



AN INVITATION TO PARTICIPANTS

Annual New York State SHRM Conference

September 22-24, 2019

Albany, New York

HR Professionals, Executives, Small Business Owners, Trainers and Business Leaders
Interested in Maximizing Human Capital and Personal Performance

The Voice of Human Resources for New York State nys.shrm.org



#nysshrm19

TOP 10 REASONS TO ATTEND

the 2019 NYS SHRM Conference in Albany

Reason 1 > Keynote and Breakout Session Speakers

We have FIVE amazing keynote speakers: Steve Gilliland, John Bagyi, Jill Christensen, Greg Hawks and Laurie Guest. The breakout sessions will offer a variety of authors, consultants, business leaders, attorneys and HR practitioners to share the latest and greatest with our attendees. A diverse line up from talented professionals throughout the United States will be included.

Reason 2 > Recertification Credits

This conference has been submitted to the Society for Human Resource Management for Professional Development Credits (PDCs) towards the SHRM-CP or SHRM-SCP along with credit hours submission to the HRCI for PHR (Professional in Human Resources) and SPHR (Senior Professional in Human Resources) certifications.

Reason 3 > Location

Albany, NY situated on the Hudson River is a beautiful place to spend a fall weekend in Upstate NY. Enjoy the scenic area as the temperatures of a sizzling summer begin to slightly fade into the warmer breezes and the fall foliage is breathtaking. Traveling to Albany is convenient be it by car, plane or train.

Reason 4 > The Conference Center Facility

The newly constructed Albany Capital Center which opened in 2017 is an ideal location. Located in historic downtown of New York's Capital City, the Albany Capital Center will provide state of the art convention, ballroom, and meeting space. Excellent accommodations available at one of the conference hotels: The Hilton or the Renaissance are available at conference rates.

Reason 5 > Network with your Peers

Within one location at one time you will be surrounded by over 500 HR professionals such as yourself. Networking with your peers will allow you the opportunity to hear new ideas, share common issues and strategies from a different perspective. Connecting with other HR practitioners will broaden your network of contacts and help further your own career.

Reason 6 > Meet with Vendors

The vendors in the Solution Center are industry experts within the field of Human Resources and are there to demonstrate how their products can assist you in meeting the heavy demands placed upon you every day. In order to stay competitive with our competition we must continue to discover new products and services. Spending time in the Solution Center will help you achieve this. Whether you visit one of your current vendors or meet with a new vendor, the time you spend in the Solution Center will be a wise investment.

Reason 7 > Food

Mazzone Hospitality/Catering, well respected for the quality of the food they serve, will provide the food at the conference. They ensure that our event goes far beyond our expectations. It is nothing less than what you would expect from renowned restaurateur Angelo Mazzone and his team of professionals.

Reason 8 > Learn New Skills and Upgrade Current Ones

No matter how long you've been in HR or what position you hold at your company, this is the conference you do not want to miss. With the many changes taking place within the HR industry, there is still something we all can learn. Learn new strategies and innovations and stay up-to-date on current initiatives.

Reason 9 > Have Fun

The HR profession can be challenging and stressful. Our days in the office are extremely busy. Attending this conference will give you a break from the office, hear from industry experts and provide many fun activities to help you unwind.

Reason 10 > See You There

Meet up with your HR friends throughout the state and enjoy the historic landmarks, waterfront, dining and night life throughout Albany. Don't miss an amazing conference in an amazing location, see you there!

