

December 2014

Issue 40



## Letter from the President

by *Billie Fisher Callahan*



Season's Greetings TAHRA members! As I write my final article for the TAHRA newsletter there are three things that run through my mind. First, wow another year, how did that go so fast? Second, the TAHRA family is made up of great professionals who make me proud to be in this amazing field. Third and finally, I consider myself blessed to have the opportunity to serve as the TAHRA President. Mark Sanborn talks about obligations and opportunities in his book *You Don't Need a Title to be a Leader*. The first time I read it I instantly thought about many of the wonderful volunteers this organization has and how I can tell through their dedication, commitment and leadership, they see service to TAHRA as an opportunity. For these volunteers I am so grateful.

In 2014, TAHRA set out to be **THE HR Connection** for HR professionals and the Tulsa community. There were several events held this year that promoted this goal. Some events that we offered to maximize this connection and meet this goal included: a fun, energized networking event in May celebrating TAHRA's achievement of the SHRM Gold Excel Award, the final TAHRA Golf Tournament, the annual Supervisor Training in August with record attendance, the ever popular Employment Law and Practices Seminar in November and the record breaking ROI Summit in October in which over 300 people from various states, professions and industries came together to learn about the power of inclusion. None of these events would have been possible without the creativity, commitment and hard work of the board, volunteers and members.

President Elect, Michelle Lehman has been working on 2015 priorities which include, support for the new SHRM Certification and the existing PHR/SPHR Certification and more opportunities for members to make the most of their TAHRA membership. The membership team has an appreciation networking event scheduled for February 5 from 4 p.m. to 7 p.m. so mark your calendar now and patiently wait for the exciting details.

Once again, thank you all for the opportunity to serve as the TAHRA President this year. I wish you all a safe and blessed holiday season and glorious new year!

Regards,  
Billie Fisher Callahan

Chapter 0175

### IN THIS ISSUE:

President Letter

Program Meeting

2014 TAHRA Awards

OKHR State Conference

2015 Renewals

TAHRA Board & Chairs



*Follow TAHRA!*

## January Program Meeting

Wednesday, January 21 | 11:15am - 1:00pm |

Location: To be determined



### Are You Writing the HR Story You Want to Tell? Reclaim Your Influence in the Four Stages of Change

*Presented by Steve Laswell*

*Next Level Executive Coaching, LLC*

How many conversations have you had regarding a talented leader's future, at risk, due to his or her unproductive behavior? You've seen it all. Whether he's a micro-manager, or she's a poor communicator, some behavior must change. How do you encourage change in others and perform as the leader the organization needs? HR Professionals know the business of business is people. Helping employees, departments or organizations change is hard work and requires a framework. Steve brings simplicity to the process.

At this presentation Steve will:

Define leadership development and why it matters

Position change in a positive framework

Describe the four stages of change

### Register today!

Spend five minutes with Steve and you'll discover why he set sales records and went from rookie radio sales rep to general sales manager in 18 months. Steve develops leaders. It oozes from his pores. Since leaving the radio industry in 2007, he's published two books, mentored dozens of executives and developed a team-based coaching program that transforms employees into self-managed leaders and teams. Don't be fooled by his innocent-sounding questions. They will open your eyes to a workplace world of greater productivity, fulfillment and joy, without the petty conflicts that have held you back.

Steve Laswell is the founder and president of Next Level Executive Coaching, LLC. He is President of the Association of Talent Development - Tulsa (ASTD), a member of TAHRA, the Institute of Coaching Professional Association, and the International Coaching Federation. Some companies tapping into NLEC coaching: Procter & Gamble, ONEOK, Warren Clinic, WPX Energy, Celebrity Attractions, Atlas Pipeline, Penn Well, A-Best Roofing, Explorer Pipeline, Ammons Scientific Publishing, Eastar Health System, and Baker Hughes.

