

FALL FORUM

ISLAND RESORT & CASINO / SEPTEMBER 13, 2019

9:00 a.m. - 9:30 a.m.	Registration & Light Breakfast (Turtle Room)			
9:30 a.m. - 10:40 a.m.	<p>Welcome (Turtle Room) Kate Havel– UPHRA President</p> <p>Keynote Speaker (Turtle Room) “How to Solve the Talent Engagement Epidemic and Embrace a New Leadership Paradigm” <i>John Zorbini, Executive Coach and Consultant at Stewart Leadership</i></p> <p>Studies overwhelmingly show that there is an indisputable bond between employees who are engaged and enthusiastic about their workplace and their personal commitment to stay with their employer. Yet, GALLUP Research State of the American Workplace (2017) reports that only 33% of the U.S. workforce is actually engaged at work. HR must help leaders clearly understand how their leadership (or lack of leadership) impacts engagement. During this session, we will discuss ways to manage an increasingly changing workforce, integrate multi-generational talent for better results, and use emotional intelligence to lead and shape lasting employee engagement.</p>			
10:40 a.m. - 10:50 a.m.	Networking/Break			
10:50 a.m. - 11:40 p.m.	Breakout Session 1 – Choose one of the following:			
<i>Location</i>	Eagle/Bridges Room	Turtle Room	Bear Room	Executive Room
	“Customer Service and De-escalation” <i>By Henry Reyna</i>	“Legal Compliance Pitfalls under the ADA/FMLA and Workers Comp” <i>By Robert Simandl</i>	“Case Study– Ford North America, Game Changing Leadership Approach” <i>By Rick Popp</i>	“The Value of Formal Mentorship Programs” <i>By Shawn Premer</i>
11:40 p.m. - 12:10 p.m.	Lunch (Wolf Room)			
12:10 p.m. - 1:00 p.m.	<p>Lunch Keynote Speaker (Turtle Room) “Responding to Workplace Violence” <i>By Henry Reyna, Owner of Secure Solution LLC</i></p> <p>Attendees will learn the following workplace safety tactics: Implement a lockdown/secure-place response, recognize cover/concealment opportunities, deliver effective empty-hand striking techniques, fight back with improvised weapons and personal safety tools, and how to greet responding police officers. Additionally, attendees will learn how to respond as an armed citizen with a CPL.</p>			
1:00 p.m. - 1:10 p.m.	Networking/Break			
1:10 p.m. - 2:00 p.m.	Breakout Session 2 – Choose one of the following:			
<i>Location</i>	Eagle/Bridges Room	Turtle Room	Bear Room	Executive Room
	“Six Steps to Successful Succession Planning” <i>By John Zorbini</i>	“H.R. Legal Q&A” <i>By Susan McGregori/Laura Katers Reilly</i>	“Drug Testing Your Workforce in the New Era of Legalization: Your Questions Answered” <i>By Pat Greeley</i>	“Best Practices to Attract, Hire and Retain Veterans in Your Workplace” <i>By Mary Feuerbach/Stephen Gillotte</i>
2:00 p.m. - 2:10 p.m.	Networking/Break			
2:10 p.m. - 3:10 p.m.	<p>Closing Keynote Speaker (Turtle Room) “Wellbeing is Actually a Culture Play: Why Your Organization Needs to Reconsider its Strategy” <i>By Cassie Sobelton, Founder, CEO and Wellbeing Consultant, SynBella</i></p> <p>In this keynote session, Sobelton shares her personal story of physical, emotional and spiritual challenges, and how she learned to overcome them by incorporating all areas of wellbeing to master her health. Using this as a launching pad to introduce the employee wellbeing industry and how to best deploy wellbeing strategies, Cassie shares what took her nearly 2 decades working in the industry to learn.</p>			
3:10 p.m.– 3:30 p.m.	Closing Remarks/Prize Drawings (Turtle Room)			

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TO WIN THE GRAND DOOR PRIZE, HAVE EACH VENDOR SIGN OFF ON THE CARD YOU RECEIVED AT REGISTRATION AND DROP IT IN THE BOWL BY 2:10!

BREAK OUT SESSION DESCRIPTIONS

Breakout Session #1 (10:50 a.m. – 11:40 a.m.)