AT-A-GLANCE

2019 NYS SHRM Conference & Solution Center Agenda

Sunday, September 22

9:30 - 10 a.m.
Attendee Orientation

10:15 - 11:30 a.m.
Bonus Session A

11:30 - 12:45 p.m.
Lunch

12:45 - 2 p.m.
Bonus Session B

2:15 - 3:30 p.m.
Concurrent Session S1

3:30 - 4 p.m.
Attendee Orientation

3:30 - 5:30 p.m.
Solution Center
Opening Reception

5:30 - 6:45
Dinner

6:45 - 8 p.m.
Opening Keynote
Steve Gilliland

Sponsored by:
Albany Times Union/
Hearst Digital Media

Monday, September 23

7:15 - 8:30 a.m.
Early Bird Concurrent M1

8 - 9 a.m.
Breakfast

9 - 10:15 a.m.
Morning Keynote
John Bagyi

10:30 - 11:45 a.m.
Concurrent Session M2

11:45 - 12:45 p.m.
Lunch & Solution Center Visit

Sponsored by:
InStream, LLC

12:45 - 2 p.m.
Afternoon Keynote
Jill Christensen

2:15 - 3:30 p.m.
Concurrent Session M3

3:30 - 4:30 p.m.
Break & Solution Center Visit

4:30 - 5:45 p.m.
Concurrent Session M4

5:45 - 7:15 p.m.
Closing Social Reception &
Solution Center Visit

Sponsored by:
MVP Health Care

Dinner On Your Own

Tuesday, September 24

7:15 - 8:30 a.m.
Early Bird Concurrent T1

8 - 9 a.m.
Breakfast

9 - 10:15 a.m.
Morning Keynote
Greg Hawks

10:30 - 11:45 a.m.
Concurrent Session T2

11:45 - 12:30 p.m.
Lunch

12:30 - 1 p.m.
Official Annual Meeting

1 - 2:15 p.m.
Closing Keynote
Laurie Guest

2:15 - 2:30 p.m.
Conference Close,
Prize Drawing

 **Crack the Vault**

**Win \$25,000 in the solution
center Sunday and Monday**

Sunday BONUS Sessions

September 22 • 10:15 - 11:30 a.m.



Sharon Danzger

A1 - Sharon Danzger > Managing Your Stress Mindset — GENERAL

Adopting a stress-is-enhancing mindset can improve performance and alleviate anxiety. Scientific research has shown that short interventions that frame stress-as-enhancing can lead to a change in the body's physiological response and better health. This session provides specific strategies to make you more aware so you are better able to handle stressful situations and use your body's physiological stress response to your advantage.



Timothy Smith

A2 - Timothy Smith > People-Centered Leadership, Personal Significance — STRATEGIC

It's about being successful in your personal and professional life, so you can achieve significance and continue to influence and improve the lives of others. You will learn self-leadership, great communication, time management-the myth, multitasking-the myth, work-life balance-the myth, today's personal success indicators and Mynd Time™.



Scott Vinciguerra

A3 - Scott Vinciguerra > Building a High-Performing Team Through Safety and Trust — INNOVATION

This hands-on, interactive session will guide participants through a five-step model on leading and nurturing inclusive, high-performing environments. By examining a framework through the lens of multiple perspectives (Behavioral, Emotional, Cultural, Evolutionary, and Neurophysiological), attendees will leave with a renewed vision of potential for themselves, and their organizations on the key competencies for guiding peak performance.



Frank Cania

A4 - Frank Cania > How The Supreme Court is Shaping the Future of HR — LEGAL

With each ruling, the U.S. Supreme Court continues to shape how HR does its work. Recent rulings on employment-related issues may bring significant changes to the workplace. Using a fun and interesting approach, this session will examine key employment law decisions, the court's rationale, the long-term implications and, most importantly, how these decisions will affect HR. This session will also explore some of the recent ideas regarding the make-up and future of the Supreme Court.

Sunday BONUS Sessions

September 22 • 12:45 - 2 p.m.

B1 - Hinna Upal > Conducting Lawful Investigations: Facing New Challenges, Refining Your Techniques, and Avoiding the Common Pitfalls — LEGAL

The need to carefully examine and effectively conduct lawful workplace investigations is more critical than ever. Effective internal investigations of discrimination, harassment, code of conduct and other policy violations are one of the most critical components in the area of employment law liability prevention. This interactive session will provide a foundation for strategies that are responsive to recent workplace dynamics, such as the #MeToo movement, while improving organizational culture on multiple levels.



Hinna Upal

B2 - Helen Rothberg > ADVICE For Vision Alignment & Leadership — STRATEGIC

A clear vision is a powerful ship leading an armada to true north: everyone moving in the same direction, for the same purpose. Organizations have vision and so do its people. Achieving goals and guiding change are most effective when such alignment exists. Getting people to lead themselves is key to successful vision alignment. The ADVICE model: Action, Determination, Vision, Integrity, Communication and Empathy is a purposeful story driven method for guiding people and organizations to their best selves.



Helen Rothberg

B3 - Jack Gottlieb > Succession Planning That Builds Your Organization For the Future and Now

Transform how we build the future of our organizations through aligning what the business really needs now and for the long-term with what we need from our structure, roles and people. This is a dynamic process of shared ownership and accountability while building a talent system built on the 4 components of talent optimization: Attitude, Competency, Execution, Performance. You will unlock the breakthrough approach that yields the results you need now while building the capability you need for the future.



