

Starship Dining Cruise



Come and enjoy a wonderful evening with your HR Tampa colleagues on a Starship Dinner Cruise.

When: June 8, 2005
6:30 PM to 9:30 PM

Sponsor: Eastern Credit Union

Located in downtown Tampa, Florida, StarShip Dining Yacht is docked at 603 Channelside Drive between the Ice Palace Arena and the Florida Aquarium next to Channelside's shopping and entertainment complex. *See page 11 for driving directions.*

Scott Goldbach

Eastern Financial Florida
Credit Union



Hello from your Past President.....

You know what they say, the early bird gets the worm, and by the time you read this article all space for the Starship Cruise has been filled. So, if you can't join us, go ahead and mark your calendars for next year as this is always one of our most fun-filled events of the year.



Sherry Moore

As experience has taught us, having speakers for this event doesn't work well in that it never allowed us enough time to go up on deck after dinner to dance, enjoy the view and get rid of all of that tension bestowed upon us by our employees during the day. This year we'll again have an auction with the "Scott Bucks" as we like to call it, for a fabulous array of prizes, some that are hot and some not so hot. We'll have hats, umbrellas, books, maybe a free membership or two, perhaps some wine or gift certificates for restaurants where you can now take that bottle of wine and bring it back home with you! And there might be a couple of electronic gadgets in there somewhere. Mixed in for fun we'll have our White Elephant gifts--items that were once beloved by someone long ago. Our master of ceremonies for this prestigious event will once again be Scott Goldbach from Eastern Financial Florida Credit Union.

So when you walk in the door you'll be provided with your "Scott Bucks" but you'll also be able to purchase additional "Scott Bucks" with your real dollars. These funds will be donated to the SHRM Foundation to fund research, publications and education to advance the HR profession and enhance the effectiveness of HR professionals. Donations will also be accepted, of course!

So don't be late, the boat will sail at 6:30 p.m. You don't want to be left behind!

Sponsored By:



July 20th
Breakfast.

Rosemary Flangan
"The Coaching Conundrum"



August 17th
All Day

Fall Expo & Legal Conf.

"Politics in HR," Margaret Muford
Law Firms of Carlton Fields and
Ogletree Deakins

HR Tampa's May Breakfast Meeting



*HR Tampa President, Todd York with
May speaker, Ann Devero.*



*Meeting sponsor, David Berman
from Raymond James.*



Healthy breakfast options.



HR Tampa Secretary, Dana Chatelain



*L to R, Fran Jarmon, Susan Styx
and Lisa Murfield*



Suellen Sienkiewicz and Teri Thompson

The Job Network Connection

by Carol McDaniel

How strong is your network? Can you rely on those within your network to pass on a referral to you, either directly or through a colleague? Will you refer a colleague when you receive a lead that would be of interest to them? Networking must work both ways in order to be successful. This is your next goal as you progress in your job search.

Over the course of the past month, I've met a couple of individuals, who by different circumstances, have found themselves looking for that ideal fit in their next job. One candidate is fairly new to the networking "scene" and the other is somewhat of a networking veteran. Over the course of the next few columns, I'll check in with them and provide updates to you, sharing news on how they are each progressing, and the successes they've had in working their networks.

Meet Sean D. He has been working as a teacher for the Hillsborough County School District for the past three years, and is ready to make a career change and search for his "ideal" job in marketing. So far, Sean has begun his job search by reading the classifieds, posting his resume on the major job boards, and reaching out to his colleagues within his current job to find out what types of positions they might be aware of. One of the biggest challenges he is facing right now is actually getting an interview. While his resume is impressive and he is very well-spoken, he has yet to get in front of the right person and/or hiring manager to secure an interview.

We've always heard that it is better to look for a job while you are still working. But it is nearly impossible to dedicate your entire day to networking and making calls to colleagues and friends. In Sean's case, he is in a director level at his school with many during and after-school responsibilities, so his time to attend networking meetings and other functions is somewhat limited. He is concerned that by just sending his resume that it will not be as effective as actually meeting potential employers in person. Once the school year has ended, Sean will be able to "get out there" more often. Good luck, Sean! I'll be checking in on your progress.

