

### **2022 MICHIGAN CUPA-HR CONFERENCE**

## Momentum: HR Leadership When Change Keeps Coming



**Great Wolf Lodge** 3575 N U.S. 31 S Traverse City, MI 49684

September 29-30, 2022

Thank you to our Platinum Sponsors!









#### Welcome

Dear HR Colleagues,

As the President of the CUPA-HR Michigan Chapter, I am honored to welcome you to Traverse City, for our annual CUPA-HR conference!

This year's conference theme is "Momentum: HR Leadership When Change Keeps Coming." If we have learned nothing else in the last couple of years, the only thing that is a sure thing is...change. As HR professionals, we have a great opportunity to learn over the next couple of days how to manage change and lead our institutions with compassion, intelligence, and strong leadership.

We are excited to welcome Anna Nielsen and Dr. Lee Meadows as this year's keynote speakers and are looking forward to being inspired by them. Throughout this conference, our hope is for everyone to share their own experiences and work collectively to problem solve those areas that may need attention.

Finally, I encourage you to take this opportunity to network with your colleagues.

Thank you for joining us here in Traverse City!

Sincerely,



Christina Corson Assistant Vice President of Human Resources and Business Affairs Adrian College President of the CUPA-HR Michigan Chapter

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## 2022 Michigan CUPA-HR Conference Agenda

THURSDAY, SEPTEMBER 29, 2022	
7:30 a.m. – 5:00 p.m.	Conference Registration White Pine Ballroom Pre-function Area
7:30 a.m. – 8:30 a.m.	Full Breakfast & Sponsor Exhibits White Pine Ballroom & Pre-function Area
8:30 a.m. – 8:50 a.m.	Welcome Remarks – Christina Corson President, Michigan CUPA-HR Chapter White Pine Ballroom
9:00 a.m. – 10:30 a.m.	Keynote Speaker – Anna Nielsen Founder & CEO, Conflict Capable Solutions White Pine Ballroom
10:30 a.m. – 11:00 a.m.	Networking Break & Sponsor Exhibits White Pine Ballroom & Pre-function Area
11:00 a.m. – 12:00 p.m.	Concurrent Sessions #1 Fallen Timbers A & B; Northwest Territory A & B
12:00 p.m. – 1:15 p.m.	Lunch Break White Pine Ballroom & Pre-function Area
1:15 p.m. – 2:15 p.m.	Concurrent Sessions #2 Fallen Timbers A & B; Northwest Territory A & B
2:15 p.m. – 2:45 p.m.	Networking Break & Sponsor Exhibits White Pine Ballroom & Pre-function Area
2:45 p.m. – 3:45 p.m.	Concurrent Sessions #3 Fallen Timbers A & B; Northwest Territory A & B
3:45 p.m. – 4:00 p.m.	Transition between breakout sessions
4:00 p.m. – 5:00 p.m.	Concurrent Sessions #4 Fallen Timbers A & B; Northwest Territory A & B
5:00 p.m. – 7:00 p.m.	Networking Happy Hour with appetizers White Pine Ballroom



## 2022 Michigan CUPA-HR Conference Agenda

FRIDAY, SEPTEMBER 30, 2022	
6:00 a.m. – 7:00 a.m.	Fitness/Wellness Activity: Let's Move Together Run/Walk Meet at Front Desk/Guest Services located on Level 2
7:30 a.m. – 10:30 a.m.	Conference Registration White Pine Ballroom Pre-function Area
7:30 a.m. – 8:30 a.m.	Full Breakfast & Sponsor Exhibits White Pine Ballroom & Pre-function Area
8:30 a.m. – 8:45 a.m.	Morning Welcome Mark Liebling, AVP of Human Resources Northwestern Michigan College White Pine Ballroom
8:45 a.m. – 9:45 a.m.	Keynote Speaker – Lee E. Meadows, PhD Human Resources Consultant, Meadows Consulting White Pine Ballroom
9:45 a.m. – 10:15 a.m.	Networking Break & Sponsor Exhibits White Pine Ballroom & Pre-function Area
10:15 a.m. – 11:15 a.m.	Concurrent Sessions #5 Fallen Timbers A & B; Northwest Territory A
11:15 a.m. – 12:00 p.m.	Closing Remarks, Boxed Lunches, & Raffle Prizes White Pine Ballroom
12:00pm	End of Day 2



