



# TNHRC

## Live for HR

*Leadership ★ Innovation ★ Vision ★ Engagement*

*2014 Tennessee Human Resources Conference  
Lipscomb University  
McQuiddy Gymnasium  
Agenda  
Tuesday, August 5, 2014*

7:30 a.m.	Continental Breakfast	
8:00 a.m.	Welcome Community Building Leadership Focus for the Day	Trish Holliday, SPHR Assistant Commissioner & Chief Learning Officer Department of Human Resources
8:25 a.m.	Keynote Introduction	Rebecca Hunter, SPHR Commissioner Department of Human Resources
8:30 a.m.	Keynote "HR: Lead, Achieve and Succeed in HR"	Pamela J. Green, MBA, SPHR President and Founder Power Project Institute, LLC
10:00 a.m.	Break	
10:30 a.m.	Concurrent Session	
	■ Becoming a Trusted Advisor	Gene Mage, Executive Director Center for Executive Education Belmont University
	■ Critical Thinking: Enhance Your Effectiveness While Making Order Out of Chaos	Lisa Spencer, SPHR Assistant Commissioner Department of Human Resources
	■ Communicating Effectively Across Cultures	Ann Gillespie Chief Executive Officer Pro Lingua, Inc.
	■ HR As A Profit Center	Pamela J. Green, MBA, SPHR President and Founder Power Project Institute, LLC
	■ Key Concepts of LEAN – the Power of Purpose, Process, and People	Greg Spradley Emily Passino Susie Tucker Senior Management Consultants Office of Consulting Services Department of Finance & Administration



- **Leading In Good Times and Bad: The Importance of Communicating Vision and Values in Leading Change and Navigating Crises**  
Linda Peek Schacht, Executive Director  
Andrews Institute for Civic Leadership  
Lipscomb University
- **Political Savvy: How to Navigate Organizational Politics for HR Success**  
Malcolm Munro  
President and CEO  
Hired Guns Consulting, Inc.
- **Why YOU Matter: Building a Bigger HR Vision**  
Derek Young  
President  
YMG Enterprises, LLC
- **Women in Leadership Research: Embracing What Helps Women More Effectively Lead in Business and Correcting What Holds Them Back**  
Leigh Ann Roberts  
Attorney & Mediator  
Papa and Roberts, PLLC
- **Working with Millennials**  
Steve Chester, M.Ed  
Learning Facilitator  
Department of Human Resources

12:15 p.m. Lunch

1:30 p.m. Concurrent Session

- **Becoming a Trusted Advisor**  
Gene Mage, Executive Director  
Center for Executive Education  
Belmont University
- **Critical Thinking: Enhance Your Effectiveness While Making Order Out of Chaos**  
Lisa Spencer, SPHR  
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- **Key Concepts of LEAN – the Power of Purpose, Process, and People**  
Greg Spradley  
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Susie Tucker  
Senior Management Consultants  
Office of Consulting Services  
Department of Finance & Administration
- **Leading Change**  
Dr. Graham Reside, Executive Director  
Cal Turner Institute for Moral Leadership  
Vanderbilt University
- **Women Don't Ask: Motivating Women to Lead**  
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Steve Chester, M.Ed  
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3:00 p.m. Break

3:30 p.m. DOHR Executive Leadership Panel  
Rebecca Hunter  
Ken Becker  
Danielle Barnes  
Trish Holliday  
Lisa Spencer

Commissioner  
Deputy Commissioner  
Assistant Commissioner & General Counsel  
Assistant Commissioner & Chief Learning Officer  
Assistant Commissioner

4:30 p.m. Adjourn





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***Lipscomb University***  
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***Agenda***  
***Wednesday, August 6, 2014***