Next, meet Mary D. Mary is new to the area,



but not new to networking. Mary's strategy has been to set very specific goals for herself and she actually sets a date she plans to receive an offer. In a past search she had gone as far as targeting 50 companies she was most interested in speaking to, and began a direct mail campaign to further enhance her search. Mary's advice is "Don't put all of your efforts into one lead. Work many options. And don't be afraid to ask for help." Mary is also looking for a position in the marketing field, but at a more senior level than Sean.

Mary is not currently employed. However, she has a full calendar of specific networking events that map to her career goals, and appointments to meet with key contacts in her network. During her 10-week job search, Mary has had numerous face-to-face meetings with individuals who can either assist her in getting in front of the right people at the right companies, or refer her to other opportunities that are available.

While Mary has been hugely successful in her networking efforts, she still says that it is a continuous challenge to find the right people to speak to. "You really have to have your 30-second pitch down pat, so that when you do get in front of the right person you are ready," she states. Another great piece of advice that Mary has for those individuals beginning their job search is: "Keep control of your resume. Don't just hand it out to everyone and anyone. Make sure you put it in the hands of someone who can make an impact." Mary, I'll look forward to hearing about your networking success next month. Meanwhile, good luck!

I personally attended the International Association of Business Communicators of Tampa (IABC) monthly meeting last month. I would like to thank Wendy Bourland from GTE Federal Credit Union for inviting me to attend and address the group. The

IABC is a niche group catering predominantly to communication directors. The members are strategic business communicators who work for corporations, governments, non-profit organizations, consulting firms, and agencies. They are writers, designers, consultants and leaders who have experience and exper-



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WORKER CONFIDENCE RISING

*Worker Confidence Beginning to Rise -
But 80 Percent of Employees Say
Finding a New Job Would be Tough*



More than half of Americans say there is no chance they could lose their job in the coming year, pointing to a new level of worker confidence, according to a survey of 1,000 fulltime workers by Right Management Consultants.

Despite their relative security about their own jobs, Americans still believe the overall job market remains tight: Nearly 80 percent said it would be hard for an out-of-work employee to find a comparably paying job. More than a third of American workers - 36.5 percent - said it would be very difficult to land a new job at similar pay.

"In the two-and-a-half years since we have been tracking worker confidence levels, this is the most positive American workers have felt about their own job security," said Thomas Shea, managing principal for Right Management Consultants' eight-office Florida/ Caribbean region. "But that personal confidence doesn't translate across the board, with eight out of ten Americans still believing it would be hard for an out-of-work employee to find new work. "American workers may feel confident about their own jobs, but they certainly fear the implications if they were to get laid off.

"With the Florida unemployment rate at 5.2% the job market is pretty healthy," Shea added. "Still, Florida is not a 'thick' job market. If a skilled worker loses his or her job, they may have to relocate to find a comparable or superior position. Being 'in transition' is an uncomfortable state for many individuals and the prospect of relocation makes it even more stressful."

Nationally, one in five workers said there was a strong or moderate chance they could lose their job in the coming year. Nearly seven percent said a job loss was "very possible," while 12.6 percent said it was "somewhat possible."

But the vast majority of Americans thought it unlikely or impossible that they would lose their job. Twenty-seven percent said it was "not very possible," and 52 percent said it was "not at all possible."

For the second time in a year, the percentage of American workers predicting a rise in the unemployment rate was below 70 percent, at 66.4 percent, a

slight rise over the 65 percent who said the same six months ago.

When asked how likely it was that they would advance at their current company, workers were almost evenly split. Fifty percent said it was very or somewhat possible, while 49 percent said it was not very possible or not possible at all. Among that latter group, 29.7 percent said there was no possibility of advancement.

Younger workers and black and Hispanic workers were more likely to report feeling optimistic about moving up at their present company. Nearly 70 percent of 18 - 34-year olds said job advancement was possible. Sixty-three percent of blacks and 61 percent of Hispanics surveyed said moving up in their job was a possibility.

Shea said that organizations should pay close attention to the fact that nearly half of American workers do not anticipate advancing with their current employer. "Some employers may be dealing with a workforce that is disengaged or employees who are looking to leave their current jobs. A strengthening economy is almost always a harbinger of increased job-hunting by employees.

