to be leading our association at this time. We are more committed to promoting our organization and to raising awareness of the HR role our members play in Northwestern Ontario.

As Chapter President, I envision a dynamic and thriving HR community that is engaged in networking, mentoring and education.

With this issue of the Newsletter you will notice a new look. Each issue will provide our members with information on various perspectives, as well as profiling our members. The topics are intended to engage our members in discussion and for members to con-

nected with other HR professionals.

I encourage each member to attend our Professional Development event on April 20, 2007 featuring Jamie Broughton, who following the workshop, will work with the our chapter to help achieve our vision.

The Chapter Roundtable is an opportunity for all current and prospective-members to present their views and comments. This will assist us in building a strong foundation for the future and for members to create a successful HR community.

- Florentine Bahlieda, President

Making a Case for Computer, internet or email Abuse

DISCOVERING COMPUTER INTERNET OR EMAIL ABUSE: There are numerous examples where management is required to react to computer, internet or email abuse -- as a result of incidents brought directly to their attention, as the recipient of inappropriate or offensive material, workplace complaints, or information discovered while investigating a related effect of the misconduct, for example, low productivity stats or a slowdown in network operation or efficiency. In these instances, the employee misconduct has an adverse impact on business operations and/or employee morale and forces the employer to remedy the situation or expose itself to greater liability.

INVESTIGATE: A proper investigation will determine the existence and extent of the alleged misconduct. In addition to high-tech tracking, basic management tools for investigation and complaint handling should not be overlooked. The failure to inquire whether others had access to the computer or whether there were witnesses to the alleged crimes will act to the employer's detriment. Something more than circumstantial or hearsay evidence is often necessary before action can be taken against an employee.

IDENTIFY THE LEVEL OF SERIOUSNESS

Upon discovery, identify the type of misconduct involved. Specifying the behaviour in issue helps determine the level of seriousness, which in turn affects the degree of discipline, including termination, that can be imposed and likely upheld at trial or arbitration.

APPLY THE POLICY: A number of employers have lost cases despite ample evidence of employee misconduct where the policy did not apply to the specific behaviour complained of; where the employer

failed to fully communicate the policy to the staff; where the policy was applied inconsistently as between employees, or a lax application of the policy altogether. A thorough review of the policy and its importance with the staff will defeat any claim that an employee was unaware of the policy or that its significance was not understood.

CONSIDER MITIGATING CIRCUMSTANCES: Lastly, consider any mitigating circumstances. These would include a long period of employment with a clear disciplinary record; personal, emotional or financial problems; general misunderstandings and whether the employee accepted responsibility and acknowledged any wrongdoing. Mitigating circumstances have the effect of reducing or negating the imposition of otherwise stringent penalties.

CONCLUSION: It is an employer's responsibility to protect its business interests, the workplace and its employees from the effects of computer, Internet and email abuse. Effective management, in conjunction with technological tracking and filtering devices, will assist in investigating and identifying computer misconduct. Awareness of limitations on acceptable and inappropriate computer use and employee behaviour defines the boundaries by which employee behaviour will be measured. Together, these skills provide a strategy to deal effectively with computer, Internet and email abuse as it arises, and to avoid the potential for greater liability in instances where such behaviour goes unchecked.

*Shelley Trewin
Partner
Weiler, Maloney, Nelson*

For a more detailed perspective please visit www.hrpano.org

Be Memorable in the Sea of Drones

I was in Toronto for the day on business recently. Between meetings near the Metro Convention Centre, I went outside for some air. The smells of barbecuing sausage wafted out from nearby vendors, tempting me. Then I passed one of those sinful

“chunky chip trucks” parked on Front Street - “Bozo’s Tavern”, what a name. The chips smelled SO good, I couldn’t resist. I caved in and stopped. I’m glad I did.

The Chip Truck Fry Guy greeted me with a HUGE grin.

“What can I get ya fella?!”

“How big are your fry servings?” I asked nervously, not wanting a boat-load of them.

“Here they are: small, large and JUMBO!” he said, holding the containers. Again with his big grin.

“Large would be good,” I mumbled with a twinge of guilt.

“Coming right up!” he said enthusiastically as he hustled over to get my order going.

This just guys LOVES what he does I thought.

As he put my hotdog on the grill, he saw my cast. “Hey, what happened to yer’ leg!” I told him the brief story. “Soccer injury... Achilles tendon tear...”

“Soccer?!” Huge laugh. “Oh #\$\$%@ those tendons can go just like THAT at your age,” as he snapped his fingers with disturbing punctuation.

“Did he have to be THAT honest about it?” I smiled to myself.

While I waited I watched him in action, joking with other customers. He called me over when it was ready.