7:30 a.m.	Continental Breakfast	
8:00 a.m.	Welcome Community Building Leadership Focus for the Day	Trish Holliday, SPHR Assistant Commissioner & Chief Learning Officer Department of Human Resources
8:25 a.m.	Keynote Introduction	Rebecca Hunter, SPHR Commissioner Department of Human Resources
8:30 a.m.	Keynote Crucial Accountability	Dave Angel Faculty Vital Smarts
10:00 a.m.	Break	
10:30 a.m.	Concurrent Sessions	
	■ 7 Habits Foundation	Jim Klonaris, Senior Client Partner Kent Vaughn, Area Director Franklin Covey
	■ Alignment, Assignment and Accountability: Transformational Human Capital Strategy that Moves Organizations from Good to Great.	Dr. Raphael Crawford President and CEO The Crawford Group Dr. JaCenda Davidson Director of Human Resources Fisk University
	■ Building a Better Business with Inclusion	Dennis A. Stull, SPHR, CDE Director of Human Resources Ghertner & Company



- **Coaching With Compassion: Inspiring Vision With Change in Mind**  
Yolanda Shields  
President  
Let's Go Innovate™
- **Critical Thinking: Enhance Your Effectiveness While Making Order Out of Chaos**  
Lisa Spencer, SPHR  
Assistant Commissioner  
Department of Human Resources
- **More Strategic, Less Tactical: The Emerging HR Leader**  
Paula Farmer  
HR Change Management Consultant  
PM Faith Consulting, Inc.
- **Political Savvy: How to Navigate Organizational Politics for HR Success**  
Malcolm Munro  
President and CEO  
Hired Guns Consulting, Inc.
- **Thank You For Your Service: Transitioning Military into the Workplace**  
Jill Driver-Lindsey, MBA  
Talent Management Consultant
- **Using Mindfulness as an HR Intervention**  
Elmo Shade, M.Ed., C.P.L.P.  
Founder  
Mindful Foundations, Inc.

12:15 p.m. Lunch

1:30 p.m. Concurrent Session

- **7 Habits Foundation**  
Jim Klonaris, Senior Client Partner  
Kent Vaughn, Area Director  
Franklin Covey
- **Alignment, Assignment and Accountability: Transformational Human Capital Strategy that Moves Organizations from Good to Great.**  
Dr. Raphael Crawford  
President and CEO  
The Crawford Group  
Dr. JaCenda Davidson  
Director of Human Resources  
Fisk University
- **Building a Better Business with Inclusion**  
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- **Coaching With Compassion: Inspiring Vision With Change in Mind**  
Yolanda Shields  
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- **Can We Talk? How to Resolve Conflict and Deliver a Difficult Message**  
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Founder and President  
Hippo Solutions
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3:00 p.m. Break

3:30 p.m. State Executive Leadership Panel  
Deputy Commissioner Darin Gordon  
Commissioner Many-Bears Grinder  
Commissioner Raquel Hatter  
Commissioner Derrick Schofield

HealthCare Finance and Administration  
Department of Veterans Affairs  
Department of Human Services  
Department of Correction

4:30 p.m. Adjourn





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### 2014 Tennessee Human Resources Conference

*Lipscomb University*

## Agenda

*Thursday, August 7, 2014*

7:30 a.m.	Continental Breakfast	
8:00 a.m.	Welcome Community Building Leadership Focus for the Day	Trish Holliday, SPHR Assistant Commissioner & Chief Learning Officer Department of Human Resources
8:25 a.m.	Opening Remarks and Introduction	Rebecca Hunter, SPHR Commissioner Department of Human Resources
8:30 a.m.	Keynote Reset Your Life...Reset Your Legacy	Dr. Jason Brooks, MBA Managing Partner & Founder The Reset Group, LLC
10:00 a.m.	Break	
10:30 a.m.	State Executive Leadership Panel Chief Operating Officer Greg Adams Commissioner Larry Martin Terry Cowles, Director Office of Customer Focused Government	Office of the Governor Department of Finance and Administration Department of Finance and Administration
11:30 a.m.	Adjourn	

# Concurrent Session Descriptions

## Tuesday, August 5, 2014 10:30 am – 12:00

### ■ Becoming a Trusted Advisor

**Gene Mage, Executive Director  
Center for Executive Education  
Belmont University**

HR professionals are known for being responsive and service-oriented, always ready to try to solve a problem or meet a need that comes from the clients we serve. Too often, however, just responding to visible issues means missing the greater value HR can add to an organization. What clients really need are self-awareness, insight into real root causes, and engagement in “owning” the solutions. To make that happen, HR professionals need a seat at the decision-making table, before leaders move to the problem-solving phase. That means earning what David Maister and Charles Green call “Trusted Advisor” status, that is, being valued as a proactive, strategic partner in making the organization work, not just a service provider. In this session, participants will learn the mindsets, strategies and skills for being a trusted advisor, including application of the concepts to real DOHR situations, and a chance to practice on a variety of scenarios.

