

Breakfast Meeting Dealing With Difficult People

We all face people and situations that we dread and anticipate with anxiety or apathy.

This seminar is designed to help you:

- deal effectively with difficult people
- manage difficult situations effectively
- stay in control

Learn how to reduce the stress of dealing with difficult people and situations, and how to deal productively with tough problems while treating others with respect and achieving the best outcomes.

You will walk away with many practical tips and strategies.

Registration 7:30 a.m. - Breakfast 8:00 a.m.

Location: The Centre Club

HR Tampa's Annual SHRM Foundation Fundraiser Set for June 19th!

Join HR Tampa in this year's foundation fundraiser that is sure to satisfy the dormant gambler in all of us! HR Tampa's First Annual Casino Nite will be held June 19th at the Quorum Hotel on Westshore Blvd. Come and join your colleagues for a nite of networking, gambling, food and prizes while helping to raise money for the SHRM Foundation. As you know, the foundation raises money all year long in support of the many programs, scholarships and learning tools that mold future HR professionals.

You can RSVP at www.hrtampa.org and invite your friends and family as well! For those of you preparing for to attend the National SHRM Conference in Vegas, the Casino Nite will get your arms ready for dice throwing, slot machines and the sound of money! *More information on Page 13*

Bio

William R. Tiffan

Practical. Results-oriented. That's what separates Bill from the usual run-of-the-mill management consultants. For him, it's not about academic theory, it's not about pre-packaged tools. It's about real solutions that really work.

Bill focuses particularly on executives and the teams they lead to ensure their effectiveness. His areas of expertise include management consulting, executive coaching, facilitation and training services. His management consulting usually focuses on strategic direction and the people side of the business. He provides executives with assimilation or onboarding coaching for those transitioning to new roles and problem solving for those whose style might derail them. Bill facilitates executive teams around strategic direction and alignment with vision, mission and values. And he helps executive teams become more effective through team development initiatives.

Before launching T2 Management Consultants in 2000, Bill spent 12 years with Drake Beam Morin (DBM), a global leader in career transition consulting and training.

Throughout his career he has provided services across a broad range of industries, particularly health care and professional services firms. Since 1995 Bill has been an adjunct faculty member of the American College of Physician Executives (ACPE). Bill has published several articles in professional journals focusing on executive career development and transition issues.

May 16th



June 19th

Dealing With Difficult People

Breakfast

The Centre Club

Dinner

*June Event - Casino Night
6:30 p.m. - 9:30 p.m.*

Quorum Hotel

April 18, 2007

Reach Beyond Your Limits

Speaker Clestine I. Herbert



Sponsors Diane Barry & Dr. Brad Mosser



Ann Ladd & Dana Chatelain

Greg Aarons & Sharon Marsh



Pricilla Vega



Pam Mecham PHR, Ann Ladd, PHR, Melanie Gibb PHR, Susan Caron PHR & Rebecca Lukban PHR



HR Networking at Dinner



April 11, 2007

HR Tampa, SHRM A and SHRM Embrace the Senior Leadership

April 11, 2007 marked the first in a series of meetings tailored especially to the needs of Senior HR Leadership. Fulfilling a long time goal of HR Tampa and SHRM, we have reached out to the senior HR leaders of our community to provide an environment for learning, exchanging ideas and an enhanced program that meets the needs of the truly seasoned pro!

Carol McDaniel, Immediate Past President of HR Tampa, along with Kathy Davanzo and Carol Parks from SHRMA, worked diligently to bring Steve Miranda, SPHR, GPHR, who is the Chief Human Resource and Strategic Planning Officer for SHRM National to our senior leadership. Partnering with Dorothy Hill, our regional director from SHRM, we are able to say the meeting was a huge success!

These invitation-only meetings will be held quarterly as part of the membership benefit and will be customized to the desired educational and informative needs of the senior leadership, serving as a way for that group to stay involved with the local chapter and SHRM.

We are working toward having members of this group serve as mentors, speakers and ongoing contributors to the local chapters as we grow the future senior HR leadership within the chapters!