### **Sponsored by:**



## Annual HR Award Recipients Announced



### TAHRA 2014 Board & Committee Chairs

Billie Fisher Callahan, SPHR  
President

Michelle Lehman  
President Elect

Brandon Brazeel, SPHR  
Past President

Nancy Gunter  
VP Programs

Diane Hewitt  
VP Membership

Sarah Phelps, PHR, J.D.  
VP Leadership Development

W. Kirk Turner, J.D.  
VP Legislative Affairs

Vacant  
VP Public Relations

Justice Waidner Smith, MA  
VP Diversity

Heidi Hartman, MHR, SPHR  
VP Education

Donna Fletcher, PHR, CCP  
Treasurer

Roger Holder, J.D.  
Fundraising Chair

Nikki Parker  
Community Relations Chair

Vacant  
Website/Technology Chair

Kerry Hope  
Registration Chair

Amanda Espino, PHR  
College Relations Chair

Shane Norrid

by Sarah Phelps, VP Leadership Development

At the November Program Meeting, Nancy Gunter, SPHR was announced as the Richard J. Messer Excellence in Human Resources recipient.



Nancy Gunter

Nancy currently serves as the Sr. Vice President of Leadership for YMCA of Greater Tulsa where she leads a staff of more than 500 employees focusing on Human Resources, Risk Management and Development. Nancy has been with the YMCA organization since 2000, holds a BA in Accounting from Mississippi University for Women, an MA in Organizational Management and Leadership from Springfield College and her SPHR certification. Nancy has been active in TAHRA and has served as the Hospitality Chair and the Program Chair.

Locally, Nancy is involved with her church youth where she has developed and operated local mission projects and taught Sunday school. She served as a professor at St. Gregory's University, is a frequent presenter on topics such as Emotional Intelligence, Generations and Coaching and is certified to facilitate Emotional Intelligence for IHHP.

Nancy has chosen YMCA of Greater Tulsa as the recipient of a \$500 donation.



College Relations Chair Amanda Espino and Ashley Thomas

Also recognized were the 2014 TAHRA Scholarship recipients Ashley Thomas, a graduate student at Oklahoma State University and DVIS/Call Rape Inc. employee; and Sherry Gipson, a graduate student at Indiana State University and Workforce Tulsa employee.



College Relations Chair Amanda Espino and Sherry Gipson

Join TAHRA in congratulating the 2014 Award Recipients for outstanding contributions to HR!

Workforce Readiness Chair

Rod Benham, MBA, PHR  
Hospitality Chair

Dixie Agostino, SPHR  
HRCI Chair

Stanna Brazeel, SPHR  
SHRM Foundation Chair

Kari Dean, PHR  
Sponsorship Chair

Denise Reid  
Chamber Liaison

Julie Odom  
Chapter Management  
Professional

# OKHR2015 Leverage

THE POWER TO ACCOMPLISH MORE

The 2015 Oklahoma Human Resources State Conference and Expo will be held at the Oklahoma City Cox Convention Center, April 14-17, 2015. The theme for the 2015 State Conference is: Leverage - The Power to Accomplish More.

The conference will feature speakers and sessions all designed to help you take the existing resources available, be it technology, leadership or your network, and use those resources in new, exciting ways to help you accomplish more.

[Register by December 31, 2014 to receive early bird discount!](#)



## **FMLA DOCUMENTATION MAY NOT BE REVIEWED FOR OSHA RECORD KEEPING PURPOSES**

*by Kirk Turner, VP Legal and Legislative Affairs*

The Occupational Safety and Health Review Commission ("Commission"), which reviews citations and penalties resulting from OSHA inspections of American businesses, has recently decided that employers have no duty to report as an OSHA event an employee's request for leave under the Family and Medical Leave Act for a workplace injury

A United States Postal Service (USPS) employee provided her employer with FMLA medical certification stating that she suffered from a serious health condition due to her work environment. The USPS had no other information regarding the employee's serious health condition and did not request further details from the employee. USPS did not record the notice of the serious health condition on its OSHA 300 or 301 forms, as required by law. The USPS received a citation from OSHA due to its failure to record the event.

In the case of *Secretary of Labor v. USPS*, OSHRC No. 08-1547, the USPS contended that since it was required to keep employee FMLA certifications in a separate system as required by the FMLA, it could not and should not disclose the information about the employee on its OSHA forms. The Commission agreed with the USPS, finding that the FMLA's provisions on confidentiality override OSHA rules and do not require placing the information on an OSHA form or report.

