PERSPECTIVES



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PHRA President's Message
Dan Corkum, SHRM-CP, CCP, CBP

Dear Colleagues,

In today's rapidly evolving world, it is crucial for HR professionals to stay ahead of the curve, adapt to emerging trends, and proactively navigate the ever-changing landscape of the workplace. That's where the PHRA's 75th Anniversary, Annual Conference and Exhibition, "Facing the Future, Together!" steps in.

Here is what you can expect at this year's conference....

- 35+ exhibitors
- · 25 PDCs, including 8 SPHR business credits
- 5 keynotes and 20 breakout sessions
- · Networking, networking, and more networking!

During the conference, we will also celebrate our nominees for the **2023 Michael R. Toney Volunteer of the Year**. The award recipient will be announced during breakfast on day 2 of the conference. Join me in congratulating the following nominees – we are so grateful for all that they do!

- Patrick Gilchrist
- · Diane Houser, SHRM-CP, ConnectiveRX
- Allison Kacmar Richards
- Jen Kerrigan
- · Lenore Seifer
- Megan Wollerton

If you haven't yet signed up and are interested in attending, <u>visit this site</u> to learn more and check availability. Inperson attendance is limited, and we have almost reached capacity.

Later this fall, join the PHRA for the annual <u>Employment Law and Compliance Conference</u>. Mark your calendar for Tuesday, November 14, 2023. The day will focus on a variety of topics related to the ever-changing landscape of employment law.

Visit <u>PHRA's website</u> and follow the PHRA on LinkedIn to learn more about all of the upcoming events, committees, and membership benefits.

As the HR landscape continues to evolve, it is imperative to stay informed, connected, and equipped with the knowledge and skills necessary to face the future confidently. PHRA events offer prime opportunities to do just that.

Regards,

Dan Corkum

Invisible in Plain Sight

By AJ Jefferson, Chief Executive Officer, Homeless Children's Education Fund (HCEF),



Balloon characters with an HCEF staff member during a summer program, credit Kesa Ahomana

Annual Summer Bash at Sherwood Event Centert, Lindsay B. Garvin Photography

1:1 tutoring session between an instructor and student, Lindsay B. Garvin Photography

When you think of a homeless person, what comes to mind? Someone living on the street? Someone asking for money? Someone living in a shelter? But in those images, do you ever picture a child? More than 40,000 students have been identified as homeless in Pennsylvania – 3,122 in Allegheny County. We do not see these kids in displaced situations. They are the faceless, voiceless children you would never think are experiencing homelessness.

Why is a child identified as homeless when they technically have a roof over their head? Because homelessness is defined as lacking a regular, fixed or adequate nighttime residence. And when children bounce from house to house, live out of a car, motel or even worse, this is homelessness.

The psychological impact of homelessness on a child can be profound and long-lasting, as it can disrupt their sense of stability, security and well-being, including educational challenges. These educational disruptions can lead to academic struggles while falling behind their peers. Every time a child moves households, there is a 4-to-6-month education loss. The lack of a stable environment for learning and completing homework can hinder their educational progress.

Early intervention, stable housing, access to mental health services and supportive educational environments are crucial in mitigating the negative effects of homelessness on a child's psychological well-being.

At Homeless Children's Education Fund (HCEF), partnering with like-minded agencies, including 20 shelters, 11 post-secondary schools, four (4) school districts and three (3) out-of-school time organizations, is critical in providing the educational environments necessary for these students to succeed. We seek to break the cycle of homelessness one tutoring session at a time.

As we see in our daily work, there is no guarantee of a stable place to live and a good education for homeless children. All the students we work with have lost their housing at some point, sometimes for a few weeks, sometimes intermittently for months or years. This can have snowballing effects on their ability to keep up with schoolwork throughout their academic years, affecting all long-term life outcomes, especially their ability to maintain stable housing as an adult.

Due to this instability, we have developed several programs which aid in advancing the education of youth experiencing homelessness as our team guides them to be productive, empowered citizens. These programs include:

Invisible in Plain Sight (cont.)