Carol Parks, Dana Chatelain, Pat Gaudin,
Carol McDaniel & Sherry Moore



Kathryn Woodard, Diane Fowler &
Greg Aarons



Linda Bailey, Steve Miranda,
Kathy Davanzo & Dorothy Hill

Kim Woolard, Kimberly Braswell



Linda Garcia



Terri Gonzalez &
Rosalee Fortune



Nanci Odom & Carol McDaniel



HR Tampa College Relations Second Annual Career Workshop

by *Tonya Fletcher, M.A., SPR*
Director of College Relations

HR Tampa College Relations held our second annual Career Workshop on April 14th at Keller Graduate School of Management of DeVry University. In addition to concurrent sessions from senior business professionals, students had the opportunity to network and visit with individuals at university and vendor booths. Students also had the opportunity to have their resume reviewed by an HR professional and to participate in a 15 minute mock interview to gain valuable feedback.

Student attendee **Ruth Buchanan** later e-mailed "I had a wonderful time at the career fair Saturday and I learned a lot. I felt very welcomed by everyone and I can't wait until next year!" Speaker attendee **Dr. Pat D'Urso** also wrote "I thoroughly enjoyed my time at your event today and I am delighted that we were able to participate. Further, I appreciated the comments from all of the panel; varying perspectives help people to relate and make their own decisions. Congratulations on a very productive day!"

Sponsors and participants of the event included: **DeVry University, Ogletree Deakins, Webster University, The Tampa Tribune, DBM, University of Phoenix, Remedy Staffing, Trident Marketing, Price-waterhouse Coopers, Tomlin Staffing, Bank of Tampa, Tampa Bay Workforce Alliance, NAAHR, Advantec, and Academic Financial Services.**

Thank you to our excellent speakers: **Gina Potito, DBM; Linda Bailey, SPHR, Bailey Consulting; Lori**



Goldsmith, SPHR, HR Florida; Amanda Osmera, SPHR, Lanier Upshaw Business Solutions; Dr. Pat D'Urso, University of Phoenix; Greg Aarons, HR Tampa; Todd York, SPHR, Advantec.

Thank you also to all of our volunteers who took time out of their Saturday to be involved: **Jill Conklin, PHR; John Bornman, Sheryl Shearer, Karen Reinhart, Lynn Quido, Manny Viera, PHR; Lisa Murfield, SPHR; and Ann Ladd, PHR.**

Finally, a big shout out to our student officers and college relations committee who worked very hard to pull the day together - **Toni Mayros; Ted Emerson, PHR; Keris Simmonds; Anna Pinney; Amanda Osmera, SPHR; Brad Moser; Susan Styx, PHR; and Ignacio Garcia, Esq.**

The Tampa Bay HR Student Chapter meets monthly at a different business location where students have the opportunity to network and learn more about HR and the real world of business.

Students also have the opportunity to participate in mentor and internship programs. To learn more, or to get involved, just check out the College Relations section of the HR Tampa website. We look forward to hearing from you!



Amanda Osmera presents



Speaker Gina Potito



Panel of HR Experts



Strictly for Laughs

Resumes



Job-search specialist Robert Half reports that the following bon mots recently appeared on actual resumes:

■ ■ ■ ■ ■ ■ ■ ■

"I am extremely loyal to my present firm, so please don't let them know of my immediate availability."

■ ■ ■ ■ ■ ■ ■ ■

"Qualifications: I am a man filled with passion and integrity, and I can act on short notice. I'm a class act and do not come cheap."

■ ■ ■ ■ ■ ■ ■ ■

"I intentionally omitted my salary history. I've made money and lost money. I've been rich and I've been poor. I prefer being rich."

■ ■ ■ ■ ■ ■ ■ ■

"Note: Please don't misconstrue my 14 jobs as 'job-hopping'. I have never quit a job."

■ ■ ■ ■ ■ ■ ■ ■

"Personal: I'm married with 9 children. I don't require prescription drugs."

