



Mark this date on your Calendar!

December 12, 2012
Cheri Baker

January 9, 2012
Tammy Redmon

Please continue to check our website at www.wshrma.org for updated information on the above event.

Reminder: For all WSHRMA meetings, "no shows" will be billed the cost of the event, without exception, unless the cancellation is received prior to the RSVP deadline.

WSHRMA's chapter #0229



West Sound Human Resource Management Association

West Sound Happenings

December Luncheon

Slacker, Victims, and Drama Queens: Dealing with Difficult Personalities at Work

Presented by: Cheri Baker

Do you find yourself frustrated when dealing with difficult personalities at work? Have you ever been unsure of how to respond when someone's communication style is built upon sarcasm and hostility? Whether your teammate is a difficult person or you are just annoyed with the person who sits across the hall, working with unpleasant people can turn a great job into a chore. But how can you keep yourself sane in the face of someone else's inappropriate behavior? How can you help someone see they are "out of line" in a way that gets them to listen?

What you'll learn:

How to recognize the common "difficult" personalities we encounter in the workplace.

- How to shift your perspective and become better at influencing others.
- How to assess options for dealing with difficult people.
- Step by step advice on how to respectfully challenge others.

Unorthodox tips and tricks for responding to slackers, troublemakers, and victims when "nice" isn't working

Meet Cheri Baker

How can employers develop strong and capable employees? The kind of team members who have a deep seated hunger for success and the skills to bring it about?

It's an important question, one that intrigued Cheri so much that she left a successful HR career to study the organizational psychology. She returned to the business community with a set of powerful practices that shift performance from ordinary to amazing.

Cheri recognizes that most organizations, despite the best intentions, struggle with creating high performance teams. Coaching programs are great, but often targeted towards those who needed the help the least. Training produces only temporary results, but takes a large investment of time and dollars. Many managers spend valuable time fighting fires, but lack the time or knowledge to eliminate the source of those fires. Meanwhile, turnover, low engagement, and wasted time are costing organizations millions. It is time for a new approach.

Sponsored By:



Featuring:

Kitsap Adult Center for Education

Speaker Information continued on page 2.

This program has been approved for 1 (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute. Please be sure to note the program ID number on your recertification application form. For more information about certification or recertification, please visit the HR Certification Institute website at www.hrci.org.

Date: December 12th, 2012

Time: 12:00 p.m. to 1:30 p.m.

Registration begins @ 11:45 a.m.

Place: Silverdale Beach Hotel
3073 NW Bucklin Hill Road
Silverdale, WA 98383

Price: WSHRMA members \$25
non-members \$35

To register email: wshrma@artanderson.com

**Last Day to Register
December 9, 2012**



WSHRMA President's Message

President's Message 2012 Has Been a Great Year!

As my time as president of the West Sound Human Resource Management Association is coming to a close, I want to say thank you to everyone who has made this year a success. It has been both a pleasure and rewarding to work with our outstanding Board. I thank them for their creativity, passion and commitment in making this a great year! I also want to say thank you to Schelie Mercado who very quietly works behind the scenes as our chapter administrative assistant to make sure we stay on task.

We have accomplished a great deal this year and have worked diligently to honor our mission "to engage the human resource community by providing professional development, relationship-building opportunities and other resources in order to enhance professional growth and optimize strategic workplace contributions in the greater west sound area." As a SHRM award-winning Platinum chapter we have increased our membership, had well-attended chapter meetings and programs with outstanding speakers, and given back to our community by promoting workplace readiness for students and Veterans. In addition, we have supported the SHRM Foundation with our annual silent auction and provided our membership with opportunities for networking.

I look forward to supporting our 2013 president, Rachel Taylor, who will take over leadership of WSHRMA in January. Please join me in wishing her and the new Board the very best. Above all it is clear to me that we have a successful chapter because of our wonderful members. Thank you for continuing to participate in our monthly meetings and events. We could not exist without you!

Marilyn Hoppen, SPHR
2012 WSHRMA President

Slacker, Victims, and Drama Queens: Dealing with Difficult Personalities at Work

Speaker Information Continued:

Leaders around the world turn to Cheri Baker for timely advice on leadership, employee performance, and organizational improvement. Her blog The Enlightened Manager has won numerous accolades, and boasts a global audience. Her client list crosses industries, and includes Microsoft, the Social Security Administration, Washington State Correctional Industries, Providence Medical Centers, Jet City Improv, and many others.