Jack Gottlieb

B4 - Matthew Episcopo > Gain the Upper Hand: Networking

We all network every day! Is your networking paying off? Are you making meaningful connections? This highly interactive and fun workshop nationally recognized communication expert and author Matt Episcopo will take you through the steps of networking and share how the best networkers make networking work for them! You will leave this session and immediately be a better networker and that skill set will help you get the return you deserve from your networking activity.



Matthew Episcopo

Sunday Afternoon Sessions

September 22 • 2:15 - 3:30 p.m.



Jolynn Haresign

51A - Jolynn Haresign > Managing Your Unemployment Costs — GENERAL

Overview of unemployment regulations and the importance of documentation in order to successfully protest an unemployment claim. You will learn best practices for preparing yourself for an unemployment hearing or appeal.



Michael Zahler

51B - Michael Zahler > To Be or Not To Be, Exempt From Overtime — LEGAL

This presentation trains HR professionals how to analyze whether employees are exempt or non-exempt from overtime. After reviewing the basic framework of the Fair Labor Standards Act and New York Labor Law, attendees engage in an interactive segment, testing their knowledge of the executive, administrative, and professional exemptions using examples from court cases and advisory opinions.



Chip Roper

51C - Chip Roper > The Business Case For Your O.D. Initiative — STRATEGIC

How do we make a business case for your HR program or Organizational Development Initiative? In this presentation, Dr. Chip Roper walks through the rational and methodology for linking talent development initiatives to bottom-line business outcomes. This presentation equips HR professionals to speak the language of management with a view to garner resources for improving cumulative soft skills quotient and talent development culture of their respective firms.



Matt Burr

51D - Matt Burr > Ethics In People Management and Decision Making: How HR Can Make a Difference

As business professionals we see ethical dilemmas in all aspects of the work world. We will explore ethics with people management and decision making. HR is the front-line of ensuring that sound ethical behavior is used throughout the organization. In this session we will explore ethical issues in past organizations and HR's role in ensuring our organizations maintain proactive ethical practices. Ethics is doing the right thing when everyone is looking and when no one is looking.

Sunday Evening Keynote

Sponsored by: Albany Times Union/Hearst Digital Media

September 22 • 6:45 - 8 p.m.



Steve Gilliland > Making a Difference™

Focusing on the conscious choices we make every day that impact the lives of others, MAKING A DIFFERENCE™ is an eyeopening and heartfelt keynote detailing how to positively influence people in every imaginable way, regardless of position or status. Each of us has the potential to transform the culture of an organization through our actions and attitude. This presentation centers on three empowering dynamics:

Purpose - It drives you! **Passion** - It fuels you! **Pride** - It defines you!

Takeaway message: While we don't always know what challenges face the people we meet every day, we do have the power to bring them hope. That hope can multiply a thousand times over and spread throughout the world exponentially. This is the essential, motivating truth behind Making a Difference™!

A member of the Speaker Hall of Fame, Steve Gilliland is one of the most in-demand and top-rated speakers in the world. Recognized as a master storyteller and brilliant comedian, he can be heard daily on SiriusXM Radio's Laugh USA and Jeff & Larry's Comedy Roundup. With an appeal that transcends barriers of age, culture and occupation—plus an interactive and entertaining style—Steve shows audiences how to open doors to success in their careers, their relationships and their lives. Presenting to over 250,000 people a year, more than two million have now heard him speak, with audiences encompassing nearly three dozen industries. Steve has the distinction of speaking in all 50 states and in 15 countries. As one newspaper stated, "Steve is what happens when the humor of a stand-up comic collides with the inspiration of a motivational speaker."

Steve was born and raised in the Pittsburgh area, resides in North Carolina and travels throughout the world. He received his bachelor's degree from Grove City College and his MBA from Minnesota. He is a proud grandpa, devoted father of four boys and a loving husband to Diane. He learned great compassion for people and a commitment to a hard work and balanced life ethic at the knee of his highly principled Christian mother and stepfather. Whether Steve is speaking at an event, writing about current issues that impact others or leading his own employees, he is not just a person who challenges people to change, he motivates them to do so. Steve's personal vision is to wake up every morning and, through humor and inspiration, help others to discover and develop their potential and live life to fullness.

Monday Early Bird Sessions

September 23 • 7:15 - 8:30 a.m.