**KEYNOTE SPEAKER, White Pine Ballroom** Thursday September 29, 2022, 9:00 a.m. – 10:30 a.m.

#### Anna Nielsen

#### "Conflict Capable Leadership to Build Your Momentum"

In this highly interactive session, the audience will be introduced to three primary concepts:

- a. Conflict is a tool for innovation, collaboration, and growth
- b. Understanding who you are in conflict will help you build your connections with others and overcome obstacles
- c. The two root causes of conflict and how to manage them

Through audience participation, participants will gain the following knowledge and skills:

- 1. Knowledge of their individual conflict mode, and how to leverage it
- 2. Learn two root causes of conflict: unmet needs and deeply held beliefs
- 3. Learn how to uncover and address these root causes to approach difficult conversations to drive growth

#### **About Anna Nielsen**



Anna is revolutionizing how people approach and handle conflict.

For many years, she served as an executive leader for amazing, mission-driven organizations that couldn't reach their full potential because of conflict. She's on a mission to help people level up from conflict management to conflict capabilities. In her background is vast experience and expertise in civil mediation, civil mediation training, conflict resolution consulting, and facilitated dialogues.

She has fused everything she knows together to help people overcome their fear of conflict because conflict capabilities are the greatest driver of success in organizations. She works

alongside individual leaders, teams, and organizations to help them shift their mindset about conflict, and then gives them the words, phrases, and skills they need to unlock their unlimited potential.

She holds a bachelor's degree in Diversity Studies and Communication and a master's degree in Advocacy and Political leadership.

Anna loves popcorn, improv, paddle boarding, creative writing, and meeting you. She's based in Minneapolis where she lives with her husband Gabe and Morris, the bouncy Golden Retriever.



**Concurrent Sessions 1** 11:00 a.m. – 12:00 p.m.

#### One size DOESN'T fit all

Fallen Timbers A
Anja Harmon, Senior Vice President, HUB International
Laura Van Houtte, Sales Executive, HUB International

Organizations have to diversify and modernize the benefits offering. Looking at the various types of employees you have and offering a personalized/quality experience. Looking at benefits beyond what's considered core offerings. Navigating the various generations of employees and recruiting and retaining has been extremely difficult. Changing the approach to benefits can help recruitment/retention efforts.

#### **Leading Practices in Flexible and Remote Work**

Fallen Timbers B

Christopher Nickson, Vice President and Senior Consultant, Segal

This session will cover leading practices in remote and flexible work, as well as the pre- and post-pandemic trends impacting the U.S. labor market. The key takeaways from this session will include the following:

- Understanding the pre- and post-pandemic trends in the US labor market
- Identifying the key implications and considerations in developing any flexible and/or remote work policy

## **Employee Value Proposition – Increasing the Value and Perception of Total Rewards as a Recruitment Tool**

Northwest Territory A

Mike Rask, SVP - National Higher Education Practice Leader, Aon Jeff Snyder, SVP - Health Solutions Practice Leader for Michigan, Aon

Aon's research shows that of all industry types - the role of benefits in the Higher Ed Rewards Value Proposition is 2nd only to the Pharmaceutical Industry. As such it is critical for Higher Ed to understand their employee perceptions and the impact of these perceptions on their Total Rewards Strategy and Employee Value Proposition. Participants will take away: 1. Perspectives on Attracting and Retaining Talent and the Role of Benefits in the Higher Ed Rewards Value Proposition; 2. Defining Your Employment Value Proposition and framework for defining and aligning the Employee Value Proposition; 3. Understanding your employee perceptions and ways to gather this information; 4. Bringing your employee value proposition and total reward strategy to life through communications.

#### FMLA is Easy...Really!

Northwest Territory B

Jacqui Schulte, Esq., Owner, Jacqulyn G. Schulte, PLC

In this session participants will learn the four fundamentals of FMLA including how to recognize FMLA notice in the everyday work environment, how to administer the 6-step FMLA process, and how to address compensation, abuse and other FMLA-related issues. Participants will take



away the following: 1) HR professionals will no longer be afraid of or annoyed by FMLA, 2) HR professionals will be able to confidently administer the statutory process for full legal compliance, 3) HR professionals will be able to explain key points for organization managers and supervisors to protect both the organization and managers from legal liability, 4) Administering the law correctly is critical for both legal compliance and getting control of potential "leaves gone wild."