By AJ Jefferson, Chief Executive Officer, Homeless Children's Education Fund (HCEF),

- After-School program inspires students to realize their full potential as learners through daily on-site programming, including homework, literacy and creative projects.
- Enrichment programs engage children and families in various hands-on learning activities that foster creativity and critical thinking.
- Mobile Learning program is a specially-designed vehicle coined Winnie's Wagon debuting this year will serve an
 additional 50-100 children and their families with state-of-the-art educational materials. This mobile unit will allow
 our staff to meet students experiencing homelessness in their environment, such as libraries, porches or friends'
 houses.
- Learning Centers contain spaces within homeless housing or service facilities dedicated to the enrichment of children, supplied with kid-friendly furniture, books and technology.
- Hope Through Learning Awards provide financial assistance to individuals who have persevered against
 homelessness and are pursuing secondary education or career training. Recipients can use their cash award for
 tuition, school-related expenses such as books, a computer, living expenses, transportation, childcare or housing.
- Teen CEO program provides youth real-world work experience, expands their thinking about potential careers, increases their confidence and ability to set and meet goals and prepares them to gain entry-level positions.
- College/Career Guidance prepares juniors and seniors for high school graduation and planning for the future. This may include basic identification materials, apprenticeships, tutoring and financial aid.
- DBT STEPS-A, or Dialectical Behavior Therapy Skills Training for Emotional Problem Solving in Adolescents, is a unique social and emotional learning curriculum at the University of Pittsburgh and helps adolescents manage emotional situations, cope with stress and make better decisions.
- Backpacks and school supplies are distributed annually to more than 2,000 students experiencing homelessness in Allegheny County in preparation for the upcoming school year.
- Homeless Education Network Collaborative Impact Grant is an alliance of community members working to improve
 educational opportunities and outcomes for youth experiencing homelessness. The goal is to identify issues
 affecting individuals ages 0-24, their parents, schools and communities.

Homeless Children's Awareness Month

As a part of October's Homeless Children's Awareness Month, we will host the YOU CAN campaign for the second consecutive year, a month-long awareness and fundraising effort.

During the campaign kick-off, more than 100 HCEF partners and community members will commit to gathering for a public demonstration to shed light on the importance of advocating for the homeless youth in our region, giving their voices to the voiceless.

Throughout October, we will help community members understand the impact of homelessness. We will raise awareness of the issues these youth face, including housing, food insecurity and mental and social issues, express the importance of student rights, reduce the stigma surrounding youth homelessness and spur community action.

Invisible in Plain Sight (cont.)

By AJ Jefferson, Chief Executive Officer, Homeless Children's Education Fund (HCEF),

Over the years, our role in the community has developed and expanded to meet these needs. We rely on support from foundations, corporations and individuals to expand our programs and better serve the region's homeless youth. Community members can make a positive impact by referring a child, donating to HCEF, advocating for our youth and/or volunteering with HCEF.

And, there are several ways to volunteer, such as becoming a mentor, raising awareness to break the cycle of homelessness and supporting our events. For those interested in volunteering, please visit <u>Volunteer Opportunities - Homeless Children's Education Fund (homelessfund.org)</u>.

It truly takes a village to make a lasting impact on our city's most vulnerable.

AJ Jefferson, Chief Executive Officer ajefferson@homelessfund.org www.homelessfund.org

Address Partner Violence in Your Workplace: Recognize, Respond, Refer

By Allison Kacmar Richards, MSW, LSW, SHRM-CP, kacmarrichardsa@wcspittsburgh.org,Women's Center & Shelter of Greater Pittsburgh

Almost every workplace has employees who are not safe at home.

You've heard of domestic violence. In fact, you've likely been affected by it directly or because someone in your family or friend circle has experienced it. You might not know it, but many of your employees are – or will be – victims or perpetrators of domestic violence.

Domestic violence, also called partner violence, is a pattern of abusive psychological, emotional, financial, and/ or physical behavior between two intimate partners in which one partner maintains power and control over their counterpart. It can occur in dating, cohabitation, or married relationships. The violence can continue even after the relationship has ended. In many cases, leaving is the most dangerous time. While the perpetrator may no longer know where the victim lives, they may know – or be able to find out – where they work.