“There ya go buddy!” He said, almost like he was presenting me with a work of art.

He asked me if I needed other napkins or a cover for the fries to keep them hot. Then he sent me off with another huge grin and a side wink as he waved back to a very attractive customer of his walking by.”

Wow. Who knew? The Chip Truck Fry Guy loved what he does. AND HE SHOWED IT.

Now I wasn’t planning on signing up to be this guy’s buddy when I caved in to my chip craving. But you know what? I left almost wanting to be.

He broke just about every customer service rule in the book - sharing potentially offensive opinions about my leg and surgeons, flirting with women, swearing multiple times (gasp!) – AND I loved every minute of it. I was simply wrapped up in the sheer fun he was having.

In the sea of chip trucks that will arrive this summer, I can guarantee you I’ll be looking for “Bozo’s Tavern”. I’m no fool.

Internet aside, at the end of the day, people buy from people. Whether you’re selling chips or microchips or just a good idea, the relationship is king. In the grey sea of drones doing business out there, a little personality makes all the difference.

So, ask yourself: What sparkle do YOU bring to the table?

Jamie Broughton specializes in developing new and emerging leaders, “go-getters” who want to create highly engaging, rewarding careers and the organizations that want to keep them. Visit www.footprintleadership.com for additional articles and free resources.

Meet the Members



Jim Fitzpatrick
 Ministry of Community and Social Services
 Ministry of Children and Youth Services
 james.fitzpatrick@ontario.ca

What was your first job?

My very first job was a Newspaper Carrier at age 10, which I had to buy from a friend for \$5 dollars. I thought I was a big shot because I made \$7 dollars a week plus tips. This job enabled me to be independent and didn't have to rely upon my parents for an allowance. I had lots of spending money to purchase candy, movies with friends and even buy my own cigarettes, (.34 cents a pack).

Why did you pursue the field of Human Resources?

I really didn't know what field to pursue in post secondary education, but with the help of a relative, Bill LeMay, former High School Teacher / Counselor in Red Rock, he helped me assess my skills and interests and matched them to a program available at Confederation College. Personnel Industrial Relations was the best match for me. At the time, I thought it sounded like a pretty good job hiring people. Today, I think it is an extremely important job in any organization how to tap productivity through people.

In your career development, who have been your mentors? What did you learn from them?

I would say that my mentors were the senior managers and directors in the organizations where I worked. They taught me lessons in decision-making and resolving conflict. I also learned that it is most important not to compartmentalize yourself. You need to learn the employer's business if you want to be successful in HR.

What is your greatest accomplishment?

One of my greatest accomplishments in the

past few years was managing and mentoring HR graduates participating in the Ontario Government Internship Program. Observing young people learning on the job and then moving into responsible positions has been very gratifying. I'm proud that I was part of their success in some way.

What do you see as your biggest work-related challenge in the immediate future?

With the average age of the workforce being over 48 years the big challenge is striving for employee engagement. Employee engagement illustrates the commitment and energy people put into their work. It's a true gauge of their involvement and productivity. How we keep employees actively engaged until they retire is a big challenge. There is a big challenge for all HR professionals to assist the organization in searching for strategies that will increase employee engagement, which will improve retention.

When not at work, what interests you?

In the winter, I spend my weekends on the slopes snowboarding with my wife, Lynda. Recently, I tried skydiving with my son in BC. Being thrown from a plane at fifteen thousand feet altitude, free falling for one mile at 160 mph, then pulling the ripcord certainly was a thrilling experience, and one I hope to do again.

Have you always lived in Thunder Bay or are you an "import"?

Born and raised in Thunder Bay and I expect to retire here.

Is there a movie, television show, book which you are passionate about? Why?

I don't think I'm passionate about any particular movie, book or television show. However, I have become hooked on the television series LOST ... (please do not give me any update about John Locke; I want to watch the episodes without knowing ahead what happens). The movie T2 with Arnold Schwarzenegger is an all time great – it was way ahead of its time with special effects. Lately, I am reading a lot more books about personal development and what the future will bring as we boomers enter another leg of our personal journey of life.

Meet the Members



Janice Kirychuk
Canadian Mental Health Association
jkirychuk@cmha-tb.on.ca

What was your first job?

My first job was as a Diagnostic X-ray Technician at the Regina General Hospital, where I worked for 5 years before returning to university. Working this job in the summers allowed me to pay my way through University.

Why did you pursue the field of Human Resources?