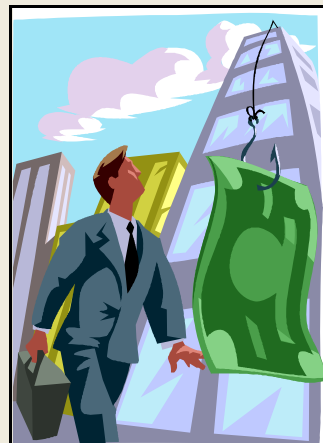
"Wise managers know that they need to identify and develop the talent they want in place for the future, since those who feel most disenfranchised will be the most likely to leave," he added.

In addition to the U.S., Right also surveyed workers in 17 other countries, where the Career Confidence Index™ was measured from a low of 43.1 in Germany to a high of 63.2 in Norway. Overall, 13 countries, including the U.S., reported an increase in worker confidence, while 5 registered a drop.

"Overall, worker confidence levels seem to be on the rise around the world," said Shea.

About the Methodology

The Career Confidence Index™ is conducted by Right Management Consultants twice a year to measure career confidence among fulltime workers around the globe. The Index is based on telephone interviews with a random sample of 300 - 1,000 fulltime workers in each country. In the United States, 1,000 fulltime workers, at all levels and with household incomes ranging from less than \$25,000 to more than \$75,000, were surveyed. These



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WORKER CONFIDENCE RISING

Continued from page 4

results are based on interviews conducted in March and April and have an average error margin of +/- 4.31 points (+/- 3.1 in the U.S.). Workers in the following countries were surveyed: Australia, Belgium, Canada, Denmark, France, Germany, Hong Kong, Ireland, Italy, Japan, Korea, the Netherlands, Norway, Spain, Sweden, Switzerland, the United Kingdom and the United States. The fieldwork was coordinated by ICR - International Communications Research of Media, Pa.

About Right Management Consultants

Right Management Consultants (www.right.com) is the world's largest career transition and organizational consulting firm. It offers services to corporations of all sizes through a global network of more than 300 service locations and the Internet.

Worldwide Employee Relocation® Council Awards GMS(tm) Designation to Sharan Backus



Worldwide Employee Relocation®, professional membership association comprised of individuals concerned with global workforce mobility, recently announced that Sharan Backus, Relocation Director of Business Development with Coldwell Banker Residential Real Estate of Tampa, Florida has earned the Global Mobility Specialist (GMStm) designation after successfully completing the GMS series of courses and exams.

The GMStm program was introduced in 2003 to formally recognize an individual's competency in global workforce mobility and requires awareness of the various types of international assignments policies and practices, tax and immigration issues related to global workforce mobility, intercultural implications of international assignments and serving diverse markets, and global teamwork.

Sharan Backus is also a member of the HR Tampa Board, serving as one of our Directors of Non-Dues Revenue.

EMPLOYEE BENEFIT STRATEGIES

FIRST IN A SERIES OF SEMINARS FOR 2005

**Timely Topics and High Profile
Speakers Designed for Employee
Benefit Managers, HR Professionals,
Accountants and CFO's**

When: Friday, June 24, 2005

Registration: 7:30 A.M.-8:00 Am.

Program: 8:00 A.M. - 4:00 P.M.

Where: Raymond James Financial Center
880 Carillon Pkwy
St Petersburg, FL 33716

TO RESERVE YOUR SEATS CALL (727) 445-7550

Debbie Busnell, Michael Schiavo's Attorney will discuss Estate Planning, Probate, Wills, and Trusts, and proper beneficiary protocol for benefit plans.

Dr. Jeremy Nicol, from Virgin Life Care will present "Improving Health & Improving the Bottom Line."

Scott A. Lamer, will review Audit, Compliance and Record Keeping from a CPA point of view. Are you up to date with rules to protect your company?

Dr. Mark Sarno, will cover Lasik eye treatment and other new technologies in eye care. As Baby Boomers age, eye care is a subject you need to be educated on.

Michael Dunleavy, will discuss identity theft and protecting your company database under the requirements of HIPAA and SarbanesOxley.

Amber Kammers, will discuss savings, strategies, transitions and practical designs for your company in conjunction with Health Savings Accounts (HSA), President Bush's answer to the health care crisis.

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Certification News

by Lori S. Barndollar, SPHR

Newly Certified Professionals

Our first four study group members to take the HRCI examination for the spring testing window have passed!!!