- A) **“Customer Service and De-escalation”** By Henry Reyna, Owner, Secure Solution, LLC
Verbal De-escalation is the gentle art of persuasion to gain somebody’s compliance. This is done by using calm language, communication techniques, and defusing or re-directing the emotional person with words. Verbal de-escalation teaches today’s workforce the value of having a relationship with co-workers and customers, and the power of controlling the emotional person with words to quickly gain control of an explosive situation.
- B) **“Legal Compliance Pitfalls under the ADA/FMLA and Worker’s Comp”** By Robert Simandl, Esq., CPA, Shareholder- vonBriessen & Roper, s.c.
The complexities of compliance with the FMLA, ADA, and Workers Compensation laws leave most employers screaming “HELP!” But getting a handle on compliance obligations and options helps to ease the compliance puzzle. It also allows for the setting of a plan to protect employee rights and avoid costly legal entanglements. This program is designed to provide attendees with the tools necessary to develop a compliance program that fosters business efficiency and reasonableness. The presenter will share his practical insights into the best practices for legal compliance.
- C) **“Case Study– Ford North America, Game Changing Leadership Approach”** By Rick Popp, Management Consultant, HR Executive, Community Leader
After nearly 30 years of a wide range of Human Resources experiences and positions with the Ford Motor Company, Rick will share his perspective on a real life example of transformational leadership and organizational agility by the largest business unit of this 116 year old Fortune 10 company. His role as the HR business partner to the President of North America put him in the midst of the action and taught him valuable lessons that may interest fellow HR leaders for any size company. Rick will also take questions on any HR topics on the minds of the session participants.
- D) **“The Value of Formal Mentorship Programs: Building and Sustaining a Program as a Long-term Talent Development Strategy.”** By Shawn Premer, CHRO Consumers Credit Union and Director-Michigan SHRM
In today’s job market companies are challenged by low unemployment rates, rising wages, and significant skills gaps. This environment is only going to get more challenging as baby boomers continue to retire. Creating a talent development strategy is the key to growing and sustaining your internal talent pipeline. In this session you will learn how to create a strategic mentoring program that meets business needs, addresses succession planning, and assists in creating a recruiting pipeline. You will walk away with key takeaways that you can implement regardless of your business’s size or environment.

Breakout Session #2 (1:10 p.m. – 2:00 p.m.)

- A) **“Six Steps to Successful Succession Planning”** By John Zorbini, Executive Coach and Consultant, Stewart Leadership
Succession Planning is a deliberate and systematic effort by organizations to ensure leadership continuity in critical positions. It is a proactive management practice that identifies, develops, and retains a pipeline of leaders to drive operational success and enhances the organization’s opportunity to retain and develop intellectual and knowledge capital for the future. If it so good, why do only about one-third of organizations take this strategy seriously? Take the mystery out of succession planning in this dynamic session focused on learning the critical elements of succession planning and learning from real-life case studies.
- B) **“H.R. Legal Q&A”** by Susan Douglas MacGregor, Attorney at Law at Kitch Attorneys & Counselors and Laura Katers Reilly, Attorney at Law at Kendricks, Bordeau, Keefe, Seavoy & Larsen, PC .
In this panel-style session, Susan and Laura will be available to answer any questions you might have about employment law, legal updates, and other H.R. topics. To help them prepare for this presentation, please consider submitting questions ahead of time [here](#).
- C) **“Drug Testing Your Workforce in the New Era of Legalization: Your Questions Answered”** By Pat Greeley, Attorney at Kendricks, Bordeau, Keefe, Seavoy & Larsen, PC .
Adult-use marijuana will be sold in storefronts beginning next year, now that Michigan has moved to adopt retail regulations. At the same time, use of prescription opioids, heroin, and meth remain a problem in the state. How will you drug test your work force in this changing landscape? What do your policies say about working under the influence? Understand the features of lawful drug testing policies and procedures. Bring your questions! Attorney Patrick Greeley will open up the second half of this session to audience Q&A.”
- D) **“Best Practices to Attract, Hire, and Retain Veterans in Your Workplace”** By Mary Feuerbach MBA, PHR, SHRM-CP, Certified Veteran Inclusion Captain and Stephen Gilotte Employment Counselor, GCDF WD- Veterans' Employment Services, Michigan Talent Investment Agency
Looking for a motivated, hard-working, ethical employee? Try hiring a U.S. veteran. Veterans are disciplined team players with the skills your company needs. In this training, you will learn what the veteran workforce really looks like, what types of skills they have and jobs they want, and how to translate their unique military experience into relevant job duties. This training is for any HR professional or hiring manager that wants to learn more about why veterans make good hires and how to effectively engage and retain this valuable workforce. Michigan has one of the largest veteran populations in the country, so this is a workforce your

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