### ■ Critical Thinking: Enhance Your Effectiveness While Making Order Out of Chaos

**Lisa Spencer, SPHR  
Assistant Commissioner  
Department of Human Resources**

We all think - all day, every day. But do we think well or do we just think what others think? Do we think about thinking? The world gets more complex by the minute, and intentionally developed critical thinking skills can help us deal with adversity, solve problems more effectively, avoid manipulation, and learn to see the strategic big picture more clearly. To live is to act; to act is to decide. Will you decide to enhance your effectiveness while making order out of chaos by attending this session?

### ■ Communicating Effectively Across Cultures

**Ann Gillespie  
Chief Executive Officer  
Pro Lingua, Inc.**

Today's workforce is becoming ever more diverse, both in generations and cultures. Such diversity requires understanding how to effectively communicate across multiple cultures in order to create a high performing work environment. In this presentation, participants will gain an understanding of how to develop a multi-cultural acumen and capitalize upon the richness diversity brings to the workplace.

### ■ HR as a Profit Center

**Pamela J. Green  
President and Founder  
Power Project Institute, LLC**

Did you know that just about everything said in meetings relates to HR? If you aren't participating in the right meetings or don't recognize the buzz words, you're missing out on adding value to business discussions and decisions. In this presentation you'll not only be able to identify the business challenges that can lead HR to improved effectiveness as a recognized business partner, but you'll improve your value and reputation as a credible business leader.



■ **Key Concepts of LEAN – the Power of Purpose, Process, and People**

**Greg Spradley  
Emily Passino  
Susie Tucker  
Senior Management Consultants  
Office of Consulting Services  
Department of Finance & Administration**

What's the difference between “fixing things” and using a LEAN approach to improve your work? Join us for a fun, interactive session and discover a new framework for improving business processes. The session highlights what we have learned from three years of guiding the LEAN initiative here in Tennessee, and you will leave with a better understanding of how LEAN principles and tools can help your agency increase your capacity to do more of what matters.

■ **Leading In Good Times and Bad: The Importance of Communicating Vision and Values in Leading Change and Navigating Crises**

**Linda Peek Schacht, Executive Director  
Andrews Institute for Civic Leadership  
Lipscomb University**

HR professionals are charged with creating a culture based on a shared vision and values—and especially in guiding individuals and groups to appreciate and undertake their important roles in achieving the vision. This is particularly important in times of change and crisis. Part one of this session will explore vision-setting and communication in leading change, with a focus on motivation and persuasion. Part two will explore how HR professionals use those same skills to help individuals and organizations be prepared for and navigate a crisis. Two exercises rooted in change and crisis scenarios will give participants the opportunity to practice the vision-setting and communication skills needed for success.

■ **Political Savvy: How to Navigate Organizational Politics for HR Success**

**Malcolm Munro  
President and CEO  
Hired Guns Consulting, Inc.**

Organizations today are inundated with politics, alliances, and influences. This isn't a bad thing, just a normal part of being an organization. Ignoring them, however, can be detrimental to your professional and organizational success. This breakout will educate you on the dynamics of politics, your ability to leverage influence and power, and the requirement of building and using alliances where necessary. As an HR professional, ignoring politics is the quickest way to diminish your effectiveness. Attend this breakout and develop the tools and skills to come out a winner!

■ **Why YOU Matter: Building a Bigger HR Vision**

**Derek Young  
President  
YMG Enterprises, LLC**

As the pace and demands of state government change at a rapid rate, HR professionals are being challenged to be the best they have ever been. In this session, participants will gain mind-sets and tools that enable them to crystallize the significance of their role and deliver service at a higher level.

