

Redress Mediation - Conflict Management

REDRESS mediation is a voluntary alternative dispute resolution program offered to employees nationwide as part of the Postal Service's equal employment opportunity (EEO) complaint process.

The REDRESS program is generally offered to employees at the informal counseling stage of the EEO process. REDRESS II may be offered as part of the formal complaint process.

The REDRESS program is recognized as one of the country's leading conflict management programs. The Postal Service has received positive feedback from employees, supervisors, and their representatives, and the program has resulted in the resolution of many disputes without the need for litigation.

Bio Presenter William "Randy" Caldwell



William "Randy" Caldwell, SPHR has worked for the U. S. Postal Service for twenty-five years, holding numerous senior level positions within the human resources function:

training, compensation and staffing, personnel, injury compensation, safety, labor relations, hiring and testing, and his current position as the executive in charge of the U. S. Postal Service's National EEO Investigative Services Office (NEEOISO).

NEEOISO was recently established in Tampa, Florida, and employs over two hundred human resource professionals. In addition to Mr. Caldwell's human resources background, he has also held several high level operational management positions within the Postal Service, most recently as District Manager for the Erie District, which provided service for approximately one third of the State of Pennsylvania.

Tampa is Mr. Caldwell's fifth relocation within the past eleven years. He has worked and lived in Baltimore, Washington DC, Pittsburgh, Akron, Erie and Fayetteville, NC.

Mr. Caldwell is a graduate of the U. S. Postal Service's year-long Advanced Management Program, as well as numerous other professional, private and governmental courses. He holds a Bachelor of Science degree in Business Management.

Mr. Caldwell is married with two teenage children.

Dinner Meeting

**April 21, 5:30-8 p.m.
at the Centre Club**

Tampa. 123 S. Westshore Blvd., Eighth Fl.

*Driving directions on
page 5*



Our special thanks to R'Child Care, Inc., sponsors of our March meeting, and to Bea Bare for her excellent presentation of "The Role of HR In Recruiting Corporations to Our Markets."



*Special Thanks to Our
April Sponsor*



President's Corner

At the January meeting we announced that we wanted to add two at-large board member positions to the board of HR Tampa. I am pleased to announce that Lori Krick and Paulette Beaudoin will be joining the Board effective immediately. The addition of the at large board members will allow our more senior board members to mentor new additions to the board and provide us with a larger pool of experienced board members for succession planning purposes. Please join us in extending a warm welcome to Lori and Paulette to the HR Tampa Board!



looks like we're right on track for the award in 2004.

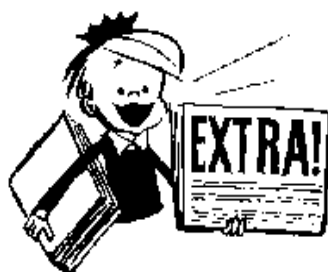
And last but not least, HR Tampa has also been selected as a drawing winner in the 2003 Member Madness contest in recognition of our membership recruitment and retention efforts. The prize for drawing winners for the 2003 Member Madness contest is one complimentary registration for the 2004 SHRM Annual Conference & Exposition in New Orleans, LA, June 27-30, 2004. Charlie Chad-

bourne, our membership director, will be holding a special drawing at the April 21 meeting for the complimentary registration.

As always, I appreciate your participation in and support of HR Tampa and look forward to seeing you soon.

Sherry Moore

What is new at HR Tampa?



We would like to present some new topics in our newsletter so that we can provide you with the information and resources you need to be successful in your career.

Your feedback is important to us. So if there is anything you

would like to see in the newsletter, please let us know.

Our membership on the move

We would like to announce your recent job changes, and celebrate your promotion or certifica-

tion. If you know of a member or if you have recently changed jobs, been promoted or just moved to the Tampa Bay area, please let us know so we can publish it in the next newsletter.

Book reviews

Have you recently read a great book that would benefit a HR professional. Let us know and you can publish a review in the next newsletter.



Newsletter Article

If you would like to write an article for the newsletter on an HR related topic, please let us know. It is a great way to advertise for your business or company too.

If you would like to contribute to any of these topics, please contact: barbara.turnage@cae.com or any of our board members.