It was a natural progression for my position at my organization, Canadian Mental Health Association. Seventeen years ago the organization didn't have a formalized component of HR and consequently had inconsistencies, and instances of perceived inequities. As I became more involved in attempting to lead the agency my Director, Maurice Fortin, and Board of Directors encouraged me to move forward and sponsored my certification. Over the years our organization has had many attempts from outside organizers to unionize however our employees see no benefit in doing so. Which tells me we must be doing a good job.

In your career development, who have been your mentors? I am grateful to John Friday from the Children's Centre who provided me with assistance at the start of my HR career. He also encouraged me to attend the Rotman School of Business for accreditation. In our organization Executive Director, Maurice Fortin, has afforded guidance with his incred-

ible engagement and problem solving skills.

What is your greatest accomplishment?

The very first project I took on with my employer was to computerize their accounting system. It was a challenging task because the present staff was extremely resistant to the idea, and had no computer skills. The project was a great case study for change management.

When not at work, what interests you?

I am my youngest son's taxi driver for all of his sporting endeavours. I also enjoy playing tennis, walking and baking.

Have you always lived in Thunder Bay or are you an "import"?

I moved to Thunder Bay in 1980 to attend Lakehead University. At that time, I left my position at the Regina General Hospital and was accepted into the Business Administration program, with a major in Hospital Administration. In August 1980, this major was dropped and I was faced with the decision of whether or not to continue. I decided to change my major to Management Information Systems, which I have found very useful during my working life. I had every intention of returning to Regina when I met my husband David while I was in the second year, through another friend enrolled in the Business Administration Program. We married shortly thereafter and now have been married for 25 years this summer

Is there a movie, television show, book about which you are passionate? Why?

I love the show Survivor and The Apprentice, as it shows personal dynamics and engagement skills. I also just finished reading Awakening the Workplace which I think is a good read for everyone in today's work world with all the changes and stressors

Meet the Members - Student Profile



Jacki Alto
Student Member, Confederation College
jacki_alto@hotmail.com

What was your first job?

My first job was when I was thirteen; I was a dishwasher at the Park Cafe on Park Street here in Thunder Bay.

Why did you pursue the field of Human Resources?

After working in the public library system for 14 years, I decided to try another field. I felt that if I wanted to go further that I would not only need the experience I was gaining but the credentials as well.

In your career development, who have been your mentors? What did you learn from them?

The first was Craig Nelson of Nelson Games in Austin Minnesota. I worked for them during the summers when I was 16, 17, 18, and 19. Craig and his family traveled in various carnivals and I originally took care of his daughter for a weekly salary. He was really fair and treated everyone with respect. He made a lot of money but he never acted "better than" anyone else. Craig always had people wanting to work for him and his family. They worked 14 to 16 hour days. They told me that when you worked that hard then you needed to work just as hard in your family and have fun in order bring balance to your life.

Next is Meladina Hardy, Former Program Manager @ NCBP; TBUAS Thunder Bay. She is intelligent, intuitive and task oriented. She had a rollerblading accident in June 2006 and separated both lower bones of her arm requiring surgery and a pin. Her recuperation and rehabilitation was taking a long time so she resigned on good terms. We're friends now and she continues to mentor me by her good example and

strong work ethic.

What is your greatest accomplishment?

Workwise, I'm proud of the job I am currently involved with. I provide Thunder Bay's Good Food Box (GFB) with approximately thirty volunteers per month. We bring in and ship out three tons of fruits & vegetables, distribute them into Rubbermaid containers and ship them back out. Even with thirty volunteers and the rolling racks, we are all pretty sore the next day!

What do you see as your biggest work-related challenge in the immediate future?

Thunder Bay is shrinking and without human resources to manage, what good is the designation? I think having to move, east or west to find suitable work and similar small-city feel will be difficult.

When not at work, what interests you?

I am the Driver for my 10 year old twins who are in dance classes and play piano, in addition my daughter plays the violin. I work at my regular job anywhere from 21 hours to 30 hours a week depending on what is needed. I continue to work part time at the library -- usually in the Reference Department. I think the above is still "work" but I enjoy it all.

Have you always lived in Thunder Bay or are you an "import"?

Born in Dryden, although I've never lived there. Grew up in Edmonton, Dawson Creek, Fort McMurray and a tiny town called Alix which is outside of Red Deer. I consider myself from Thunder Bay though, I don't know when the roots started growing...

Is there a movie, television show, book which you are passionate about? Why?

My children and I watch Lost and Heroes, when new episodes are on. And I want to see the movie "Wild Hogs"

HR WISE

Copy Editor - Avery Dorland (Acting)
Communications Director - Christina Brassard
President - Florentine Bahlleda

**Human Resources Professionals Association of
Northwestern Ontario**
Suite 421 - 1100C Memorial Avenue
Thunder Bay, ON P7B 4A3
www.hrpano.org