#### **Concurrent Sessions 2** 1:15 p.m. – 2:15 p.m.

#### **Key Recruitment Metrics to Track for Higher Education**

Fallen Timbers A

Andrea McCartney, Customer Account Executive, PageUp

With the world of work changing every day, the HR goal posts have moved. How do we define success in the new normal? And what recruitment metrics are the best universities paying attention today? Join Suzy Jonsen, PageUp, as she shares the top recruitment metrics to track and improve if you want to hire successfully at your institution.

#### **Capturing Leadership Support for Wellness**

Fallen Timbers B

Lindsey DesArmo, Senior Wellness and HR Communications Manager, Grand Valley State University

This presentation focuses on how to engage senior leaders and key stakeholders to promote and foster employee well-being. The presenter will share Grand Valley State University's story and history of engaging leadership through WELCOA's 6 steps to capturing leadership support. We will also review key considerations when trying to connect with leadership regarding employee wellness initiatives.

# Restorative Intervention: An alternative approach to resolving disputes between valued employees

Northwest Territory A

Jill Mulder, Principal Owner, Mulder Law PLC; Adjunct Clinical Assistant Professor, MSU College of Human Medicine, Forensic Psychiatry Fellowship; Court-Approved Civil Mediator since 2017, and Of Counsel at Rizikon

Restorative Intervention is a method of internal confidential mediation of employee disputes to resolve escalating disagreements, decrease the risk of litigation, improve morale, and reduce the chance of public embarrassment for an organization. Mulder discusses the restorative intervention process as a way to protect your organization and retain highly-valued employees who may be engaged in a contentious dispute that is impacting the entire team.



#### Leading Everywhere: Make a Difference Where You Are

Northwest Territory B

Natalie R. Brown, MBA, SPHR, SHRM-SCP, Vice President of Human Resources, Emergent Health Partners

Mark Saine, MS, Managing Director Client Leadership Solutions, TIAA

Everyone wants to make a difference — especially at work. Sometimes it is hard to see how your contribution matters and it is difficult to think about how you differentiate yourself and your work. This workshop explores how you lead yourself and others to bring out the best you have to offer. We'll focus on practical steps and specific actions you can take to make a difference wherever you are.

#### **Concurrent Sessions 3** 2:45 p.m. – 3:45 p.m.

#### **Protecting Privacy and Identity in the Digital Age**

Fallen Timbers A

Megan Dahlinger, Regional Sales Director, Allstate Identity Protection

This session will impart, in-depth knowledge of the global Identity Theft crisis. We will discuss Medical Identity Theft, how to create corporate Identity Theft and Data Protection protocols - helping to gain an increased awareness and understanding relative to the risks of Identity Theft, both personal and at the workplace. Information on how to protect company emails, email attachments, how employees can better protect their employer. Understanding the industry nomenclatures as well as the steps necessary to repair any damage and other industry resources.

#### **Culture Awareness in Hiring**

Fallen Timbers B

Dr. Kai Sorensen, Adjunct Faculty, Central Michigan University, The "Looking Glass Guy", White Raven Consulting

HR personnel need to do more than just look at resumes. They need to consider whether an applicant will make a smooth transition into the institution's culture as well. If the culture and shared value alignment is "wrong" the new employee may fail or quit. This session will discuss the importance of cultural awareness in hiring new employees, rather than totally focusing on their work history and experience. The alignment to the institution's culture and values needs to be considered before offering an applicant.

# Fitness for Duty and Aberrant Behavior in the Workplace - A legal analysis and guidelines to ensure a safe workplace

Northwest Territory A

Jill Mulder, Principal Owner, Mulder Law PLC, Adjunct Assistant Clinical Professor, MSU College of Human Medicine, Forensic Psychiatry Fellowship and Of Counsel at Rizikon

Return to onsite work may raise new risks of cognitive and mental health issues in the workforce, with adverse behaviors and potential evaluation of Fitness for Duty. The seminar will offer an interactive discussion of how to recognize emerging risks to employees, staff, and the public due to these issues, how to properly address them, triggers for referral to evaluation and how to reintegrate the employee back into a workplace safely and legally.