Congratulations and best wishes for continued success to newly minted HR professionals:

5/4/05 Charlie Zadlo, SPHR

5/7/05 Susan Caron, PHR

5/7/05 Rebecca Sosa, PHR

5/21/05 Aimee Hodges-Moskowitz, SPHR



The certification process is rigorous and you are to be commended for investing your time and energy to advance the HR profession and prove that you possess both, the theoretical knowledge and practical experience necessary to pass an examination on the HR body of knowledge.

The spring testing window closes June 30, 2005.

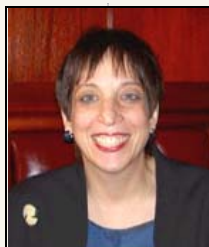
Special Thanks

Special thanks to study group committee members for their willingness, commitment and efforts to make our study group successful and fun:

Steve Nichols, SPHR

Linda Bryskiewicz, PHR

Liz Bayron, PHR



Debbie Brown, SPHR, VP, Legal Affairs and HR, Setson University. Each time I hear you speak to the study group on Labor Relations, it is like the first time and I always learn something new.

David Steffan, Attorney, Constangy Brooks & Smith LLC, for keeping the group engaged by sharing his EEOC expertise and insight.

HRTampa Study Group - Winter Group begins Sept 1st

Now is the time to show your commitment to maintaining high standards in our ever-changing human resource profession.

HRTampa, sponsors a study group as a free benefit for all interested members who wish to explore the advantages of certification through the Human Resource Certification Institute. Non-members will be charged \$300.00.

The study group meets 2 hours every Thursday for twelve weeks and provides an informal setting to review and discuss study material, and practice test taking.

The study group in for the Winter Testing Window - Dec 1, 2005 - Jan 31, 2006 will begin, Thursday, September 1, 2005. Registration forms are already rolling in.

Date: Thursday, September 1, 2005 - Thursday, November 17, 2005

Time: 6 P.M. - 8:00 P.M.

Location: National Louis University, 4950 W Kennedy Blvd, Suite 300, Tampa

REGISTRATION FORM IS REQUIRED

For registration form or more info, contact:

Lori S. Barndollar, SPHR - Director Education/ Certification, Phone: 813-626-4895, Fax: 813-620-3564, Email: Lsbarndollar@tomlinstaffing.com

New Members

First Name	Last Name	Certification/ Designation	Company Name	Title
Bijan	Mohseni	MBA	AXA Advisors, LLC	Qualified Plan Specialist
David	Townsend		AXA Advisors, LLC	Financial Consultant
Alina	Diaz		The Tampa Tribune	
Cindy	Andrews		Student	
Elisabeth	Snyder		Advantec	Director
Jackie	Payne		SKANSKA USA BUILDING	
Steffi	Hohenegger	PHR	CitiFinancial	Sr. HR Generalist
Kim	Illes			
Theresa	Levering		H. Lee Moffitt Cancer Ctr & Rsrch Ctr	Manager, Human Resources
Eric	Edmonds		Student	
Laura	Scott	CPP	Granite Services	Payroll Manager

HR Seekers - Connecting HR Professionals

By Charlene S. Mixa, Project Manager HR Seekers, DBM, Inc.

HR Seekers is making an impact in the Florida marketplace with HR professionals who get caught in "transition". The word we use for individuals between jobs. In the past few months there have been successes and great stories to share where individuals learned of new positions through HR Seekers and changed their job search approach due to coaching received in the program.

Is it working? Read on!

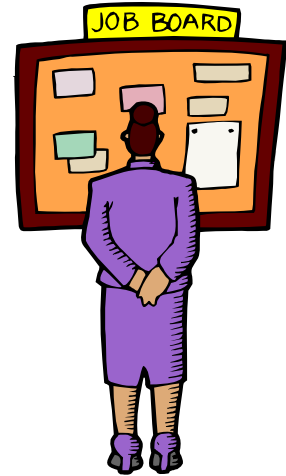
"I am a Regional HR Manager for a wireless company called MetroPCS. We are new to the Central Florida region and will soon be opening many stores in Tampa/ St. Pete, Sarasota, Orlando, Melbourne, and as far up as Jacksonville, FL. I learned of the opportunity with the e-mails of job leads from HR Seekers. It was so exciting because one day I received the posting and a week or so after I applied, HR Seekers sent out information on how to be creative in your interview to "win the job". Once I was scheduled for the interview, I created an awesome presentation showing my accomplishments in various disciplines of HR. The company was so impressed, it left them speechless! Actually, I had two companies I was interviewing with and both companies called with job offers on the same day; the calls came within 30 minutes of each other. I went from years of rejection and not getting positions I knew I was capable of performing, then all of a sudden, things turned around and I had two offers in the same day. Both were good opportunities, however, MetroPCS was over and above the better opportunity-not just compensation, but the team I work with is Awesome! They work hard however; believe strongly in family and having fun while you work. I am finally working for a true leader! I could go on and on, but I am grateful for learning of this opportunity and so thankful I am working somewhere I love! Thank you so much Charlene and HR Seekers for taking the time to keep the HR community abreast of career opportunities! HR Seekers helped me find all that I was looking for in a job. I have it at MetroPCS."

