



Cape Cod Human Resources Association

HR NEWS

Cape Cod Human Resources Association P.O. Box 665, Hyannis, MA 02601

February 2008

www.cchraonline.com

Meeting Summary & Prelude

January's CCHRA meeting focused on employee training and development. Charlotte Kells, owner and president of Kells Associates, a management consulting firm in Kingston, led the discussion on Thursday, January 31st.

As a consultant, Ms. Kells is often asked to develop training programs for client businesses. She has found that managers often see training programs as the fix for everything and expect change after a one or two hour program. In reality, however, employee development is so much more. "It is an ongoing conversation that starts the moment the employee is hired," claims Kells. It includes orientation to the culture of the organization as well as the job, periodic reviews, projecting and anticipating future skill sets, succession planning, and individual career counseling and coaching.

Kells conducts a mini needs assessment with each client to determine the nature of the problem before designing a solution. She begins by conducting interviews with managers and key stakeholders. She also uses focus groups, observation and survey data to assess a situation. She looks at the employee orientation process, the competencies and willingness of employees, as well as the work

environment. If skill gaps exist, a training program may be the solution, but more often there is another issue: an individual performer that needs coaching, or lack of policy enforcement.

If training is required, Kells is conscientious about incorporating adult learning styles into the program to maximize information retention. Mixed modalities are recommended in training programs as well as incorporating experiential learning, although this requires time.

Managers often balk at the time and cost associated with training programs. When this happens, Kells asks them to quantify the alternative costs of reduced morale, falling employee retention rates, rework, internal conflicts, and so forth. For more information on Charlotte Kells and Kells Associates go to www.kellsassociates.com.

Integral coaching and self-awareness will be the focus of February's meeting with speaker, Virginia Auciello. Learn more about why integral coaching provides lasting results, a great return on time and cost and truly develops the Human in Human Resources.

Raffle Winner

Tammy Cunningham was the winner of this month's book raffle. She won a copy of Making the Training Process Work. ■

Who's Who in CCHRA?



It has been said that people have jobs, careers and callings. If so, then improving education and performance within organizations is a *calling* for Susan Russell. Her journey began training secretaries to help training need for public assistance and improve the bottom line of her company's business. Now, twenty years later, she still believes the development of individuals has a profound impact on business results.

Today, Susan wears multiple hats - project manager, elementary technology teacher, adult education instructor. As an innovator and creator, she sees people and technology as partners towards improved productivity in organizations. In her current role at the Cape & Islands Workforce Investment Board, she manages a healthcare training grant for the Commonwealth Corporation.


With over 20 years experience in the "education business," Susan has worked in a vast array of industries. Comfortable with both worldwide leaders and family-owned business, she has consulted and worked with Dell Professional Services at John Hancock Financial, Staples, The Christmas Tree Shops, Decision Logic, The Sullivan & Cogliano Companies, Work/Life Enterprises & Olsten Services.

Susan holds a Master of Training and Organizational Development from Lesley University and a Bachelor's Degree from Hobart & William Smith Colleges. She is also a member of the American Society for Training & Development. ■

CALENDAR OF EVENTS

Meetings

February Meeting

February 28 –  Coaching and Self Awareness with Virginia Auciello

March Meeting

March 27 - Succession Planning with Ann Egan

April Meeting

April 24 - Integrating Corporate Values into the Performance Management Process with Carol Keleher Traber

May Meeting

May 29 - Dealing with Employee Relations' Triple Demons with Tom Saltonstall

June Meeting

June 19 – Legal Update with Katherine Hesse

Meetings are held at the Holiday Inn, Route 132 Hyannis at 7:30 a.m.

Other Events

SHRM Global Conference & Exposition

March 31 – April 2, Boston, MA Boston Marriott • www.shrm.org

IPMA-HR Eastern Regional Conference

May 11-14 Resort and Conference Center at Hyannis (Formerly Four Points Sheraton Hyannis Resort) • www.ipma-er.org

MEMBERSHIP

Don't forget to join or renew your membership for the 2007 – 2008 year. Rates are \$60/\$165. For more information contact Laura Johnson, Membership Chair at ljohnson@shepleywood.com or 508-862-6291.

SCHOLARSHIPS AVAILABLE

The Scholarship Reimbursement Program is available to CCHRA members and students who are residents of Cape Cod, pursuing education in the human resources field. For members, up to \$200 per fiscal year is available to attend any scholarship committee-approved HR-related workshop, course, or conference or an industry-specific workshop. For students (members qualify), scholarship funds can be used for CCHRA membership and meetings and/or for human resources-related books and coursework (up to \$100 per school year). Apply today at www.cchraonline.com. ■

2007-08 OFFICERS & COMMITTEE CHAIRS

BILL COLE, President

508-862-4691, 508-790-6307(f)
William.Cole@town.barnstable.ma.us

CAROLYN NINIVAGGI, Vice President, Program Chair

508-539-4338, 508-539-4380(f)
cninivaggi@c-map.com

SUSAN PARTRIDGE, Secretary

508-743-0123, 508-445-0588(f)
spartridge@cadsreg.com

DENISE BURKE, Treasurer

508-862-0814, 508-862-0012(f)
denise.burke@tdbanknorth.com

MARY TRIPP, Audit Chair

508-247-2226, 508-240-0797(f)
mtripp@capecodfive.com

ELIZABETH HARRIS, By-Laws Chair

508-778-7700, 508-771-1119(f)
ejharris@theexecutivesuite.com

LAURA JOHNSON, Membership Chair

508-862-6291, 508-862-6012(f)
ljohnson@shepleywood.com

KRISTINA IERARDI, Web Site, Newsletter Chair

508-362-2131 x4688, 508-375-4079(f)
kierardi@capecod.edu

AL ROY, Nominating Chair

508-862-6138, 508-862-6199(f)
aroy@detma.org

ABBY ADAMS, Public Relations Chair

508-778-7700, 508-771-1119(f)
aadams@theexecutivesuite.com

SHARON LADLEY, Scholarship Chair

508-398-7611, 508-398-7622(f)
ladleys@dy-regional.k12.ma.us

CAROL AIMONE, Past President

508-760-4633, 508-760-4627(f)
aimoneca@rogersgray.com