#### **Don't Duel with Dual Investigations**

Northwest Territory B

Eltaro D. Hooper, Ed.D., Deputy Director, Office of Civil Rights and Institutional Equity, Central Michigan University

Mary Martinez, MSW, Executive Director & Title IX Coordinator, Office of Civil Rights and Institutional Equity, Central Michigan University

Employee misconduct is not new in the workplace. How practitioners collaborate in their response, investigation, adjudication, and/or meditation is ever evolving. Since 2020, the narrowed definition of Title IX has created a larger grey area for colleges and universities holding employees accountable for sexual harassment. But what do you do when an employee's misconduct falls under Title IX and general misconduct? This session will cover institutions' requirements under Title IX and give practical suggestions for conducting dual investigations.

#### **Concurrent Sessions 4** 4:00 p.m. – 5:00 p.m.

#### **Recent Trends in Disability Accommodation Requests**

Fallen Timbers A

Kathleen VanderVeen, Associate Vice President for Inclusion & Equity, ADA Compliance Officer, & Affirmative Action/EEO Officer, Grand Valley State University

During this interactive session participants will briefly review the nuts and bolts of the ADA and the process for analysis for a disability related accommodation request. We will look at GVSU's model and partnership between its Human Resources Office and Division of Inclusion and Equity. Then we will explore and discuss, through case studies, the recent trends in accommodation requests, pre and post pandemic, for employees in higher education and other industries.

#### Moving your HR processes online doesn't have to be painful

Fallen Timbers B

Janine DeWitte, Assistant Dean for Faculty Affairs, Oakland University William Beaumont School of Medicine

Deb Komorowski, VP Client Relations, Mountain Pass Solutions Tom Simon, CEO, Mountain Pass Solutions

Many HR teams are realizing the benefits of automating their HR processes and making HR data more accessible and actionable. But if you are planning to deploy a new solution or migrating from an old solution you may have concerns about the process. This session will help you to better understand the factors that can lead to project delays, rework, and frustration. This session will be feature Janine DeWitte and Deb Komorowski. Janine is the Assistant Dean for Faculty Affairs at the Oakland University William Beaumont School of Medicine. Deb is the Vice President for Client Relations at Mountain Pass and former Director of Faculty Affairs at the University of Michigan Medical School. Between the two of them, they've seen what works and what doesn't in HR software deployments. The session will be highly interactive and cover topics such as team formation and structure, data migration, internal alignment, process mapping, and much more. Learn what works and what doesn't and ensure your deployment goes smoothly!



#### Sell Your Sizzle: Marketing Your Organization to Attract & Retain Talent

Northwest Territory A

Susan Morgan Bailey, SVP, Culture & Wellbeing Practice Leader, Marsh & McLennan Agency LLC

Hollis Griffin, VP Employee Health & Benefits, Marsh & McLennan Agency LLC

Glassdoor's Mission & Culture 2019 Survey found that over 77% of adults across four countries (the United States, UK, France, Germany) would consider a company's culture before applying for a job there, and 79% would consider a company's mission and purpose before applying. It takes about 50 milliseconds (that's 0.05 seconds) for users to form an opinion about your website. In fact, 90% of professionals have researched the culture of a company before accepting a role. Consider these three data points together in the age of easy-to-access social media and you have a strong case for making sure your "house" is in order when top talent looks from the outside-in. Many of the elements that influence candidate decisions to pursue an opportunity are outside of your control. Creating an intentional Employer Brand Value proposition isn't. EVP is essential to your ability to attract top talent in a highly competitive job market. Standard perks and benefits are no longer enough. Upon completion of this session, participants will be able to: Identify visible and invisible culture factors influencing perceptions; Describe key elements of culture employees are seeking in a workplace; Outline steps you can take to begin assessing your Employer Value Proposition.

#### **Dealing with Difficult People and Conflict**

Northwest Territory B

Greg Coyne, Principal, Sandler by Gerry Weinberg & Associates

No matter where snafus happen within a company or university, we sometimes are dealing with angry, upset, or difficult people. It's part of the job, but many employees find it to be a stressful part of their career. This can lead to burnout without an established, step-by-step process in place. This session will look at difficult people: What makes them difficult? Why do we often feel uncomfortable with these situations? How can we use proven Sandler® techniques to institute a step-by-step process to resolve conflict without escalating it, and at the same time, fix both the problem and the upset person while maintaining our own confidence and self-esteem?