Known for her down to earth style and playful approach to organizational improvement, Cheri leverages the latest in neuroscience and social-psychological research to build development programs that are as cutting edge as they are effective and fun.

Before Emergence Consulting, who would have known that a **dysfunctional** team could become a **most admired** team after just nine hours of development time? Those are the breakthrough results that Cheri Baker is creating for her clients.

Cheri Baker holds a M.A. in Organizational Psychology from Antioch University Seattle and a B.A. in Business Administration from Washington State University. She is adjunct faculty in the undergraduate business program at Argosy University and is a certified Senior Professional in Human Resources.

Become A Member

Are you interested in a SHRM Membership or transferring your membership to our chapter? Please contact Kyrsten Wooster, PHR, Membership Director with any questions: 360.782.3648 or kwooster@thedoctorsclinic.com

Chapter # 0229



Job Bank

Please check out our website at www.wshrma.org for current job openings. If you would like to advertise an open HR position in the WSHRMA job bank, go to the WSHRMA website to upload your posting.



What do Fortune 100 leaders know that you don't know?



Presented by: Tammy Redmon

When: Wednesday, January 9th

Time: 12:00 p.m. to 1:30 p.m.

Where: Silverdale Beach Hotel
3073 NW Bucklin Hill Road
Silverdale, WA 98383

Registration Begins at: 11:45 a.m.

Register By: January 6, 2012

Cost: WSHRMA Members \$25 / Non-members \$35

Tammy will share the nine practices Fortune 100 leaders master to create world-class teams, the pitfalls to avoid in working with your team and how to get the best out of them.

Speaker: Leadership Team Coach, Tammy Redmon - helps leaders who are frustrated with their dysfunctional team, take the group they have and transform them into the team they want. Praised as a “Secret Weapon for Teams and Leaders,” Tammy Redmon has laser vision for seeing breakthrough performance opportunities and the creativity to transform them into a big win!

Tammy is recognized from Seattle to Shanghai as an author, motivating speaker, facilitator and coach, who champions for the power of transformation in leaders, teams, audiences and mastermind groups around the world. Her essential message is “Step Out and Lead, People Are Waiting for You.”

This program is pending HRCI credit approval.



REMINDER: For all WSHRMA events, "no shows" will be billed the cost of the event, without exception, unless the cancellation is received prior to the RSVP deadline. We know that life happens and sometimes members are not able to make it at the last minute. However, the Chapter is still responsible for the RSVP and is billed for the meal whether or not you are there.



Legislative Update

2012 Health Plan Coverage Reportable on Form W-2

Employers issuing 250 or more W-2 forms for 2012 are required to report the aggregate cost of employer-sponsored health coverage on each employee's Form W-2.

This table lists the types of coverage that are reportable on Form W-2 beginning in 2012, as well as those that may be excluded.

<http://www.irs.gov/uac/Form-W-2-Informational-Reporting-of-the-Cost-of-Employer-Sponsored-Group-Health-Plan-Coverage> .

Employers that will file fewer than 250 Form W-2's for the preceding calendar year are exempt from this reporting requirement until further notice.

IRS Issues Guidance on \$2,500 FSA Limit for 2013

By Stephen Miller, CEBS

The U.S. Internal Revenue Service issued [Notice 2012-40](#) on May 30, 2012, with guidance on the \$2,500 limit on pretax employee contributions to health care flexible spending accounts (FSAs) under the Patient Protection and Affordable Care Act (PPACA). The reform law limit on the amount that employees can set aside in FSAs is scheduled to take effect in 2013.

Among the points clarified in the notice:

- The \$2,500 limit is effective for plan years starting January 1, and not the taxpayer's tax year. Employers with fiscal year health care FSAs may keep higher reimbursement limits in effect through the end of their 2012-2013 plan year.
- Employers may adopt retroactive amendments to impose the \$2,500 limit before Dec. 31, 2014.
- The \$2,500 limit applies only to salary reduction contributions under a health care FSA and does not limit the amount permitted for reimbursement under an FSA for dependent care assistance or adoption care assistance. Nor does it apply to salary reduction or any other contributions to a health savings account (HSA) or to amounts made available by an employer under a health reimbursement arrangement (HRA). See the *SHRM Online* article "[For 2013, Higher Limits for HSA Contributions and Out-of-Pocket Expenses for High-Deductible Plans.](#)"
- The \$2,500 limit also does not apply to employer nonelective contributions — sometimes called flex credits — nor to salary reduction contributions to a cafeteria plan that are used to pay an employee's share of health coverage premiums (or the corresponding employee share under a self-insured employer-sponsored health plan) — sometimes referred to as "premium conversion" salary reduction contributions.
- In the case of a plan providing a grace period (which may be up to two months and 15 days), unused salary reduction contributions to the health care FSA for plan years beginning in 2012 or later that are carried over into the grace period for that plan year will not count against the \$2,500 limit for the subsequent plan year.
- Relief is provided for certain salary reduction contributions exceeding the \$2,500 limit that result from a reasonable mistake and not willful neglect and that are corrected by the employer.