Steve Gilliland

M1A - Steve Gilliland > The Cherry on Top

We all have different measures and definitions of what it means to be successful, and no one definition is right or wrong. We're all familiar with the common success factors; however, the number one thing you can do to ensure success personally and professionally is to add value. This program is about how to develop and deliver value in everything you do. Organizations with great cultures add value to their people, their products and their services. Key takeaways include: How to step away from our own agendas and see what is necessary to add value; How to differentiate yourself from others and be recognized as the best and; How to improve the efficiency of the process.



Leonard D'Arrigo

M1B - Leonard D'Arrigo > Employment Eligibility Verification: I-9 Compliance – LEGAL

In this era of ever increasing enforcement, it is critical to have an understanding of the I-9 hiring process, as well as compliance requirements. ICE takes a "no tolerance" approach to I-9 completion and maintenance and there is the potential for significant employer sanctions and penalties for seemingly minor errors and non-compliance. The fact that the I-9 Employer Handbook is 69 pages long demonstrates the complexity of compliance requirements. This session will cover the I-9 hiring process and pitfalls, I-9 completion and record keeping, and the I-9 Audit Process.



John McTighe

M1C - John McTighe > Could Your Background Screening Process Put You In Hot Water?

Every year, background screening laws change from the federal government all the way down to local municipalities. In New York State, these laws are changing rapidly on both a county and state wide level. For example, "Ban the Box" laws in different counties have been introduced and are now being discussed on a state wide level. Fair Hiring Laws are changing for both criminal and credit checks pre-employment, and new hiring rules and protocols are in place for compliance on the state level. In addition, the Equal Employment Opportunity Commission (EEOC) has substantially stepped up its enforcement against employers whose screening methods may have a disparate impact on minorities. This presentation will cover the key requirements of the Fair Credit Reporting Act (FCRA), as well as several NY State and county laws. We'll also cover new guidance put forth by the EEOC and offer some recommendations on how to create a consistent background check policy.

MID - Lois Cooper and Fannie Glover > Part 1: Diversity and Inclusion

Join us for this 2 part workshop as we explore multiple aspects of the conversation regarding Diversity, Equity & Inclusion that is impacting all of our workplaces. How can we as Human Resources professionals help our employees find common ground on these complex issues?

Myths and Facts Regarding Diversity - Does unconscious bias truly exist or are our emotions and behaviors learned? How can we differentiate between myths and facts so that we can make conscious decisions about our interactions with others?

Why Words Matters - Our words have an impact on others, positive or negative, intentional or not. How do we increase our awareness of the words we use so that we can enhance our positive interactions and reduce those that may not have the outcomes we intended?



Lois Cooper



Fannie Glover

Monday Morning Keynote

September 23 • 9 - 10:15 a.m.



John Bagyi > Myths, Misconceptions and Misunderstandings Dispelled

When left unchecked, misconceptions may eventually be perceived as reality. In this keynote, John will set the record straight by addressing and dispelling commonly accepted labor, employment and HR myths, misconceptions and misunderstandings – including those concerning screening and hiring, breaks and meal periods, employee handbooks, employment agreements, reasonable accommodation obligations, personnel policies, and much more.

One of 200 attorneys nationwide to be recognized by Human Resource Executive magazine as the Nation's Most Powerful Employment Attorneys, John counsels and represents employers on labor and employment issues helping them achieve and maintain legal compliance, while improving employee engagement and workplace productivity. John has served as a guest lecturer at Albany Law School, the University at Albany, and the Lally School of Business at RPI and is a frequent speaker at national, regional and state conferences, including the National SHRM Conference. He also serves as the General Counsel to the New York State Society of Human Resource Management.

John is AV Preeminent Rated by Martindale-Hubbell, listed in New York Super Lawyers and has been listed in The Best Lawyers in America for labor and employment law since 2007, when he was the youngest attorney in New York State to be recognized. Most recently, The Best Lawyers in America named John the 2017 Albany Labor Law – Management "Lawyer of the Year".

Monday Morning Sessions

September 23 • 10:30 - 11:45 a.m.



Joe Urbanski

M2A - Joe Urbanski > Building a Culture to Unlock Your Team's Potential — GENERAL

Culture is at the center of everything you do as you lead and execute both day to day and for the long-term, starting with recruitment and retention all the way through driving strategic growth and impact. But...do you know if your culture works for your people? Your people invest more time at work than at home, so work needs to be a place where they can become the best versions of themselves and fully tap into their genius, passions, and the ability to make a real difference—something more meaningful than just the next paycheck. Let's start to find out if your culture is set up to bring out the best in all of your people!