Welcome New Members

First Name	Last Name	Certification/Designation	Company Name	Title
Jane	Yancey		Securitas Security Services USA, Inc.	Human Resources Management
Sharon	Matlock-Marsh		S&S Electric Co., Inc.	HR Staffing Manager
Ann	Ladd		DATIS Payroll Processing Inc.	Director of Business Development
Christina	Thurston	PHR	AdvanTech Solutions	Recruiter
Shelley	Strickland		Benefit Resources Group, Inc.	HR Manager
Jean-Marie	Brown	PHR	Environmental Lighting Concepts, Inc.r	
Pauline	Hunt		US Postal Service	Regional Dir. of Human Resources
Jennifer	Birkmeier		AIMCO	
Gail	Elliott			

For Member information, please log onto our website at www.hrtampa.org.

Tell Us Your HR Story **FUNNIEST**



As an HR Professional, haven't you encountered a humorous situation or two in your career? Did you ever have an applicant show up dressed inappropriately for the interview? Or, have one respond with a bizarre answer to your question? How about those crazy excuses why employees are late or absent?

Most of us folks in HR have at least a time or two had an amusing situation. I'm sorry I never kept a journal! But now, you have the opportunity to share your **FUNNIEST** HR story with your fellow HR Tampa members.

So, tell us your story! Make us laugh! And of course, to provide confidentiality to all, we ask you do not use your company name, or the real names of any individuals. All entries must be submitted no later than April 30th, 2004. Selected entries will be published in our May newsletter and our members will vote for the final winners!

Winners will be announced and recognized at our June meeting, and published in our July Newsletter!

Prizes will be awarded to our 1st and 2nd place winners, and, the 3rd 4th and 5th place winners will receive an honorable mention in our July newsletter!

This contest is limited to HR Tampa members only. No more than 3 entries per person, please. In the event of a tie, winner will be determined by a vote from the HR Tampa Board of Directors.

So put your **FUNNIEST** HR story into 250 words or less, and be sure to enter before the April 30th deadline! Please e-mail your entries to BevKing@HRTampa.org, or mail to Bev King, Hospitality Chair, HR Tampa, P.O. Box 26554, Tampa, FL 33623-6554.



Work Smarter not Harder:

Today, we are all expected to work faster, be more productive and create a higher standard of craftsmanship than ever before.



With the influx of the Internet and all of the services that it provides; why are the tasks still so time intensive? Why are attrition rates so high when workers are begging for work? How can we select the best person for our team when there are thousands of resumes to sort through with every job opportunity?

- Proprietary filter that finds candidates based on your pre-set criteria,
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LEGISLATIVE UPDATE

By William D. Mitchell

AGE DISCRIMINATION



The United States Supreme Court has decided that an employer may discriminate against younger workers who are protected against age discrimination by the ADEA and in favor of older workers. In the case before the court an employers retiree health benefit

plan treated employees age 50 and older better than employees between 40 and 50. The Supreme Courts decision was supported by unions, employer groups and the AARP. *General Dynamic Land Systems v. Cline*.

ERISA PLANS

The United States Supreme Court has decided that the owners of a business can qualify as participants in ERISA regulated pension plans if the owner works in the business. The decision is significant because it means that these owners can protect their account balances in ERISA plans in the event that they go into bankruptcy. *Raymond Yates M.D Profit Sharing Plan v. Hendon*.

Note: This protection may not apply if the owner is the only participant in an ERISA regulated plan that is not a tax-qualified plan. Under the Department of Labor regulations these plans have no employees and so are not covered by the protective language in ERISA.

SHRM FOUNDATION REGIONAL SCHOLARSHIP PROGRAM

For the fifth year, the SHRM Foundation is funding a scholarship program for the SHRM regions. For the purpose of fund distribution, five groups have been created. They are as follows:

1. Northeast Region
2. Southeast Region & Caribbean Atlantic Region
3. North Central Region
4. Southwest Central Region
5. Pacific West Region & Asia Pacific Region

Each region has \$6,000 to provide scholarship support to SHRM members who are working full-time and pursuing graduate or undergraduate studies in human resource management or pursuing PHR or SPHR certification. In addition, chapters and state councils are eligible to compete for the scholarship monies to fund programs that promote SPHR and PHR certification. (Note: applicants must be professional, general, or associate members of SHRM; student members are not eligible for this program.) Last year, we had over 30 applicants and were able to provide scholarships to 7 deserving winners.