■ **Women in Leadership Research: Embracing What Helps Women More Effectively Lead in Business and Correcting What Holds Them Back**

**Leigh Ann Roberts**  
**Attorney & Mediator**  
**Papa and Roberts, PLLC**

Psychology Today has compiled over 100 years of leadership research, writing, philosophy, practice and observation, and distilled the top 10 skills and abilities associated with the most effective leaders: Social Intelligence; Interpersonal Skills; Emotional Intelligence; Prudence/Wisdom/Open-Mindedness; Courage/Appropriate Risk-Taking; Conflict Management; Decision-Making; Political Skills; Influence Skills; and, Area Expertise/Competence. As organizations seek to leverage an increasingly diverse workforce, increasing the balance of women in leadership roles is still a largely untapped strategic imperative. Participants in this workshop will obtain helpful tools and strategies for cultivating the skills and abilities of women leaders so they are better able to lead workforce planning discussions with management; cultivate strategic relationships and alliances with key individuals; increase their ability to influence and execute strategies for managing organizational change; and adopt a method of coaching, modeling and communicating with others to support the organization's goals and values.

■ **Working with Millennials**

**Steve Chester, M.Ed**  
**Learning Facilitator**  
**Department of Human Resources**

As the Baby Boomers exit the workplace in ever increasing numbers, organizations will need to compete for talent to fill vacated positions. The future talent pool is made up of the generational group known as Millennials, or Generation Y. With four different generations in the workplace today, differences in work ethic and habits may cause challenges. This presentation provides information about each generation and guidelines on how to effectively work with the new generation of workers.

## ***Concurrent Session Descriptions***

### ***Tuesday, August 5, 2014 1:30 pm – 3:00 pm***

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**Center for Executive Education**  
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■ **Critical Thinking: Enhance Your Effectiveness While Making Order Out of Chaos**

**Lisa Spencer, SPHR**  
**Assistant Commissioner**  
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We all think - all day, every day. But do we think well or do we just think what others think? Do we think about thinking? The world gets more complex by the minute, and intentionally developed critical thinking skills can help us deal with adversity, solve problems more effectively, avoid manipulation, and learn to see the strategic big picture more clearly. To live is to act; to act is to decide. Will you decide to enhance your effectiveness while making order out of chaos by attending this session?

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■ **Leading Change**

**Dr. Graham Reside, Executive Director**  
**Cal Turner Institute for Moral Leadership**  
**Vanderbilt University**

The successful HR leader in today's ever-changing world must be agile and comfortable leading change. This workshop is based on the groundbreaking work of Kegan and Lahey in their bestselling book, *Immunity to Change*. Participants will learn how to remain relevant by becoming strategic leaders of change.

■ **Political Savvy: How to Navigate Organizational Politics for HR Success**

**Malcolm Munro**  
**President and CEO**  
**Hired Guns Consulting, Inc.**

Organizations today are inundated with politics, alliances, and influences. This isn't a bad thing, just a normal part of being an organization. Ignoring them, however, can be detrimental to your professional and organizational success. This breakout will educate you on the dynamics of politics, your ability to leverage influence and power, and the requirement of building and using alliances where necessary. As an HR professional, ignoring politics is the quickest way to diminish your effectiveness. Attend this breakout and develop the tools and skills to come out a winner!

■ **Why YOU Matter: Building a Bigger HR Vision**

**Derek Young**  
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As the pace and demands of state government change at a rapid rate, HR professionals are being challenged to be the best they have ever been. In this session, participants will gain mind-sets and tools that enable them to crystallize the significance of their role and deliver service at a higher level.

■ **Women Don't Ask: Motivating Women to Lead**

**Linda Peek Schacht, Executive Director**  
**Andrews Institute for Civic Leadership**  
**Lipscomb University**

HR professionals are in a unique position to address consistent gender differences in making decisions on pursuing advanced positions and compensation: women don't ask. What can you as an HR professional do to guide and advise those women who undersell, under promote, who don't pursue positions they are clearly qualified for, and don't pursue advanced positions and compensation? Learn how you can help valuable employees achieve their own and organizational goals.