Melissa Anzman

M2B - Melissa Anzman > Engage Your Employees: Storytelling for HR With Metrics — STRATEGIC

Do you know how to measure how engaged your employees are? Not by simply doing another employee engagement survey, but how are you using that data to measure true connection and engagement? And how is engagement impacting your bottom line? Now more than ever, you need to connect with your workforce – not only to create the HR buzzword of “engagement,” but to also retain key talent and millennials, and ensure that you are able to deliver on your bottom line. In this session, you'll learn how to use employee engagement survey data, and create meaningful metrics and measurements for your specific department and organization - Storytelling for HR with metrics. Taking engagement out of HR only, and bringing it your bottom line. In addition to learning the concepts, you'll see how to instantly implement these solutions with a live example – seeing exactly how to create a responsible engagement culture at your company.



Tom Topping

M2C - Tom Topping > “Don't Let The Gray Hair Fool You, I'm a Millennial!” Debunking Millennial Myths While Exposing Secrets to Recruiting, Retaining, and Managing a Multi-Generational Workforce

HR plays a critical role in increasing an organization's bottom line, while simultaneously impacting its vision, mission, and goals. This program will positively impact those key areas by developing and implementing recruiting, retention, and management strategies that will increase individual and organizational value, with a focus on aligning those responsibilities across all business units. Learners will understand how to leverage these strategies to positively effect different business functions across their organization and enter into critical partnerships with other departments, while focusing on the target of achieving larger organizational goals. This program will help to improve participant's skills in strategic planning that are crucial to capacity building, increasing critical thinking around performance management, and develop overall leadership effectiveness.

M2D - Kelly Merbler > **Stuck Stinks! Step Into Your Strengths**

Understand the correlation between a focus on strengths and increased engagement, energy, productivity, and well-being. Learn how focusing on your strengths can help increase productivity, team work, and profitability. What happens when you align your strengths in the job you are paid to do? What does a Strengths-Based culture look like? How to begin to build a Strengths-Based culture. How to communicate your employee development initiative with the financial decision maker. What are other organizations doing to retain top talent?



Kelly Merbler

Monday Afternoon Keynote

September 23 • 12:45 - 2 p.m.

Jill Christensen > **If Not You, Who? How to Crack the Code of Employee Disengagement**

Organizations in the top tier of employee engagement outperform their peers by 147% in earnings per share and have a 90% better growth trend than their competition. However, only 34% of U.S. workers are engaged, which means the vast majority sleepwalk through the day giving you zero discretionary effort. How do you inspire employees to get off the sidelines and get into the game? Jill Christensen, author of the best-selling book, *If Not You, Who? Cracking the Code of Employee Disengagement*, has uncovered a proven four-step strategy to turn your disengaged workforce into a unified high-performing team, resulting in increased profits, customer satisfaction, productivity, and retention. Priceless.



Jill is Founder & President of Jill Christensen International, a global firm focused on teaching companies her proven strategy to re-engage employees. Jill was a Corporate Communications Fortune 500 business executive at Avaya and Western Union prior to launching her consulting firm in 2009. She is a best-selling author, international keynote speaker, holds a Six Sigma Green Belt, and was named a Top 100 Global Employee Engagement Influencer. In 2017, her popular blog was awarded a Top 100 Corporate Blog alongside of Apple and Microsoft.

Jill partners with the best and brightest leaders around the world to re-engage employees, improve productivity, retention, customer satisfaction, and revenue growth. She has worked in 15 industries and her clients include: Samsung, Novartis, Simon Contractors, ARROW, Crocs, TIAA, Green River Medical Center, JVM Realty, and ACT. Jill's proven approach to increase employee engagement has led her to speak throughout the United States, Canada, United Kingdom, Malaysia, Singapore and India. Jill grew up in multiple U.S. states, but now calls Denver, CO, her home thanks to the incredible mountains and skiing, and her love of U.S. football and live music.

Monday Afternoon Sessions

September 23 • 2:15 - 3:30 p.m.



Bob Nelson

M3A - Bob Nelson > Five Trends Shaping the Future of Work — STRATEGIC

Five workforce trends are reshaping employment and will dominate the competitive success of every organization. Leading authority and multi-million copy best-selling author Dr. Bob Nelson will share his insights about these evolving workforce trends: 1) The Extreme Shortage of Skilled Workers, 2) The Rise of the Millennials, 3) The Expansion of Contingent Workers, 4) The Evolving Role of Virtual Employees and 5) The Globalization of the Labor Market and help you best prepare your organization.



