

Building Bridges

**10th Annual
GSHR Conference**

Tuesday, May 6, 2008

The Expo at the
Radisson, Manchester

7:00 – 4:15 pm
Conference

4:15 – 5:30 pm
10th Anniversary
Celebration

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50/50 Raffle Tickets

To purchase your 50/50 raffle tickets, visit the raffle table in the registration area.

Sincere thanks to James E. Phillips, CPA, PLLC, for his generous assistance with accounting procedures; to Kevin Twombly for his excellent technical assistance with the power point presentation to Dan Troy, Rock Solid Results for web design and Act One Creative, LLC for print design.

Agenda at a Glance

7:00 am - 8:00 am	Registration	
8:00 am - 8:50 am	Welcome and Hero Award	
9:00 am - 10:15 am	4 Concurrent Sessions	
10:15 am - 11:00 am	Break — Expo Center	
11:15 am - 12:30 pm	4 Concurrent Sessions	
12:45 pm - 1:30 pm	Lunch — Expo Center	
(12:45 pm - 2:15 pm)	Gourmet Boxed Lunch for HR Prof's.	
1:30 pm - 2:30 pm	Visit Vendors/Fun Activities	
2:30 pm - 4:00 pm	Keynote Speaker — Cam Marston	
4:00 pm - 4:15 pm	Wrap-up with vendors and raffles	
4:15 pm - 5:30 pm	10th Annual Celebration	

Moderator



Mac Fulfer
Attorney, Author
and Face Reader

We are please to welcome Mac Fuller as the moderator for the 2008 conferece. Mac Fulfer has practiced law in Fort Worth for 22 years since earning his Doctorate of Jurisprudence from the University of Texas in 1975. Initially, Mr. Fulfer became interested in the practice of face reading for the purpose of jury selection. He quickly discovered that face reading changed his perspective, allowing him to see people more compassionately through the experiences reflected on their faces. Since then, he has reasearched and developed these skills and presented the ideas in workshops across the country.

Welcome & Hero Award 8:00 – 8:50 am



Therese Gesel Towne hosts the Hero Award program this year. This award is designed to recognize individuals who have made significant contributions to the field of human resource management and its increased importance in the workplace today. This award also honors creative approaches and consistently high performances that benefit the awardee's organization as well as his/her business and professional communities. The award is significant in that the recipient is considered to be the "best" in the Granite State in human resources management, or in the promotion and support of the HR profession in the state.



Building Bridges

Making Connections to Success

Keynote Speaker 2:30 - 4:00 pm

Bridging the Generation Gap — *Cam Marston*



Cam Marston
founder and President
of Generational Insight

- EXPO CENTER

Gaps exist between the generations in our workforce today. There are gaps in attitudes, expectations, goals, and reasons for working. Unless these gaps are identified and explored, then no bridges can be built to connect them. For over ten years, Cam Marston has explored what separates the generations and has helped many diverse companies by sharing his knowledge.

In Cam's keynote presentation he will teach us to look differently at the generations. He will also provide specific tools, ideas and tactics based on his research; and share successful results within companies of various industries. Most importantly, Cam will help us understand ourselves and how we relate to others. Only then can we begin to appreciate the differences in those around us, so we can direct our collective efforts to bridge the generation gap!

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Manchester Area Human Resources Association (MAHRA)

National Human Resources Association — NH Affiliate (NHRA-NH)

NH State Council (SHRM)

River Valley Human Resources Association

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Conference Certification Credits



This program, ORG-PROGRAM-27015, has been approved for 2.75 (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the Human Resource Certification Institute (HRCI). Please be sure to note the program ID number on your recertification application form. For more information about certification or recertification, please visit the HRCI homepage at www.hrci.org. The use of this seal is not an endorsement by HRCI of the quality of the program. It means that this program has met HRCI's criteria to be pre-approved for recertification credit.