■ ■ ■ ■ ■ ■ ■ ■

"Number of dependents: 40."

■ ■ ■ ■ ■ ■ ■ ■

"Marital Status: Often. Children: Various."

■ ■ ■ ■ ■ ■ ■ ■

"Here are my qualifications for you to overlook."

REASONS FOR LEAVING THE LAST JOB:

"Responsibility makes me nervous."

"They insisted that all employees get to work by 8:45 every morning. Couldn't work under those conditions."



"Was met with a string of broken promises and lies, as well as cockroaches."

"I was working for my mom until she decided to move."

"The company made me a scapegoat - just like my three previous employers."

JOB RESPONSIBILITIES:

"While I am open to the initial nature of an assignment, I am decidedly disposed that it be so oriented as to at least partially incorporate the experience enjoyed heretofore and that it be configured so as to ultimately lead to the application of more rarefied facets of financial management as the major sphere of responsibility."

"I was proud to win the Gregg Typing Award."

"High voltage telephone answering."

"Extensive prof reading skills."

SPECIAL REQUESTS & JOB OBJECTIVES:

"Please call me after 5:30 because I am self-employed and my employer does not know I am looking for another job."

"My goal is to be a meteorologist. But since I have no training in meteorology, I suppose I should try stock brokerage."

"I procrastinate - especially when the task is unpleasant."

Continued on Page 12

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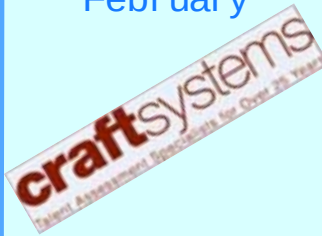
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2007

January



February



March



April



May



June

July



August



September

HR Tampa Annual Expo

Sponsorship Levels
Now Available

October



November



December

PUT YOUR
LOGO
HERE

Workforce Globalization

by Patricia Gaudin



As Human Resource Professionals, we are each responsible for our professional development. As key members of business organizations, it is our responsibility to assist our business teams with the critical skills and educational awareness of our ever-changing society.

What happens when our society now encompasses other states? Well, that is easy. We all have friends and family from around the USA that can assist us with this form of cultural diversity. What happens when our society now consists of other countries? What do we do when we become aware of the economy of other nations? As HR professionals, are we prepared to assist our companies with cultural acclimation?

As a senior member of management I was recently faced with this issue. And I was elated. The opportunity to learn something new and the need to increase my awareness of diversity was a challenge I certainly welcomed. However; I

was so concerned about the diversity, I forgot that I needed to think like a business owner in today's economy. As many senior HR managers will tell you, having a seat at the table means that you have to be aware of the business drivers in today's world. And certainly, our world is becoming more connected. Reaching out to another country may simply mean dialing an internal extension number within your company.

I would like to welcome all interested members to join me in defining globalization for HR professionals. Let's come together and create an educational network comprised of those that would like to learn and share their experiences as well as their curiosity about our ever-changing world. Creating strength within our discipline is the key to assisting our organizations in adapting to change. We have to be leaders within our industry and assist in this educational journey.

Please email me directly if you are interested in forming and becoming a part of this educational group.

pgaudin@scicompanies.com



Borders has promoted HR Tampa member and valuable eNews contributor Dan Bloom to the position as District Sales Account Manager for Tampa Bay, Tallahassee and Gainesville. In that capacity he will be able to continue the monthly book corner in the newsletter. CONGRATULATIONS, DAN, and THANK YOU.

Relocation Corner



Recruitment Strategies:

The majority of survey respondents (79%) use their relocation Policy as a Recruitment tool. Most companies also use signing bonuses, although only for select new hires.