Pamela S.C. Reynolds

M3B - Pamela S.C. Reynolds > What Managers Can Do To Mitigate Litigation Risk (and What You Can Do To Help Them) — LEGAL

This interactive session is not about the clearly racist, ageist or bullying manager who is easy to spot, but focuses on situations that are not so obvious, such as a manager's failure to start an interactive process discussion or to recognize a potentially litigious situation that warrants reaching out to human resources and/or legal.



John Bagyi

M3C - John Bagyi > Harassment Prevention: What's Required, What's Effective — LEGAL

As we approach the one year anniversary of NY's sexual harassment prevention law taking effect, this presentation will explore not only what's legally required but, as importantly, what's proven effective in preventing harassment. John will discuss the most common mistakes employers have made coming into compliance, as well as best practices for creating and maintaining a workplace free of all forms of harassment.



Jennifer Willey

M3D - Jennifer Willey > Global Trends For Transformative Cultures

This informative keynote addresses the latest research and input from business leaders and innovators across industries. It focuses on five key pillars: Inspiration - Purpose-driven leadership is critical in the race for talent. Millennials and Generation Z employees demand companies with a mission and values that match their own. Inclusivity - Diversity without Inclusion doesn't yield bottom-line benefits or improve employee retention; communication, connections and collaboration are integral to the equation. Incentives - The latest research indicates employees value incentives beyond cash. We review the most valued incentives and explore how other approaches can make a difference in employee satisfaction. Investment - Maximize your ROI by investing in your team, listening to your customers and researching your competition. Iteration - Cross-pollinate teams and ideas to create an agile environment that celebrates imperfections while encouraging employees to learn from their mistakes.

Monday Evening Sessions

September 23 • 4:30 - 5:45 p.m.

M4A - Jill Christensen > Employee Engagement From A to Z: How to Execute a Successful Employee Engagement Journey

This session lays out the Employee Engagement Roadmap from start to finish. From engaging senior leaders, to determining who is on the Core Team, to gathering baseline engagement data, to developing the strategy, to engaging managers and holding them accountable, to measuring progress, this session is a must for any organization that is about to embark on a journey or whose journey is not realizing the desired results. Attendees will leave this session knowing the six steps they need to take to successfully execute an employee engagement journey and realize success.



Jill Christensen

M4B - Bob Cartwright > How to Become an Effective Business Leader and Strategist — It's All About The Bass, 'Bout The Bass, No Treble — STRATEGIC

Responsibilities in the "Business Management and Strategy" functional areas have a direct impact on the organization's bottom line results affecting its mission, vision and goals. It is often discussed in the C-Suite why HR must align with these traits in order to be a successful business partner and leader. The purpose of this presentation is to show how successful business leaders strategically think, act, and utilize key strategic performance indicators to win.



Bob Cartwright

M4C - Rose Miller > HR's Courage Under Fire

NYS's 2017 mandates on sexual harassment prevention places greater responsibilities on HR to create sound policies, and more importantly, better reporting procedures. The presentation will review the past barriers that HR has faced, the current climate of sexual harassment awareness, and how these pressures are overwhelming HR professionals. Moving the needle of sexual harassment will take courage. The presenter will discuss how a planned, proactive approach can prepare HR for claims, investigations and better outcomes.



Rose Miller

M4D - Robert Carragher > Governmental Advocacy on the State and Federal Level

Given the increased partisanship and gridlock embracing Washington, workplace issues that used to be the domain of the federal government are now being debated in state legislatures across the country. As the 2020 elections draw nearer, hear the latest on HR public policy proposals pending before Congress and the federal agencies; what trends are emerging in the states; and how SHRM members can play an integral role in advancing the HR perspective in public policy debates over issues impacting work, the worker and the workplace.



Robert Carragher

Tuesday Early Bird Sessions

September 24 • 7:15 - 8:30 a.m.



Scott Robley

T1A - Scott Robley > Crucial Conversations: Tools For Talking When Stakes Are High — GENERAL

Research shows every conversation failure costs an organization an average of \$7500 and seven workdays in lost time and resources. Conversation failures happen when stakes are high, opinions vary, and emotions run strong. Lack of skills and know-how prevent people from speaking effectively or speaking up altogether. As a result, problems go unresolved or are made worse. But it doesn't have to be this way. Attend this session and learn how to speak up when it matters most—to foster alignment, agreement, and safety around high-stakes issues.