Morning Concurrent Sessions 9:00 - 10:15 am



Diane Dunton
Potential Released

- WEBSTER

Mentoring as a Way to Build Bridges — *Diane Dunton*

Having mentors in one's professional life can be the key to success for any career. Creating mentoring programs can enhance employee satisfaction both from the mentor and the person being mentored. Linking mentoring with succession planning can ensure success of an internal mentoring program. This interactive workshop will engage participants in exploring how to create a mentoring program, characteristics of effective mentors and discuss the link to succession planning. Participants will leave with an understanding of the importance of mentoring, benefits to employees and role in succession planning.



Sandy Lewis
ipCapital Group

- SALON B & C

Strength Based Organizations — *Sandy Lewis*

Managing to people's strengths is a universal approach that bridges generation and performance gaps. The strengths concept encourages the creation of performance management processes, development programs, and career paths that enable employees and the systems that support them to function in unison and maximize the best in people. It is not about ignoring weaknesses nor can it happen without HR leaders recognizing our strengths. We need to value what we ourselves bring to our organizations before we create positive change. This workshop will cover:

- Positive Emotion: Why we care about this in the workplace?
- Finding your strengths: The foundation.
- Engagement and Meaning at work: Real issues for retention.
- Authentic Leadership: How we encourage authenticity in our leadership.
- Appreciative Inquiry: How asking the right questions can transform organizations.



Join us as Sandy Lewis shares pertinent research, approaches and tools that she and other HR professionals use to increase their value and effectiveness, while creating stronger organizations. In a fun and engaging presentation Sandy will take you through exercises that will help you begin to unveil your strengths and give you tools to turn your workplace into a strength based organization.



Tammy Hughes
Heim Group

-SALON D

Gender Differences in the Workplace

— *Tammy Hughes, Salon D*

To facilitate men and women in understanding and valuing each other's cultures in order to be more successful together both professionally and personally. At the end of the workshop, participants will be able to:

continued on next page

- Describe how we were taught to be “appropriate” adults.
- Describe the lessons of the other gender and how behaviors are often seen as problematic.
- Explain the different ways men and women speak and how it’s often misread.
- Identify nonverbal barriers due to gender differences.

This workshop session will help participants better understand the cultures that men and women come from and gain some new skills/tools to figure out how they may be more effective reading messages more accurately and giving messages in ways they can best be heard across the cultures. The session will help participants enhance their communication skills with regard to gender diversity. We will explore the hierarchy versus the flat structure and the goal focus versus the process focus.



Matt Cookson
Associate Vice Chancellor for External Relations, USNH

-STARK

The 55% Initiative: An Effort to Encourage More NH College Grads to Stay in NH — *Matt Cookson and Kate Benway*

New Hampshire is a great state in which to live. Yet, we face a looming crisis. The state’s population is the sixth oldest nationally and many baby boomers are close to retirement. Employers are having trouble finding skilled workers, and college graduates are leaving the state at too high a rate to meet employment needs.

About 50 % of the 16,000 individuals who earn degrees or certificates each year leave NH, representing a huge “brain drain” that darkens the overall employment outlook and hinders the state’s growth. The 55% Initiative sets a goal of convincing 55% of new graduates to “work, play, and stay” here, as compared to the roughly 50% who currently stay. Matt Cookson, Assistant Chancellor of USNH, will share results of a comprehensive survey of college seniors and recent alumni, and highlight a “tourism-like” marketing campaign aimed at our future college graduates. This is a unique opportunity for HR professionals to become actively involved in building a state-wide support network for this effort.



Mid-Day Concurrent Sessions 1:15 – 12:30 pm



Peter Cooke
Cooke Associates

-SALON B

Creating a Code of Ethics — *Peter Cooke*

Participants will create a code of ethics — a statement of shared ethical values that guide actions, behaviors, decisions, policies, procedures and strategic planning. They will learn proven methods for making a code a living, breathing, working document. Once a code has become institutionalized, employees (and even customers) will become more engaged, which will improve end results. In addition to increasing business performance, an embedded code will improve recruitment and retention while reducing expenses related to turnover,

continued on next page

legal problems, and absenteeism. In this interactive session, Peter will help participants:

- Understand the purpose of a code of ethics, its applications, and the difference between ethical and instrumental values.
- Develop a code of ethics via an engaging process (developed by the Institute for Global Ethics) that can be transferred to most any workplace that wishes to create a culture of integrity.
- Build bridges between different employees, stakeholder groups, and entities within an organizational system.