If you would like to learn more about relocation trends and services: contact:

Sharan Backus at 813-289-6600 or email sharan.backus@floridamoves.com

TRANSFER ORGANIZATIONAL KNOWLEDGE - OR RISK LOSING IT

By Thomas H. Shea

CEO - Florida/ Caribbean, Right Management

With more than 40 percent of the U.S. working population becoming eligible for retirement by 2010, organizations of all sizes are facing an impending "knowledge crisis." When millions of Baby Boomer retirees punch out for the last time, the knowledge they have gathered about their jobs, companies and industries during their careers will walk out with them. Also, with the average U.S. employee changing jobs every 4 years, we now have a free agent work force that further impacts knowledge transfer.

Surveys show that 80 percent of an organization's critical knowledge resides with a few key people and that only 20 percent of that intellectual wealth typically has been documented in digital or print form. Today, many companies are not aware of the risk of lost knowledge - until the damage is done.

Recognizing the demographic changes now occurring in the workforce, savvy organizations are adopting proactive strategies to transfer the priceless insights and knowledge now held by aging employees to the next generation.

Our company's global consulting experience indicates there are several critical steps necessary to develop an effective knowledge transfer plan:

- Identify knowledge-at-risk. Pinpoint the employees who have the most critical knowledge to understand where an organization is most at risk.
- Strengthen career development programs. Organizations' training and development programs should incorporate the knowledge that younger professionals need to prepare for future roles.
- Broaden the succession planning process. Succession plans must extend beyond senior management and include professionals, operational managers and sales executives.
- Offer phased retirements. As knowledge-retention and recruiting problems become more acute, companies must find innovative ways to retain their valuable employees beyond the traditional retirement age in either full-time or part-time roles.

- Create mentoring and coaching programs. Encouraging older employees to mentor and coach their successors is an excellent way to transfer knowledge and experience to the next generation.
- Establish a knowledge harvesting process. This involves capturing and documenting an expert's decision-making processes with enough clarity that someone else could repeat the same processes and get the same results.
- Communicate a vision of the future. Employees of all ages are more likely to share their knowledge if they feel emotionally committed to the organization's long-term mission.

Like the quality movement of the 1980s and 90s, an effective knowledge transfer plan builds on the strengths of individuals to create a philosophy of teamwork - working together to ensure the organization's future. After all, knowledge retention is not just a short-term management challenge - it involves changes throughout the organization.

Because intellectual capital frequently is the primary source of an individual's value to a company, sharing knowledge demands a great deal of trust. That may require re-thinking the corporate culture so that knowledge capture, sharing and reuse are normal, everyday practices.

Establishing a knowledge transfer process typically has a very positive effect on the organization's morale. Younger employees pay more attention to how their jobs affect the entire organization. Retiring employees get a satisfying sense of leaving their "mark" on the organization. Finally, the organization itself also benefits by ensuring business continuity through more aggressive management of its human and intellectual capital.

Finally, it is important to remember that each organization's knowledge-retention solution must be driven by its mission and business strategy. Look for a customized approach rather than a "cookie-cutter" solution.

(Editor's Note: Thomas H. Shea is CEO of Right Management's Florida/ Caribbean region. Right Management is the world's largest outplacement, executive coaching and organizational consulting firm. He can be reached at tom.shea@rightflorida.com.)

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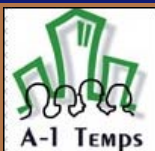
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LEGISLATIVE UPDATE

By David Steffen

Are Your Pay Practices Encouraging a Lawsuit?

Based upon Florida's size, it is not surprising that it has some of the highest employment litigation totals in the United States. According to information obtained from the Public Access to Court Electronic Records ("PACER"), the federal judiciary's electronic court docketing program, Florida's 3,997 federal court employment case filings were the nation's third highest total in 2006. Only California and New York had more case filings during the same time. A deeper analysis of PACER's figures reveals a potentially bigger problem for Florida's employers. PACER's statistics reveal that Florida had the second most wage and hour case filings under the Fair Labor Standards Act ("FLSA"). Florida's 1,841 cases were second because one case in Alabama, *Plaintiff v. Dolgencorp*, accounted for 2,377 of the state's 2,449 FLSA case filings in 2006. The volume of case filings in Florida is highlighted by the fact that the state had almost 600 more filings than California, New York, Illinois and Texas combined.

