

## 2011 Annual Conference

# Successful People Management: Boot Camp for Supervisors & Managers



## October 20, 2011

Chenal Country Club ♦ Little Rock, AR  
8:30 a.m. - 3:30 p.m.

**Registration Fee: \$100**  
*group discounts as low as \$80 available*

**For additional details and  
online registration, visit  
[www.cahra.net](http://www.cahra.net)**

**Whether you're a first-time supervisor, a seasoned manager or a Human Resources professional, this conference will strengthen your leadership skills.**

#### Here's a Snapshot of What You'll Learn:

- Interview more effectively and learn what to ask to get the information needed to make good hiring decisions
- Avoid common supervisory mistakes and learn how to make sound managerial decisions
- The basics of ADA & FMLA and how to protect yourself, the company and employees
- Identify common delegation barriers and create a plan of action for employing effective delegation techniques
- How to integrate recognition efforts and why they are critical to employee morale
- Tips to manage diverse generational groups of employees
- Strategies to mitigate DRAMA in the workplace
- Ways to navigate organizational politics in the workplace
- Methods for conducting useful performance evaluations

#### Who Should Attend?

- Leaders
- Managers
- Supervisors
- Team Leaders
- Human Resource Professionals

Don't miss national HR consultant  
**Alice Dendinger, SPHR**  
**Save Your Drama for Your Mama!**  
Lunch Keynote

# CONFERENCE SCHEDULE

## 8:30 am: Registration & Networking

### 9:00 am - 10:00 am: Breakout Session 1

- 1A: The ROI of Strategic Recognition: Can You Afford Not to Praise? Presented by Jim Tanner, O.C. Tanner
- Participants will learn the importance of developing a Strategic Recognition Solution to drive impact and make a difference within their culture to ensure a return on their recognition investment.
- 1B: How to Deal with Generational Gaps in the Workplace - Presented by Anna Olson, UAMS
- The workforce is growing more and more challenging each year with managing different age generations in the workplace. This presentation will help supervisors and managers learn tips on managing these very diverse generation groups.

### 10:00 am - 10:15 am: Break

### 10:15 am - 11:15 am: Breakout Session 2

- 2A: Getting the Most Out of an Interview - Presented by Mollie Campbell, Heifer International
- The job interview is not just a time to get to know your prospective employee before you make an offer. You must know your position and know your candidates, and this takes an investment of time and attention on the hiring supervisor's part.
- 2B: Mistakes Managers Make and How to Avoid Them - Presented by Polly Richison, Cintas Corporation
- Ever wished another manager or supervisor had warned you about their previous managerial blunders before you did the same thing on the job? Well this presentation will review the 6 Fundamentals of Skill Based Leadership that can help front line supervisors and managers avoid basic supervisory mistakes when dealing with employees and situations in the workplace.

### 11:15 am -11:30 am: Break

### 11:30 am -12:30 pm: Session 3

Keynote Luncheon: Save Your Drama for Your Mama - Presented by Alice Dendinger, Alice Dendinger Alliance Group  
When you are responsible for leading individuals within your organization, you hear it all! Employees can complain and gossip all day long and it seems like productivity takes a back seat. They come to you to solve their problems. Managing the drama takes a lot of your time and energy. Is this really your job? Discover how you can keep employees focused on their work and not become derailed by the Drama of the Day.

### 12:30 pm - 12:45 pm: Break

### 1:00 pm - 2:00 pm: Breakout Session 4

- 4A: ADA/FMLA Primer: What You Need to Know Now - Presented by Russell Gunter, Cross, Gunter, Witherspoon & Galchus
- Today's workplace is not like any we have seen in the past. It's becoming more and more litigious each day with new laws and updates to existing laws. Do you know the basics of ADA and FMLA to protect yourself, the company and your employees?
- 4B: Surviving Organizational Politics - Presented by Cara Kerner, Arkansas Office of Personnel Management
- Maneuvering through the conflicts and struggles of the workplace does not have to be a series of self-serving behaviors. It is possible for managers and employees to maintain an honest and ethical work stance, as well as retain their integrity, while dealing with the challenges of everyday office politics.

### 2:00 pm - 2:15 pm: Break

### 2:30 pm - 3:30 pm: Breakout Session 5

- 5A: Conducting Performance Evaluations That Count - Presented by Michelle Phillips, UAMS
- This session is designed to help you better understand the purpose and process of the annual review and employee evaluation system. The information and skills gained enable leaders to better evaluate performance, give constructive feedback, develop work goals, identify training and development opportunities, discuss obstacles, and improve communication between supervisor and employee.
- 5B: Effective Delegation: Trust Is the Key" - Presented by Lisa Carver, Moxie Consulting
- You know the old saying, "If you want to do something right, then you have to do it yourself"? Well as a manager or supervisor you know that isn't always possible or realistic. This presentation will help you learn how to build trust among your employees to get "get the job done." To be an effective manager or supervisor you have to be able to delegate to your employees, trust your employees and have them trust you.

### 3:30 pm: End Conference



**HRCI Credits Available**

Number of Attendees	Early Bird Pricing (Before October 6)	Late Pricing (After October 6)
1 - 5 people	\$100.00 each	\$110.00 each
6 - 10 people	\$85.00 each	\$95.00 each
11 or more	\$80.00 each	\$90.00 each