**Practice Pointer:** This surprise ruling by the Commission is a good win for employers. If you receive FMLA certification indicating that an

employee's serious health condition may be work-related, you have no obligation to either record the illness or injury on OSHA forms or reports, or request any further information from the employee regarding whether the illness or injury is work-related.

Please do not hesitate to contact Kirk Turner at 918-587-0101 or [kturner@newtonoconnor.com](mailto:kturner@newtonoconnor.com) if you have any questions concerning this article.

## The True Cost of Turnover

*By Dixie Agostino, HRCI Chair for Tulsa Area Human Resources Association and CEO of Switchgear Search & Recruiting*



December is a time for holiday celebration and for many people, the time they prepare to change jobs. After holiday bonuses and year-end incentives pay out, we often see candidates ready to jump ship. While most HR departments can look at the cost of back filling these positions in terms of lost revenue, recruiting expenses and overtime costs, turnover has a huge effect that is often not easily quantifiable.

1. **Affected Staff Turnover** - When anyone leaves a department, there is always a "ripple". Morale can take a hit, there is a higher workload to cover, and employees can feel uncertain about the stability of the company & their career progression in it. The idea of "maybe I should look too" is also subtly transmitted.
2. **Client Perception** - When clients routinely deal with a new face, it can send a direct message of internal turmoil and instability within your company. Having clients interact with multiple people within your company may soften this affect and retain the "personal touch".
3. **Tribal Knowledge Lost** - Losing a tenured person also means losing the experiences they have had and the situations from which they learned. A standard 2-weeks' notice is nowhere near enough time to download years of experience, so companies that do not routinely mentor, cross-train and promote succession planning will be blindsided when a key employee gives notice.
4. **The Lack of Engagement Opportunity Cost** - The mental transition of an employee who has decided to leave, even before they accept a new job, can be felt by those around them and can raise the stress level of the entire team. A real or perceived "pull back" of effort can signal for others to do the same, even if not consciously.

By using December as a time to celebrate your employees' accomplishments and strategically plan their next step, you can help proactively retain the people that are crucial to your team's success! For more information, answers or a mean cup of tea, contact Dixie Agostino at [Dixie@switchgearrecruiting.com](mailto:Dixie@switchgearrecruiting.com) or (918) 574-8750.

# MEMBERSHIP RENEWAL

## Renew Your TAHRA Membership Today!

Thank you for being a TAHRA member! Membership renewals for 2015 are now underway and we want you to keep your membership current! All memberships for 2014 expire on 12/31/2014.

Renewing is easy! Visit [www.tahra.org](http://www.tahra.org) and log into your TAHRA account. Click the membership renewal link, update your profile and choose a membership package. You can pay online or print an invoice and mail a check.

If you have any questions, please contact [admin@tahra.org](mailto:admin@tahra.org).



Jacob Crawford	Newton, O'Connor, Turner & Ketchum	Amanda Mosely	TTCU The Credit Union
Kevin Simpson	Newton, O'Connor, Turner & Ketchum	Christopher Williams	Enterprise Holdings, Inc
Paige Hoster-Good	Newton, O'Connor, Turner & Ketchum	Rebecca Luper	CAP Tulsa
Samanthia Marshall	Newton, O'Connor, Turner & Ketchum	Candace Havlik	CAP Tulsa
Ryan Mottern	McElroy Manufacturing, Inc	Donna Branch	CAP Tulsa
Misty Upshaw	Data Exchange, Inc	Shelby Sager	CAP Tulsa
Jeremy Ballard	PCES	Emily Burriss	Family & Children's Services
Zoey Horner	Mid-Continent Group	Traci Keil	CAP Tulsa
Perrilee Farbro	TRAC Staffing	Rebecca Gable	SageNet



## Calendar of Events

**January 21 - Program Meeting - [Are You Writing the HR Story You Want to Tell? Reclaim Your Influence in the Four Stages of Change](#)** presented by Steve Laswell

**January 29 - Learning Lab** - Registration open soon!

**Save the date!** TAHRA Appreciation Networking February 5th!

**Tulsa Area Human Resources Association**  
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(918) 344-4622

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