**KEYNOTE SPEAKER, White Pine Ballroom** Friday September 30, 2022, 8:45 a.m. – 9:45 a.m.

#### Lee E. Meadows, PhD

#### "Human Resources: All We Do is Make it Better!"

2022 has seen the beginning of a new phase in workplace structure, policies, employees, and general mindset. It is not the workplace that predated COVID-19 but has become one highly influenced by its impact. In the midst of sorting out how to lead in the 'New Normal', Human Resources is called upon to sort through the issues and provide guidance on the path forward. It is not enough to react by holding onto the loose threads of these unexpected changes, but to tie them together to see the picture woven into the fabric of these changes. Human Resources, as always, is expected to connect the pieces in ways that make sense for Higher Education and the staff and students being impacted. This keynote presentation will highlight the emerging HR trends that have reshaped the HR landscape within Higher Education and provide some best practices for addressing the issues and moving the profession forward.

#### About Lee E. Meadows, PhD



Lee E. Meadows, is an adjunct Professor of Management at Walsh College and a Consultant with over 30 years of experience working in, consulting for, writing about and presenting on Human Resource issues. He has a strong background in Human Resources and is on the forefront of identifying trends that will impact the profession.

As a Human Resource professional, his practical experiences include having worked at Michigan State University, General Motors, the Kellogg Foundation, EDS/A.T. Kearney, Consulting Services, Con-Way Transportation Services.

He is currently the President of the State of Michigan Chapter of the National Association of African Americans in Human Resources. Co-founder and co-leader of the Walsh College Annual Human Resources Summit, HR

Analytics Day, HR Leaders on Leaders Conference, HR Unite Conference and is the President of the State of Michigan Chapter of the National Association of African Americans in Human Resources (NAAAHR).

He has presented sessions at Michigan HR Day, MISHRM, HR Unite, The Minnesota Chapter of SHRM conference, and the Detroit Administrative HR Day. He publishes monthly articles on his LinkedIn page and remains active in designing, developing, and delivering leadership DE&I and HR curriculums for both profit and non-profit organizations. He is the author of the business leadership fable: Take the Lull by the Horns: **Closing the Leadership Gap.** 



**Concurrent Sessions 5** 10:15 a.m. – 11:15 a.m.

#### **Employee Benefit New Hire & Open Enrollment Required Notice Review**

Fallen Timbers A

Angela Garner, MBA, AHIC, LIC, CEBS, GBA, RPA, GBDS, Executive Vice President, Brown & Brown of Central Michigan, Inc.

Federal and state employee benefit regulations continuously change employer requirements, and the notices employers must provide to employees. Bring your existing enrollment and new hire materials to review with the speaker in this case study/participatory session to review best practices in sourcing and making sure your notices are up to date.

#### Modern Work: Organizational Success Fueled by HR

Fallen Timbers B

Jake Lathrop, Consultant To the VP/CHRO, Michigan State University

Traditional employment relationships and employee expectations for work have shifted dramatically, bringing new challenges to higher education. In this new and highly competitive environment, institutions must evolve to embrace personalized experiences which move beyond the transactional to build and strengthen relationships. Join this session to learn how an employee-centric approach to workplace culture, talent attraction and employee engagement can position your institution for long-term success.