Cheryl Brown, HR Manager, MetroPCS

What is it?

In July 2004, the HR Florida State Council kicked off "HR Seekers" sponsored by DBM, Inc. to assist HR professionals in transition. In the past 10 months over 375 individuals have joined HR Seekers. The goal was to provide a forum for HR professionals who were unemployed or underemployed to gain job search insight through training sessions, have the

opportunity to network with other HR professionals and share job leads. Monthly meetings are conducted in the local DBM office on job search strategies. We even provide a virtual meeting for individuals who are not able to attend the local office meetings. Each month topics are selected that address job search strategies and challenges faced by individuals in transition. The meetings provide great opportunities for getting the latest on job search strategies and for networking with other HR professionals. Additionally, we continue to market to companies to share job leads with us to pass along by e-mail to HR Seekers.



Who is it for?

HR Seekers is for individuals who are unemployed or underemployed. You do not have to be a Society for Human Resource Management (SHRM) member or even local chapter member. This is our way at HR Florida State Council and DBM, Inc. to give back to our HR friends who get "caught" between positions.

Share HR Seekers with friends you know in transition. It is easy for them to sign up at www.hrflorida.org. If your company is seeking great HR talent, just send your job lead, a brief description of the position and how to apply to hseekers@dbm.com. There is no fee related to HR Seekers as it is supported by the sponsorship of DBM, Inc.

Join us in helping HR professionals to connect!

A System for Creating a Culture of Accountability and Integrity

By Birgit Zacher Hanson

Your personal reputation and the success of your organization depend on your ability to make and fulfill promises.

"I could have done it, if I had more time, someone to help me or a faster computer..." One of the biggest issues in some organizations today is lack of personal accountability. Things don't get done right or on time, and the list of excuses is endless. People usually blame outside circumstances or other people. Rarely does anyone think of him- or herself as lacking accountability. And yet so many people do.



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A System for Creating a Culture of Accountability and Integrity

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Last week a client showed up late for our scheduled call and said, "I was talking to this guy and he didn't let me go." I asked him how this guy managed to keep him hostage. Once my client realized the silliness of his statement, he quickly reframed it by saying: "I chose to stay on the phone and I am sorry for being late." I acknowledged him for taking personal responsibility for his lateness rather than casually blaming it on someone else.

It's so obvious that we aren't victims of our circumstances. So why do so many continue to blame the traffic for being late, the economy for a decrease in sales and other people for their own lack of follow-through? The answer is because it's easier to act like a victim than to take personal responsibility and be accountable. As a victim I am by definition not accountable. "It's not my fault," is what's implied or actually said. When things aren't working out the way I'd like them to, I can blame it on something or someone else without having to examine my role in the breakdown. "Accounting was supposed to give us those numbers." Consequently, I don't have to change or take any actions outside of my comfort zone. I get to complain and wine. And along with the victim perspective comes a feeling of entitlement. "Someone should fix this problem. Someone should talk to Accounting!"

Senior managers and human resources professionals are working together to find appropriate ways to address this issue. Teambuilding, time management classes, communications and leadership training all address part of this problem, but they typically don't get to the core of it.

Personal accountability is not a time management issue - it's a matter of integrity. It's about doing what you say you are going to do and taking full responsibility for following through on one's own promises. Unlike the common belief that integrity is something you either have or don't, we believe integrity can be taught by breaking it down into smaller steps.

For example, person A makes a request of person B, "Could you get me the Jones report by Wednesday?" Person B might say, "Let me see what I can do." In most organizations A typically accepts this answer. Unfortunately, A won't know if the promise will be

fulfilled until Wednesday arrives since B's response lacked clarity.