As these figures indicate, employers are being forced to combat aggressive plaintiffs' attorneys who are looking to capitalize on payroll mistakes that lead to wage and hour violations. Therefore, employers must pay close attention to their pay practices to ensure that they are not inviting a disgruntled employee to file suit against them.

While most employers believe that they comply with the FLSA, there are some common assumptions that can create unnecessary exposure. These often include a belief that the company's policies and procedures are fine because the company has "always" used the same practices and has never been sued. Another similar misperception is the idea that a company will be safe if it uses the same pay practices as its competitors. Unfortunately, there is no safety in numbers. The mere fact that the procedures have been used for years or "everyone else is doing it" does not mean that the policies comply with the law. In fact, it is my experience that many industry-wide practices have evolved based upon convenience rather

than legal compliance. As a result, employers unknowingly implement policies that fail to comply with the FLSA simply because the same policies have worked in the past.

Even if an employer has proper policies there is no guarantee that it is complying with the FLSA. Another area that creates unnecessary exposure for wage and hour claims is incomplete time records. One of the most common causes of improper records is the fact that the company's supervisors do not fully understand the necessity of properly enforcing the company's policies. Based upon the claims made in wage and hour suits handled in our office, we regularly defend lawsuits involving allegations that individual supervisors or managers forced their employees to work off-the-clock, changed the employee's time records, and/or deducted time for meal breaks that the employee never took. While these claims may not have merit, employers still have difficulty defending against the allegations because employees were allowed to improperly complete their time records or simply allowed to work through their breaks, in contrast to company policies. As a result, the company does not have any records to support their position that the employees were compensated for all of the hours that they worked and is trying to defend against allegations that it supervisors knowingly allowed employees to work for time that was not properly recorded on their time sheets.

While it is impossible for an employer to completely insulate itself from a wage and hour lawsuit, there is no reason to create unnecessary exposure for unpaid wages claims. One of the most efficient ways to limit a company's exposure is to audit its payroll practices to ensure that its policies are based upon the FLSA and not an industry practice or for the employees' convenience. In addition, the proper practices must be communicated to individuals responsible for reviewing time cards to ensure that the company has accurate records of the hours employees actually worked.





The Book Corner

May Book Suggestions

By Daniel T. Bloom



We have reached the end of Spring and the onslaught of summer and the publishers are continuing their spread of new titles in the business area with the release of 150 new business management titles in the next 30 days. Among the ones of most interest to human resources professionals are the following titles:

Damage Control: Why Everything You Know About Crisis Management is Wrong by Eric Dezenhall

Two masters of crisis management assert that much of the conventional wisdom about damage control is self-serving, self-congratulatory, self-deceiving-- and flat out wrong. Here they reveal what works, what doesn't, and how to survive a career-threatening situation.

Human Resource Management: Theory and Practice 4th Edition by John Bratton

Human Resource Management offers a comprehensive and accessible analysis of contemporary theories and concepts in key human resource activities. It encourages students to think critically and evaluate the nature of HRM in order to develop a deeper understanding of employment relations. This fourth edition has been thoroughly updated including new material on--the contemporary context of HRM; new employment-related topics, such as flexibility, emotional labour, knowledge work, diversity in work organizations, a new discussion on workplace wellness; partnership strategies; ethics in HRM; and new legislation. Reflecting the growing emphasis on global management, it features a new chapter on International HRM.

Management Secrets from History: Historical Wisdom for Modern Business by Daniel Diehl

If you go back in time and ask any historical figure for advice on how best to manage your business or staff, who would it be? Benjamin Franklin, Niccolo Machiavelli, Elizabeth I or

Helena Rubinstein? Well, they are all here, and more...

Off-Ramps and On-Ramps: Keeping Talented Women on the Road to Success by Sylvia Ann Hewlett



Hewlett showcases what an elite group of companies are doing differently to retain talented women who are leaving promising careers and key leadership positions in order to achieve better balance between family obligations and work.