■ **Working with Millennials**

**Steve Chester, M.Ed**  
**Learning Facilitator**  
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### *Concurrent Session Descriptions*

*Wednesday, August 6, 2014 10:30 pm -12:00 pm*

■ **7 Habits Foundation**

**Jim Klonaris, Senior Client Partner**  
**Kent Vaughn, Area Director**  
**Franklin Covey**

Renowned as the world's premier personal leadership development offering, the 7 Habits of Highly Effective People Signature Edition 4.0 aligns timeless principles of effectiveness with modern technology and practices. No matter how competent a person is they will not have sustained and lasting success, unless they are able to effectively lead themselves, influence, engage and collaborate with others and continuously improve and renew their capabilities. These elements are at the heart of personal, team and organizational effectiveness.

■ **Alignment, Assignment and Accountability: Transformational Human Capital Strategy that moves organizations from Good to Great.**

**Dr. Raphael Crawford**  
**President and CEO**  
**The Crawford Group**  
**Dr. JaCenda Davidson**  
**Director of Human Resources**  
**Fisk University**

Participants will explore the work of Dr. James Collins during this interactive session in which the personal agendas of employees are used effectively to move organizations from surviving to surpassing expectations. Emphasis on stakeholder alignment, proper employee placement and focused accountability will be discussed as part of an effective human capital strategy.

■ **Building a Better Business with Inclusion**

**Dennis A. Stull, SPHR, CDE**  
**Director of Human Resources**  
**Ghertner & Company**

Progressive organizations are constantly looking for innovative tools and methods for improving customer engagement and industry market share. Understanding your clients' and more importantly your future clients' needs and wants is critical for growth. Participants in this workshop will learn how inclusive practices, both internally and externally, can enhance customer growth, engagement and market share – while improving employee engagement and morale.

■ **Coaching with Compassion: Inspiring Vision and Change in Mind**

**Yolanda Shields**  
**President**  
**Let's Go Innovate™**

As a leader, you have an important role in welcoming new employees and enabling them to succeed. Effective employee onboarding has a positive domino effect: it ensures that new hires feel welcome and prepared in their new positions. Come and see how coaching with compassion can inspire vision and change, in turn giving them the confidence and resources to make a strong impact within the company or department and increase retention.

■ **Critical Thinking: Enhance Your Effectiveness While Making Order Out of Chaos**

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■ **More Strategic, Less Tactical: The Emerging HR Leader**

**Paula Farmer**  
**HR Change Management Consultant**  
**PM Faith Consulting, Inc.**

As human resource professionals, many of us have experienced being thrust into a leadership role prior to being adequately prepared. As the "HR" world continues to change and grow, we must adapt and dig deeper so we can be better prepared to think beyond the needs of today. A successful leader is a prepared leader.

■ **Political Savvy: How to Navigate Organizational Politics for HR Success**

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■ **Thank You For Your Service: Transitioning Military into the Workplace**

**Jill Driver-Lindsey, MBA**  
**Talent Management Consultant**

Our men and women of the military have made significant sacrifices. In return for their dedicated service, we are now in a position to give back. This workshop focuses on ways in which HR professionals can recruit and hire talent from the military as well as persons with disabilities into the workforce.



■ **Using Mindfulness as an HR Intervention**

**Elmo Shade, M.Ed., C.P.L.P.**  
**Founder**  
**Mindful Foundations, Inc.**

Mindfulness is a holistic business intervention committed to improving personal health, performance, leadership effectiveness, and well-being through formal mindfulness education and practices. This presentation will provide guidance on how to implement mindfulness practices as an HR professional.

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■ **Can We Talk? How to Resolve Conflict and Deliver a Difficult Message**

**Mark Kenny**  
**Founder and President**  
**Hippo Solutions**

This immersive, actor-based session delves into the topic of resolving conflict and delivering a difficult message. Whether it is delivering bad news to a team member, dealing with competing interests, addressing quarreling team members, tackling a sensitive issue, or just communicating with someone you simply don't like, sooner or later, we find ourselves having to deal with conflict and deliver a difficult message. Your job proficiency is impacted by your confidence and ability to tackle these situations effectively. In this fun, engaging session, Hippo Solutions brings live actors to demonstrate tools and techniques. Regardless of your level of experience, from newbie to "been there done that," raise your level of confidence with some effective tools to communicate successfully.

■ **Coaching with Compassion: Inspiring Vision and Change in Mind**

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