Application Forms

Academic Application: http://www.shrm.org/foundation/2003_areaAcademicApp.doc

Certification Application: http://www.shrm.org/foundation/2003_areaCertApp.doc

Approximate Timeline

1. **May 1:** Postmark deadline for scholarship applications. Incomplete applications will not be considered.

2. **June 1:** Winners selected.
3. **June 7:** SHRM Foundation notified of regional results.
4. **June 15:** Winners and all scholarship applicants notified of results.
5. **June 30:** State councils and chapters within region notified of results.
6. **July 31:** Winners receive scholarship checks from the Foundation.

Frequently Asked Questions

Are local chapter members who are not national SHRM members eligible to apply for a scholarship?

No. Applicants must be national SHRM members in order to receive a SHRM Foundation area scholarship. Membership will be verified.

How do applicants find out whether or not they have won?

The scholarship committee is responsible for notifying all applicants when the winners have been selected. This will be done via phone, mail or e-mail prior to announcing any results. In addition, the committee will also forward the names of the winners and the amounts of their scholarships to the appropriate SHRM staff and to the SHRM Foundation.

How will the winners get their money?

Once the Foundation has received the contact information and scholarship amount for each recipient, checks will be cut and sent out directly to recipients with a letter of congratulations.

Where should the scholarship applications be sent?

All applications should be sent to the appropriate SHRM regional manager. (See my address below.)

Where can I find more information?

Online at http://www.shrm.org/foundation/2002_scholguidelines.asp.

Directions to the Centre Club

FROM THE AIRPORT:

Exiting the Airport take the Spruce Street exit ramp. Move into the right lane. You are now heading east; come to Westshore Boulevard and turn right. Continue South on Westshore ACROSS Kennedy Boulevard and take an IMMEDIATE right into the parking garage for Urban Centre One/Wyndham Hotel/Centre Club (8th floor).

FROM THE NORTH/NORTHEAST:

I-275 South; take the Westshore Boulevard Exit, turn left onto Westshore. Continue South on Westshore ACROSS Kennedy Boulevard and take an IMMEDIATE right into the parking garage for Urban Centre One/Wyndham Hotel/Centre Club (8th floor).

FROM THE SOUTH: (Sarasota/ Bradenton/ St. Petersburg area)

I-275 North; take the Kennedy Boulevard Exit. Turn right at the SECOND traffic light continuing East on Route 60/ Kennedy Blvd. Turn right again at the SECOND traffic light - OCCIDENT STREET. Follow Occident as it curves to the left around behind the building to the parking garage for Urban Centre One/Wyndham Hotel/Centre Club (8th floor).

FROM THE WEST/NORTHWEST: (Clearwater/ Courtney Campbell Causeway/ New Port Richey, etc.)

Take U.S. 19 South or McMullen Booth Road to Route 60 East (Courtney Campbell Causeway). Come across the Bay continuing East on Route 60 -past the Airport and past the entrance to I-275 - to Kennedy Boulevard (Route 60). Turn left onto Kennedy, come to the second light - OCCIDENT STREET. Take a right and follow Occident as it curves to the left around behind the building to the parking garage for Urban Centre One/Wyndham Hotel/Centre Club (8th floor).

FROM THE EAST: (Lakeland/ Orlando, etc.)

I-4 to I-275 South. Take the Westshore Boulevard Exit, turn left onto Westshore. Continue South on Westshore ACROSS Kennedy Boulevard and take an IMMEDIATE right into the parking garage for Urban Centre One/Wyndham Hotel/Centre Club. Park on level 3 or above and take the ONE URBAN CENTRE GARAGE ELEVATOR to the Centre Club (8th floor). Club telephone number: 813/ 286-4040

IMMEDIATE right into the parking garage for Urban Centre One/Wyndham Hotel/Centre Club. Park on level 3 or above and take the ONE URBAN CENTRE GARAGE ELEVATOR to the Centre Club (8th floor).

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left around behind the building to the parking garage for Urban Centre above and take the ONE URBAN CENTRE GARAGE ELEVATOR to the Centre Club (8th floor).

Urban Centre One/Wyndham Hotel/Centre Club. Park on level 3 or above and take the ONE URBAN CENTRE GARAGE ELEVATOR to the Centre Club (8th floor).NOTE: If coming from Carrollwood area, take the Veterans' Highway South to Memorial; go past the Airport and the entrance to I-275 and follow the above directions.

Centre Club Tampa
123 S. Westshore Blvd.
8th Floor



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