Managing Performance to Maximize Results by Harvard Business School Press

This guide contains relevant information on how to develop high-performing employees by using both formal and informal performance assessments and feedback as part of your regular interactions with your employees. Topics include understanding poor performance, using alternatives to performance reviews, and giving the best feedback. Some of the articles included are "Performance Appraisals with More Gain, Less Pain;" "Should You Use 360-degree Feedback for Performance Reviews," and "Performance Appraisal is Dead, Long Live Performance Management."

Hiring and Firing by Helen Cicino

Firing can be tricky so know the rules on how to go about it. With the high cost of hiring combined with an employer's exposure to loss and liability when firing, knowing the employee-related standards and requirements is crucial. Focusing on prevention, Helen Cicino and Taylor Paetkau show you how to comply with state and federal regulations, protect yourself and your employees,

Continued on Page 12

Book Corner

Continued from Page 11

and avoid lawsuits. Legal issues covered include interviewing, hiring, applications, background checks, medical testing, offer letters, terminations, and lawsuits.

Power Sabbatical: The Break that Makes a Difference

by Robert Levine

New technologies and workplace pressures have extended the working day, reduced time off, and often disconnected workers from their communities. Vacations are often too short or simply not taken and stress-reduction techniques and medications may address the symptoms of the problem but rarely the causes. The solution for many of these problems is a true planned, focused, extended break from everyday life and work--a sabbatical. A comprehensive framework is provided, detailing how to harness the power of the sabbatical in a way that can enhance a career and earning prospects along with personal, physical, and spiritual health. Tips are included for how to plan and prepare for a sabbatical, with or without employer sponsorship.

Double Outsiders: How Women of Color Can Succeed in Corporate America

by Jessica Carter

Double Outsiders examines the most important issues facing professional women of color today. It clarifies the challenges they face and debunks myths and fallacies about them in corporate

environments. It also provides those seeking to learn more about corporate women of color with these women's unique perspectives, their personal stories, insight into their experiences and cultures, and an understanding of their achievements. Double Outsiders analyzes critical success factors for professional women of color, provides resources, and offers potential solutions to challenges they face in corporate America. In addition, it provides companies with insights into one of their fastest-growing employee demographics and helps them learn key strategies for their recruitment and retention.

The Voice of Authority: 10 Communication Strategies Every Leader Needs to Know

by Dianna Booher

One of the world's leading communication experts helps readers find their leadership voice. The author has helped thousands of people to develop communication skills. Now she distills years of experience and research into 10 key strategies that will help you elevate your communication to the next level. By examining specific styles that work and don't work, you'll learn how to speak like a leader in every situation. Ten rules including --be clear, be consistent, be thorough, and demonstrate confidence-- give you the language to communicate at your best with colleagues, bosses, and clients.



Strictly for Laughs

Continued from Page 5

PHYSICAL DISABILITIES:

"Minor allergies to house cats and Mongolian sheep."

PERSONAL INTERESTS:

"Donating blood. 14 gallons so far."

SMALL TYPOS THAT CAN CHANGE THE MEANING:

"Education: College, August 1880-May 1984."

"Work Experience: Dealing with customers' conflicts that arouse."

"Develop and recommend an annual operating expense fudget."

"I'm a rabid typist."

"Instrumental in ruining entire operation for a Midwest chain operation"

"Your requirements match the responsibilities of my present job precisely, so I will be glad to do do again."



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Sharan Backus
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Legislative

David Steffan
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Education/Certification

Sharon Matloch-Marsh
(813) 267-9488
SharonMatlock@ss-electric.com

Diversity

Ignacio Garcia
(813) 289-1247
lggy.garcia@ogle-
treedeakins.com

College Relations

Tonya Fletcher, SPHR, MA
(941) 358-5686
TFletcher@advantec-hr.com

Technology Director

Alina Diaz
(813) 259-7506
adiaz@tampatrib.com

Workforce Readiness

Patrica Gaudin
(813)882-6579
pgaudin@scicompanies.com