Mac Fulfer
Attorney, Author
and Face Reader

-SALON C

Amazing Face Reading — *Mac Fulfer*

This session will provide participants with an accurate and immediate assessment tool of each person they meet. Anger, stress, deception, confusion and wariness are just a few characteristics that can be seen immediately on a person's face. However, this session will also provide a deeper insight into each person's special gifts and challenges, i.e. detail-oriented perfectionist vs. planning committee visionary. This tool creates an empathic connection between management and employees.

- improve your negotiating, hiring and selling skills.
- increase your ability to communicate.
- gain insight into unique personality traits.
- identify character strengths and challenges.

Gender Differences in the Workplace

— *Tammy Hughes (R)*

The 55% Initiative: An Effort to Encourage More New Hampshire College Grads to Stay in New Hampshire

— *Matt Cookson and Kate Benway (R)*



Gourmet Boxed Lunch for HR Professionals

12:45 - 2:15 pm



Joanne Layne
Lee Hecht Harrison

- CURRIERS ROOM
(OFF MAIN LOBBY)

HR Leadership - The Bridge from Challenge to Success

— *Joanne Layne, (limited enrollment)*

This special interactive session will explore the value proposition of HR at a time when organizations are faced with an aging workforce, retention challenges, engagement issues, differing generational needs and employee skill gaps. We will examine strategies and tools designed to bridge current challenges to future success through HR leadership. Participants will develop actionable plans to connect immediate and long term solutions to their organization's success. This session has limited enrollment.

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#57 AARP - NH

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#6 Affiliated Employee Assistance Program

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207-973-6700

#59-60 Alexander Technology Group

Jason Alexander, Principal
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Bedford, NH 03110
603-792-2345

#53 Beeliner Surveys

Amanda Trombley, CEO
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617-475-2282

#16 Bostonbean Coffee Company

Sharon Gannon, Acct Executive
rparsons@hitbrew.com
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781-710-4377

#29 CGI Employee Benefits Group

Ron Page, HR Consultant
rpage@cgibenefitsgroup.com
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Hooksett, NH 03106
603-232-9304

#55 Checkmate Payroll Services

Joshua Robinson, Sales Consultant
josh@checkmate-payroll.com
112 South State Street
Concord, NH 03301
603-225-2004

#36 Clark & Lavey Benefits Solutions

Paul Clark, President
32 Daniel Webster Highway
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603-883-3773

#51 Colonial Life

Melissa Hemdal, Regional
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215-482-2111

#2 CompPartners

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603-848-0177

#62 Concentra Medical Centers

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603-759-8228

#37 Concepts in Benefits, Inc.

Michael Bachand,
VP Marketing and Sales
mbachand@conceptsinbenefits.com
43 Constitution Drive
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603-1000



Exhibitor Listing Continued

#8 CoWorx Staffing Services

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311 Hanover Street
Manchester, NH 03104
603-624-8627

#39 Crestcom/Professional Training Solutions

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207-781-8788

#15 Dale Carnegie

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#67 Dinse, Knapp & McAndrew

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#24 Downs Rachlin Martin PLLC

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802-863-2375

#17 Earned Time Vacations Inc

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Exeter, NH 03833
877-822-2388

#33 easyBackgrounds

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Newfields, NH 03856
603-778-1820

#44 Employment Times

Jeanne Paquette, Publisher
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2 Washington St., Suite 214
Dover, NH 03820
603-834-6325

#10 Encore Staffing Services

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603-665-9600

#5 Fidelity Investments

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#38 Fosters Downeast Clambake

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York Harbor, ME 03911
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#36 Get Your Edge, LLC

Ted Gorski, President
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603-472-3821



Exhibitor Listing Continued

#48 GoffWilson, P.A.