To maximize the likelihood that their exchange will have integrity, A should only accept one of these four responses:

1. Yes - "I will."
2. No - "No."
3. Counter-offer - "How about if I give it to you by Friday instead?"
4. Commit to respond at a future time - "I can't answer confidently at this time. I will respond by X (a specific time)."

If the answer is "yes" or a counter-offer is negotiated, the person is making a promise. Once that promise is made it better be taken seriously. Every kid can tell you that breaking promises is a bad thing. It not only affects performance (because you didn't do what you promised) it also hurts your relationship with others and makes you feel bad about yourself.

Most adults don't like to disappoint others or themselves, and avoid making promises out of fear that something might come up, something they couldn't predict or control. And that often happens. Life has a way of interfering with our plans and sometimes, regardless of how good our intentions are, we can't fulfill a promise we made.

There is a solution to that problem. It's the distinction between "keeping" and "honoring" one's promises. While we can't always keep a promise we can at least honor it. For example, if I can't provide the Jones Report by Wednesday, I might call on Monday and renegotiate a new deadline. Or, if I forgot all about it and it's already Thursday, I take personal responsibility for the impact my broken promise had on the other person and I go the extra mile to repair any damage it might have caused, rather than ignoring the whole thing and hoping nobody noticed or brings it up!

Acting with integrity and taking personal responsibility isn't always easy or comfortable. However, it is a performance driver that can be learned and needs to be treated as such. For more information on the complete integrity and accountability system, contact Birgit Zacher Hanson, MS author of *Who Will Do What By When? How to Improve Performance, Accountability and Trust With Integrity*, at 813-963-6224, or visit www.HeadsUp-Performance.com.



The Job Network Connection

Continued from page 3

tise in employee communications, marketing communications, media relations, community relations, public affairs, investor relations, and government relations. You can get more information about IABC of Tampa Bay at www.iabcoftampabay.com

Next month, I will be again highlighting a specific networking group, and checking in with Sean and Mary as they search for that perfect fit! If you have a great story to share, just log on to my blog and tell me about a recent success, humorous incident or lesson learned. You might be able to help someone who is facing the same situation. It's just another way to "Work Your Network!"

Monthly Networking Events in the Tampa Bay Area



June 14th: Network of Executive Women, Tampa Bay, RSVP: www.net-workexecwomen.com

June 15th: Suncoast HR, Pinellas County, 7:30am, RSVP: www.suncoasthr.org

June 16th: Sales and Marketing Executives of Tampa Bay, Centre Club, RSVP: SMEI.org

June 24th: HR Seekers of Florida, Tampa Bay, 1:00pm; RSVP: HRSeekers@dbm.com

Until next month, stay connected and work your network!



Recruitment & Relocation Tip of the Month



Assignments are a staple for many organizations. As the use of temporary assignments continues on the increase, companies must be prepared to offer and manage effective temporary assignment programs. What is the way to get ready for this growing challenge? If you were assigned this project, what would you do first? Here are 10 steps to consider-questions to ask -deliberations to make in developing a new formal temporary assignment program.

1. Identify how temporary assignments fit into your business model
2. Identify practices already in place
3. Identify your information resources
4. Identify your tax experts
5. Identify who will manage the process
6. Identify who will own the program
7. Identify and create a list of key service providers
8. Identify your internal evaluation process
9. Identify a process for introducing the new program
10. Identify what documentation is required

The worldwide ERC Trend spotting in the February 2003 issue reported that 91 % of companies reporting said domestic temporary assignments were either holding steady, or were on the rise.

In addition, your organization may benefit from developing specialized information for the line managers and HR managers, such as procedures, approval guidelines, policy outlines & limits.

*Submitted on behalf of the Worldwide ERC,
Sharan Backus, GMS
Director of Relocation Services
Coldwell Banker*



LEGISLATIVE UPDATE

By William D. Mitchell

Florida Minimum Wage

The Florida minimum wage is \$6.15 per hour effective May 2005. The minimum wage increases yearly depending on inflation. On September 30th of each year the minimum wage is adjusted for the rate of inflation for the previous 12 months. The new rate takes effect on the following January 1.