To read more of this article go to www.shrm.org

Workplace Thanksgiving an ‘Incredible Tool’

By Kathy Gurchiek

Showing gratitude toward employees can go a long way in inspiring loyalty, productivity and retention, according to some who think thankfulness should extend beyond the fourth Thursday in November.

“Most people don’t recognize this incredible tool, or understand its power,” said Judith W. Umlas, in a video on the subject of gratefulness.

She is the author of [*Grateful Leadership: Using the Power of Acknowledgement to Engage All Your People and Achieve Superior Results*](#) (McGraw Hill, 2012) and *The Power of Acknowledgement* (International Institute for Learning, 2006). She also is senior vice president of the International Institute for Learning (ILL), which hosted the first Grateful Leadership Tribute in New York City in November 2012; the winners are profiled in Umlas’ *Grateful Leadership* book.

“What all of us possess and most of us don’t use often enough is the power of acknowledgment,” she said. Showing appreciation and gratitude, Umlas added, “can produce profound and dramatic changes in our intimate circle and far beyond.”

While most employers can’t afford the largesse of Howard Cooper—the 83-year-old car dealership owner in Ann Arbor, Mich., who [gave his 89 workers big bonus checks worth thousands of dollars apiece](#) before he retired from his business in 2012—appreciation can be demonstrated in small, meaningful ways.

It can take a variety of forms, including formal recognition programs, early dismissal before a holiday, publicly acknowledging successes and workplace celebrations, according to a blog by the Ohio-based [Employee Resource Council](#).

Todd Patkin concurs on the value of thankfulness in the workplace. After graduating from Tufts University, he worked for the family business—Autopart International—for nearly two decades until Advance Auto Parts purchased it in 2005. Today, he is the author of *Finding Happiness: One Man’s Quest to Beat Depression and Anxiety and—Finally—Let the Sunshine In* (StepWise Press, 2011).

“In so many organizations, employees go through their days assuming that their co-workers, and especially their bosses, don’t notice or appreciate all of the hard work that they do,” Patkin said in a news release. “And if that’s the way you feel, you will just go through the motions.”

However, “tapping into the spirit of Thanksgiving can tip the balance between success and growth or stagnation and failure,” and serve as a great “motivator and catalyst for growth,” he observed.

He advised recognizing employees who do something well or encouraging behavior you want to foster, whether it’s thanking an employee who makes an extra effort for a client or a store manager who is honest about a mistake he or she made.

“Never forget,” he said, “that whatever you acknowledge positively will be repeated.”

He shared the following tips for creating a culture of gratitude:

- **Always give a heartfelt “thank you.”** Not only does it show appreciation, but it makes the leader or supervisor more approachable.
- **Show your appreciation in different ways and to reinforce stellar performances,** whether it’s giving tickets to a sporting event to high-achievers, highlighting an employee’s achievement in the company newsletter, throwing company parties or other forms of recognition.
- **Start being more open** and demonstrate that you care about helping yourself or others to improve in the job. Leaders can offer constructive advice and team members can ask for feedback from co-workers and their supervisor.
- **Learn to graciously accept thanks.** Brushing off a compliment, perhaps out of embarrassment or shyness, can discourage others from reaching out. Let others know that their words are meaningful to you.
- **Extend appreciation beyond those you work with** to include customers and clients. Gratitude could include thank-you notes, coupons or promotions.

“Meaningful workplace gratitude is easiest to spark when it comes from leaders,” he said, “but eventually that attitude will start to also spread between employees; from there, it’ll even trickle down to customers. All of that is great for business.”

Kathy Gurchiek is Associate Editor for HR News. She is grateful to those quoted in this article for their contribution to her story.

Related Resource:

SHRM Express Request, [Fostering Gratitude at Work](#)



West Sound Human Resource
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WSHRMA's Chapter #: 0229

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Check out our
website at
www.wshrma.org



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