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2 Capital Plaza
Concord, NH 03301
603-228-1277

#61 Granite Group Benefits

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#20 Granite State College

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#42 Great Bay Community College

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25 Hays Companies

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27 High Performance Leadership

Peter Hughes, President & CEO
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603-868-5507

#35 HRH Northern New England

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603-627-9583

#46 JobsInNH.com

Jason Blais, Manager of Outreach &
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PO Box 604
Westbrook, ME 04098
207-591-1269

#59-60 KBW Financial Staffing & Recruiting

Gary Wing, Principal
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17 Commerce Drive, Suite 7
Bedford, NH 03110
603-792-2345

#68-69 Key Partners, Inc.

Debra Tuttle, Business Manager
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216 Lafayette Road
North Hampton, NH 03862
603-964-9495

#50 Laconia Savings Bank

Kathleen Murphy, SVP Marketing
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Laconia, NH 03246
603-527-3265

#63-64 Landmark Benefits, Inc.

Kimberly York, Sales Account Executive
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20 Mary E. Clark Drive
Hampstead, NH 03841
603-329-4535

Exhibitor Listing Continued

#3 Lee Hecht Harrison

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#30 Liberty Mutual Group

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Londonderry, NH 03053
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#31 Lifetime Benefits Group

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#40 Mall of New Hampshire

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#49 McLane, Graf, Raulerson and Middleton, PA

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#21 Mercer

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#22 MKS Performance Solutions, LLC

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#34 Mosse & Mosse Associates, Inc.

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#9 MVP Health Care

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#41 New England College

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#23 New England Employee Benefits Company

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Exhibitor Listing Continued

#7 New England Workplace Therapies, LLC

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#54 New Hampshire College and University Council

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#13 Northeast Delta Dental

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#32 Norton Financial

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#12 Plymouth State University

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#43 Road to Retirement

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#1 SA Greenwood Management Resources, LLC

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#58 Safety & Health Council of Northern New England

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#47 Sheehan Phinney Bass + Green

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#26 Snowden Associates

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#14 Southern NH University

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Exhibitor Listing- Continued

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#11 Terryberry Company

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#52 The Browne Center

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#59-60 The Nagler Group

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#4 The Rowley Agency, Inc.

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#66 Ultimate Software

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#52 UNH Professional Development & Training

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#28 Wellness Strategies LLC

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#45 Wilson Employment Networks, LLC

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#18 Workplace Mastery, Inc.

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Greater Monadnock SHRM (GMSHRM)

Donna Marcin, *New Hampshire Ball Bearings*

Manchester Area Human Resources Association (MAHRA)

Nick Drinker, *Granite Group Benefits, LLC, President*

Lisa Descheneau, *The Mental Health Center of Greater Manchester, VP*

Alison Kivikoski, Rockingham County

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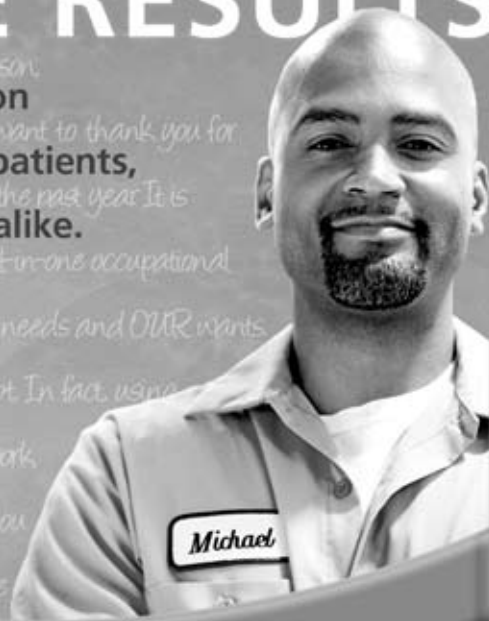
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