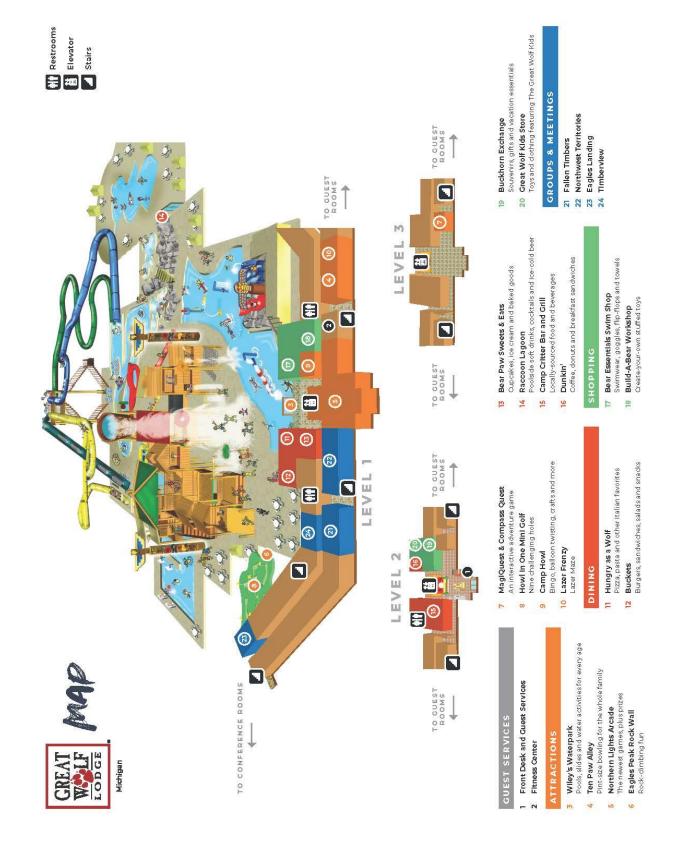
# **Embedding DEI into the DNA of your Organization: Shifting from Compliance to Commitment**

Northwest Territory A

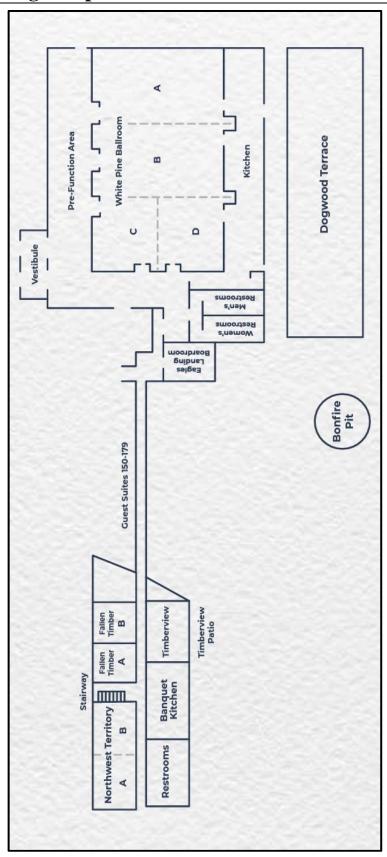
Amanda Keys, NDCCDP, MSA, Culture and DEI Consultant, Marsh & McLennan Agency LLC

Just as individual DNA serve as guiding forces for who we are and what we believe as individuals, organizational DNA serve as core components for our behaviors, principles and beliefs as a company. By embedding DEI into the DNA of your organization, it becomes foundational to all business practices, processes and procedures as well as the overall culture. Diversity, Equity and Inclusion shouldn't be a standalone program but, instead, deeply rooted in everything that you do. Perhaps, the most effective way to embed DEI into the DNA of your organization is to humanize the process and focus on the employee experience. Upon completion, participants will be able to: 1) Describe the business case and positive effects that DEI has on business outcomes; 2) Identify actions that shift organizations DEI initiatives from compliance/check the box programs to commitment-based DEI initiatives; 3) Provide examples of how to embed DEI into the employee lifecycle.











Heartfelt thanks to the MI CUPA-HR Conference Planning Committee:

Christina Corson, Co-Chair, Adrian College Natalie Trent, Co-Chair, Grand Valley State University Carolina Blanc, University of Michigan Amy Carter-Ranno, University of Michigan Joe Coeling, University of Michigan RaShan Duckworth, University of Michigan Leslie Elliott, Davenport University Judan Flanagan, University of Michigan Alex Franklin, University of Michigan Shante Galloway, University of Michigan Kendra Huckins, Central Michigan University Queen McMiller, Michigan State University Cheri Nowak, Mott Community College Amy Rice, University of Michigan Heidi Skrzypek, University of Michigan Sarah Venman, Central Michigan University Carolyn VerBurg, University of Michigan Rachel Wiertella, Michigan Medicine

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## Momentum: HR Leadership When Change Keeps Coming

**September 29-30, 2022**Hosted by the Michigan CUPA-HR Chapter in Traverse City, MI



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**Activity Name: MiCUPA-HR Annual Conference 2022** 

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# Thank you for joining the 2022 Michigan CUPA-HR Conference!