Neil Gilberb

T1B - Neil Gilberb > PWhat You Need to Know About Workers' Compensation, Disability, and Paid Family Leave Insurance — GENERAL

A presentation that will cover all areas related to the above. Compliance and claims, as well as the new paid family leave insurance will be presented by the Advocate for Business and the Advocate for Injured Workers. No honorarium is permitted as we are both appointed by the Governor.



Rob Manfred

T1C - Rob Manfred > The "Gig" Is Up: Traps and Pitfalls of Contractors, Volunteers, & Interns — LEGAL

In January 2018, the U.S. Department of Labor (DOL) clarified its position of when interns working at for-profit employers are entitled to compensation under the Fair Labor Standards Act. Combined with the DOL's withdrawal of its prior guidance regarding independent contractor status and the standards for determining whether to pay someone who is volunteering for an organization, an employer must be cautious when making a determination of when someone should or should not be classified as an employee. During this presentation we will provide the audience with an overview of the current status of the DOL's position regarding interns, independent contractors, and volunteers, as well as practical tips for employers to mitigate the risk of liability.



Bob Nelson

T1D - Bob Nelson > Strategies for Recognizing & Engaging Employees

The Gallup Organization reports that the percentage of engaged employees nationwide is just 32 percent. The rest? They're uninvolved, unenthusiased and uncommitted to their jobs, their managers or the organizations they work for. In this session, Dr. Bob Nelson will explore the top drivers of employee engagement based on his research as presented in his latest book, 1001 Ways to ENGAGE Employees. Find out what successful managers at top organizations are doing to get the best from their employees—and what you can do as well!

Tuesday Morning Keynote

September 24 • 9 - 10:15 a.m.



Greg Hawks > Unlocking An Ownership Culture

There are three kinds of employees in your workplace: Owners, Renters and Vandals. This message reveals the Five Distinct Differences between Owners and Renters. Better than engagement, advancing a spirit of ownership in employees contributes to productivity and fulfillment, exponentially.

Every few years the Gallup Organization issues their State of the American Workforce report. It generally breaks down like this: 30% actively engaged, 50% not engaged, 20% actively disengaged. In Hawks Agency language that is 30% are OWNERS, 50% are RENTERS and 20% are VANDALS.

Owners bring their heart, head and hands to work, which translates into passion, imagination and skill. **Renters** bring only their hands. They fulfill a function. **Vandals** bring division. Divisive and manipulative these silent saboteurs wreak havoc.

For leaders and employees understanding the Five Distinct Differences is essential to move forward in transforming Renters back into Owners. This message gives you language and perspective for employees to utilize. What makes this message so compelling is the immediately accessible premise which it is built upon. Everyone has owned or rented a home and can relate to this simple idea. Equally powerful, it gives everyone a common language to address issues.

As a Corporate Culture Specialist, Greg shapes environments where everyone gets to contribute their best daily! For two decades he has mentored leaders, developed teams, crafted culture and empowered employees. He is intensely motivated to grow high capacity performers who work, serve and sell with excellence, consistently.

As a Keynote Speaker, he is an enthusiastic character. His style, wit and energy consistently capture the attention and imagination of audiences. His forward thinking contributes fresh perspectives that work. He's annoyingly optimistic, contagiously energetic and slightly mischievous. People tend to like him.

Through Hawks Agency, he originated the Like An Owner® platform. Compelled by the principle that individuals who *Think, Act, Lead and Create Like An Owner®* will be more fulfilled and productive. Organizations who commit to implement an Ownership Culture will find deeper loyalty, stronger results and rapid growth consistently.

Tuesday Morning Sessions

September 24 • 10:30 - 11:45 a.m.



Keith Algozzine

T2A - Keith Algozzine > Healthcare Costs Continue to Rise For Employers But Blindly Shifting Cost to Employees Is a Dangerous Path

There are many reasons healthcare costs continue to rise that we will discuss in the session but the primary reason is that when an employee is sick or injured, they don't know what is wrong with them, don't know if its an emergency or not and are scared and anxious and often turn to the most convenient and sometimes most expensive place to receive care. Shifting cost and putting higher deductibles on patients is a very short-term solution and to make matters worse puts patient's health at risk assuming they know what is wrong with them at the moment they are sick and injured. Wrong decisions can be catastrophic both financially and healthcare outcomes. There is a better way.