- **Nonretaliation.** No person can take adverse action against a person for engaging protected activities. Protected activities include the right to file a complaint or to inform any other person about a party's noncompliance with the new minimum wage. A person's right to inform others of potential rights and to assist them in asserting their rights is protected.
- **Remedies.** Both private parties and the Florida Attorney General can file suit for violations. A party can recover back wages, an equal amount as liquidated damages, and attorney fees and costs. Attorney fees and liquidated damages appear to be mandatory. An employee can get reinstatement and injunctive relief.
- **Fine.** A \$1000 fine is mandatory.
- **Statute of Limitations.** The general statute of limitations is four years, a five



year limitation applies to willful violations.

Wage/Hour Regulations

Recent Case Indicates Limited Scope of Wage Hour Guidelines

The revised 2004 Wage/ Hour regulations contain this guideline:

Insurance claims adjusters generally meet the duties requirements

for the administrative exemption, whether they work for an insurance company or other type of company, if their duties include activities such as interviewing the insured, witnesses and physicians; inspecting property damage; reviewing factual information to prepare damage estimates; evaluating and making recommendations regarding coverage of claims; determining liabilities and total value of a claim; negotiating settlements; and making recommendations regarding litigation.

Although these regulations specifically apply to claims adjusters a district court decided that they were not decisive in a case involving GEICO claims adjusters who assessed automobile damage. The adjusters did not perform a majority of the activities described in the regulations so were not automatically treated as exempt. The court concluded that because the claims adjustment software the adjusters used allowed very little discretion, that the adjusters should not be treated covered by the administrative exemption. *Robinson-Smith v. GEICO*



Directions to the Starship Cruise

From I - 275 North/ South:

Take Downtown Exit 44 (Ashley Drive). Continue on Ashley to Whiting Street. Turn left on Whiting. Continue on Whiting to Franklin Street. Turn right on Franklin. Continue on Franklin to Channelside Drive. Turn left on Channelside and continue to parking garage.

From Crosstown Expressway East-bound:

Take Downtown East Exit 7 (Channelside Drive). Continue on Channelside to parking garage.

From Crosstown Expressway West bound:

Take Downtown West Exit 9. Merge into far left lane of Brorein Street. Continue on Brorein to Franklin Street. Con-

tinue on Franklin to Channelside Drive. Turn left on Channelside and continue to parking garage.

From I - 4:

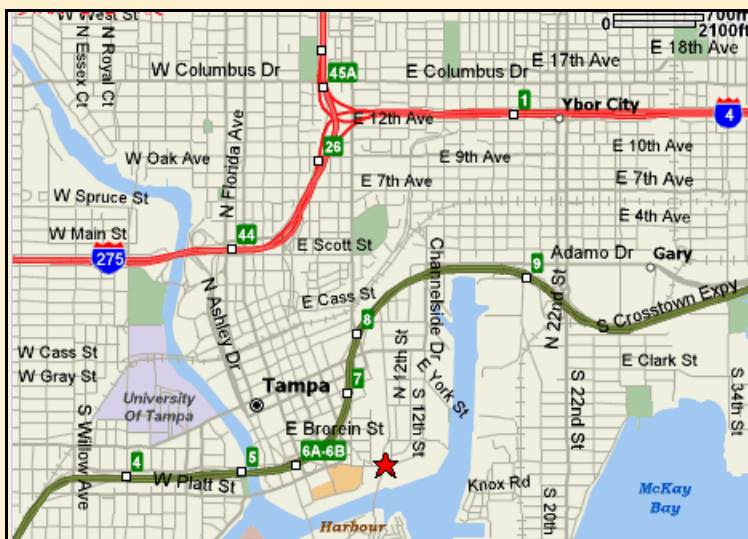
Take Ybor City Exit 1 (21st Street) to S.R. 60 (Adamo Drive). Turn right on S.R. 60 to Channelside Drive. Turn left on Channelside to parking garage.

From S.R. 60 (Adamo) West bound:

Continue west on Adamo to Channelside Drive. Turn left on Channelside to parking garage.

From S.R. 60 (Kennedy/ Jackson) East bound:

Continue east on Kennedy into downtown. Turn right on Ashley. Continue on Ashley to Whiting Street. Turn left on Whiting. Continue on Whiting to Franklin Street. Turn right on Franklin. Continue on Franklin to Channelside. Turn left on Channelside and continue to parking garage.



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