



# TN Human Resources Conference

## Strategic HR Concurrent Sessions Descriptions

### **Change Management**

Learn how to better influence and implement change with less resistance, enhanced productivity and greater success.

### **Conflict Management**

Conflict, done well, is an important aspect of decision-making and problem solving. It is also pretty rare. Help your organization more fully utilize the diversity of perspectives, experiences and identities in your workforce by changing your thinking about and approach to conflict.

### **Emotional Intelligence**

When HR professionals learn how to unlock their best emotional state, they will be able to perform at their best regardless of any obstacle and difficulty. More specifically, this technique will help members to find greater energy when they are tired, bounce back from rejection and failure, and get focused under any distractions. These key takeaways will allow the members to have more quality in their work days. The strategies given in the presentation can also be applied by HR professionals to enable them to support the organization's values and expectations through modeling and coaching. Interpersonal skills enable HR professionals to establish strategic relationships within the organization to further influence strategic decision-making.

## **MEGA Session**

### **How to Keep Your Head While Your Hair is on Fire**

Have you ever been in a conversation that started to 'heat up' and later you thought; why didn't I do this?' or; why didn't I say that'? When confronted with stressful situations, our inherent tendency is to do more of the same – only harder – and to react blindly. There is science behind our reactions; understanding the science allows us to leverage our emotions rather than stifling them.

## **MEGA Session**

### **It Takes a High-Performing Team to Move a Mountain**

The world of work is likely the biggest team sport any of us will play. However, few of us are equipped with a mindset that values mutual success over individual success. The difference between high performing and average teams is the clarity and alignment across the team as to WHAT needs to be achieved and HOW they will work together to deliver expected results.

Creating a high performing team doesn't happen by chance. It requires a common language and framework by which the team members, individually and collectively, can lead and navigate the road to high performance.

In this highly interactive session you will experience one of the most influential models of teamwork theory in a new innovative way; one that promotes candor and debate and motivates your team to move mountains.

**Negotiating and Persuasion**

Negotiation is getting all you can at the least cost possible while leaving the other side intact and reasonably positive so that they will negotiate with you again.

Good win-win negotiators focus on the target, the issues and the underlying interest of both sides. They generally use commonly accepted ethical principles and fairness. They deal with personal issues separately if at all, deflect personal assaults, and stay away from early rigid positions.

**Speed of Trust**

In a work setting of low team trust, people's unseen agendas or motivations generate suspicion and ultimately hinder getting things done. Guarded communication, speculation, and disengagement slow productivity and fuel frustration. But when individuals trust each other—and are trusted by others—communication improves and productivity accelerates as attention is redirected toward team objectives.

Working at the Speed of Trust—helps individual contributors identify and address “trust gaps” in their own personal credibility and in their relationships at work. Using examples based on their current work and focusing on real-world issues, participants discover how to communicate transparently with peers and managers, improve their track record of keeping commitments, focus on improving internal “customer service” with others who depend on their work, build team trust and much more.

**The Art of Influencing**

Influencers help people change how they feel about vital behaviors by connecting them with human consequences both through direct experience and through potent stories.

People need more than just encouragement; they often need help in order to change how they act during crucial moments.

**Workforce Planning and Succession Planning**

When an employee leaves, there's more at stake for your organization than just an open position that needs to be filled. If you fail to plan for the sudden absence of those who have either been groomed to continue their ascent up the ladder – or those whose knowledge you simply can't function without – consistent leadership and institutional memory can get lost in the shuffle.

Every serious organization needs a succession plan. And now – as baby-boomers retire en masse and companies of every size and type feel the various effects of globalization, the economy, and other factors – it is more necessary than ever to be prepared for change.

This essential session reflects the latest trends and best practices in succession management.



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## Technical HR Concurrent Sessions Descriptions

### **Alternative Workplace Solutions**

With the arrival of AWS (Alternative Workspace Solutions) and the increasing number of mobile workers, many managers and workers are concerned about how they will stay engaged with each other. This workshop will discuss and demonstrate some of the technology enterprise offerings that the State has invested in to help everyone stay connected and engaged. Included in this workshop will be demonstrations and best practice tips of available technology tools such as Jabber (Chat, Softphone, and Presence), Connecting to State Network, Collaboration Tools (WebEx, SharePoint, ownCloud) and Video Conferencing.

### **Benefits for Tomorrow**

This session will present an overview of the challenges of providing comprehensive, affordable and dependable health benefits in an environment of continuing rising costs. The session will start with an overview of the state's group insurance program and will highlight the new consumer driven health care product introduced this year and the short term/long-term disability products in process for 2017. The session will conclude with the service center changes designed to improve customer service for our members and agency benefits coordinators.

### **Family and Medical Leave Act Update: Strategies for Managing Complex Leave Issues**

During this interactive session, participants will review the purpose of the Family Medical Leave Act and discuss the myriad of issues that can emerge when an employee's condition implicates the ADA and FMLA. Participants will also receive tips for combatting FMLA abuse and assisting managers in monitoring leave.

### **HR Forms Automation**

HR Forms Automation can help your agency place employees in their new jobs more quickly, pay a new wage on schedule, and assign employees to the correct supervisor more efficiently. By fully utilizing electronic workflow within your agency, transactions can be performed from alternative work sites, and lost documents and "chasing signatures" become things of the past. Learn how HR Forms Automation can help your agency gain efficiency by fully utilizing HR Forms Automation.

### **Maximizing Edison**

Come join the Edison Human Capital Management Team to learn how Edison can help you *Maximize* your business decisions. We will present several features in Edison that can help you strategically support your agency leadership. Learn how your agency can benefit from leveraging data to improve greater efficiency, effectiveness and accountability!

### **Mediation for Workplace Conflicts**

This session will provide insight into common workplace conflicts, tips for addressing these conflicts informally, and an overview of the Tennessee Employee Mediation Program. Attendees will walk away from the session with practical tools to address common conflicts that may arise within their work units, and the ability to determine what matters are appropriate for outside mediation.

**On-Boarding for Success**

Proactive on-boarding is a strategic process of integrating employees into the organization or new job role by providing the tools, resources and knowledge needed to become a successful and productive employee.

Proactive On-boarding was developed out of a statewide taskforce that conducted research and benchmarked other states that had successfully implemented on-boarding programs. This resulted in the development of an online learning module and handbook designed to provide information and resources for managers and supervisors through the first 90 days of the process and to promote consistency in proactively on-boarding employees enterprise-wide.

**Optimizing Performance Management**

HR plays a pivotal role in channeling a robust Performance Management system. This workshop provides insight into the four components that work together to create a holistic approach to a strategic performance management system and underscores the return on investment for the enterprise.

**Retirement Readiness**

The Tennessee Department of Treasury provides *RetireReady*TN - comprehensive retirement through the Tennessee Consolidated Retirement System (TCRS) and the Deferred Compensation program (401k and 457 plans). Our representatives are excited to share the expanded support and educational opportunities available to help maximize retirement planning for you and your employees. Learn how to utilize the improved resources including the new website, extended customer service hours, one-on-one counseling services, and group meetings. We look forward to sharing our enhanced support for employers for the onboarding process and access to new resources.