Leisha Washburn

T2B - Leisha Washburn > Building a Future Toward a Healthy Workforce — INNOVATION

The presentation will focus on giving your employees the tools to create a healthier workforce. This will help to reduce employer healthcare expenses as well as improving the overall financial outlook. The topics to meet this goal include nutrition, body self-awareness, preventive medicine and oral health. The benefits these topics provide are the knowledge and understanding of self-care to prevent chronic or acute illness or pain, which can lead to decreased productivity and absenteeism.



Lois Cooper

T2C - Lois Cooper and Fannie Glover > Part 2: Diversity, Equity & Inclusion

The Impact of Micro-Aggressions In and Out of the Workplace - What is the impact of daily behaviors towards others in the workplace and in our personal lives? How does our thinking about those we perceive as different from us impact our verbal and non-verbal communication?



Fannie Glover

The Intersectionality of Cultural Diversity - How can we focus on similarities rather than differences and recognize that we are all the same inside? How can we ensure that everyone in our workplace is treated with dignity and respect?

T2D - Joan Graci > Leading with the Brain in Mind: Turning Science Fiction into Reality for Your Organization

APA Solutions is dedicated to using brain-based research to help organizations more effectively predict and resolve human capital related challenges. This session will take our unique approach of blending standardized assessments with neuroscientific evidence (i.e. SCARF model & stress on the brain), and deliver strategies that will provide significant benefits across multiple levels of an organization. This includes, but is not restricted to, improved employee engagement, decreased turnover, increased sales, and overall improvement of company workplace culture.



Joan Graci

Tuesday Afternoon Keynote

September 24 • 1 - 2:15 p.m.



Laurie Guest > The 10¢ Decision: Low-Cost, High Impact Solutions for Great Service

Whatever business you're in, service is the key and human resources is at the center of it. From company culture to guest interactions, the choices we make day in and day out add up to create exceptional experiences for everyone involved. Sure, some decisions are big ones. But more often, it's the "10¢ decisions" – the ones that don't cost much (literally or figuratively) but have a massive impact--that set the stage for remarkable customer service. With decades of first-hand experience to draw from, Laurie shares her insights into making smart, effective choices to improve guest encounters and your business as a whole. Attendees will learn: How to turn things around "on a dime"; Ways to self-assess customer service levels; High-impact opportunities to shine that the competition is most likely missing; Ideas for improving the service level of every team member

Everyone walks away with Laurie's "Simple Six Pack," a suite of exclusive resources designed to improve business interactions overnight.

Laurie is a certified speaking professional, a designation held by less than 12% of speakers worldwide. She is a published author with over 20 years of experience in the healthcare field followed by success as an entrepreneur. Laurie speaks from a practical point of view on customer service and staff development. Her ability to blend real-life examples with proven action steps, is the reason over three-quarters of her clients ask for an encore appearance. Laurie is known for her quick-wit and slightly sarcastic sense of humor. She will make your pen move and your mind process ideas that impact the bottom line of your business.

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Non-members \$570

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SHRM National and/or Local Affiliate Chapter Members \$600
Non-members \$650

Register Online at nys.shrm.org/2019-ny-state-annual-conference

Conference fees include BONUS Sessions, keynotes, concurrent sessions, all meals, cocktail receptions, conference tote bag, list of all exhibitors, and access to conference app.

Hotel Accommodations: Albany Hilton

Hotel Reservations: We have a set number of rooms blocked off at the Albany Hilton starting at \$169-\$179 per night. Booking your room early will ensure that you get into the hotel that will best meet your needs. Call the Hilton at 518.427.3038 code 1NYSHR or use this link [Hilton Hotel](#).

Cancellation Policy: Conference cancellations received in writing to cdepeters@computersosinc.com before August 10, 2019 will receive a full refund less a \$100 administrative fee. After August 10, 2019 no refund is provided. Refunds are not processed until after the event.

Additional Hotels: Will be added if needed

Tax Deductibility: Conference expenses may be tax deductible; consult your tax advisor.

Conference Payment: Payments can be made online using Visa, MasterCard and American Express

Checks and Money Orders: Should be made out to: NYS SHRM Conference and mailed to:
Mat Petrin – 192 Benson Street Albany, NY 12206

Questions on Registration: cdepeters@computersosinc.com

Suggested Dress Code: Business casual. Bring a sweater as room temperatures can vary from room to room!

Networking: Remember to bring plenty of business cards!



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