While not an exhaustive list, methods that partner violence perpetrators use to control their partners can include:

- · Psychological abuse
- · Physical violence
- · Isolation from family and friends
- Sexual violence
- · Threats and intimidation
- Threats to harm children and pets
- Technology abuse
- Financial control, including interference with ability to work

Financial control can have long-term effects on victims of partner violence by putting their finances in disarray, lowering their credit score, creating problems at work, and limiting their ability to find and maintain employment. Some examples of financial control include:

- Monitoring, restricting, and/or controlling a partner's spending.
- Taking money from a partner.
- Causing a partner to be consistently late for work.
- Preventing a partner from reporting to work some days.

According to the Centers for Disease Control (CDC), at least one in four women and one in seven men experience and report partner violence in the form of physical assaults, threats, and stalking in their lifetime. Partner violence occurs in all segments of the population, regardless of educational level, age, occupational level, race, culture, ethnicity, sexual orientation, geographic location, socioeconomic status, or religion. However, some groups are more at risk for partner violence: women, LGBTQIA+, young, pregnant, and people with disabilities.

The weight of partner violence is unmistakable in the workplace.

In the workplace, domestic violence is often considered a "domestic" issue: something personal and private, something that happens at home and should be left there. Using the term "partner violence" reminds us that it is not something that just happens at home.

Address Partner Violence in Your Workplace: Recognize, Respond, Refer (cont.)

By Allison Kacmar Richards, MSW, LSW, SHRM-CP, kacmarrichardsa@wcspittsburgh.org,Women's Center & Shelter of Greater Pittsburgh

Partner violence negatively impacts the workplace in a variety of areas by increasing workplace violence, decreasing employee performance, and increasing health care costs.

- 27% of workplace violence incidents are related to partner violence.
- 50% of victims missed one or more days of work due to partner violence.
- 83% of partner violence survivors report that the abuse impacted their ability to do their job.
- Health care costs for people experiencing physical abuse are 42% higher than their peers.

Companies who demonstrate a commitment to employee safety, wellbeing, and fairness through formal and informal partner abuse response strategies stand out and appeal to potential employees, business partners, and funders as a great place to seek and retain employment. When an employer is prepared, proactive, and knowledgeable about partner violence, its employees are more productive, and the workplace is safer.

Addressing Partner Violence in the Workplace

Workplaces can be one of the best resources and supports for employees. To address partner violence in the workplace: recognize the signs of partner abuse, respond with support, and refer employees to the free, expert, and confidential help available in the community.

Recognize: Know the Signs

Recognize partner violence as an issue with bottom line effects on workplace productivity and safety.

• Learn how to identify partner violence.

- Some signs that may indicate an employee is experiencing partner violence include:
 - Recurring injuries (e.g., bruises, cuts, fractures, sprains).
 - Recurring and unexplained absences (often due to injuries or illness caused by partner violence, or threatening restrictions from the abusive partner).
 - Receiving unwanted calls, emails, and visits from their partner or past partner.
 - Reluctance to appear on video or in person for fear of showing injuries.
 - Eagerness to be onsite even if it is not required by the job.
- The free, easy-to-use app <u>Bright Sky</u> is a great tool to help identify partner violence.

Assess your workplace culture.

- Does your workplace foster an environment where employees can expect support, concern, and resources?
- Does your workplace have a culture where employees would feel safe seeking help or assistance if needed?
- Does your workplace have a track record of taking employee concerns seriously?

Address Partner Violence in Your Workplace: Recognize, Respond, Refer (cont.)

By Allison Kacmar Richards, MSW, LSW, SHRM-CP, kacmarrichardsa@wcspittsburgh.org,Women's Center & Shelter of Greater Pittsburgh

Respond: Know What to Do

Respond appropriately by adopting policies and implementing training for employees and management. There is a resource based here in Pittsburgh that can help you do this. See below for more information on STANDING FIRM.

- Build a Response Team.
 - The Response Team should include members of key areas of your workplace (Executives, HR, Safety/ Security, Union Representatives) and identify a Partner Violence Champion to lead the Response Team.
- **Review workplace policies**. A formal policy tells employees where to go when they or a coworker is in a partner violence situation and works to dispel associated fear, shame, and stigma for seeking help.
 - To create or update existing policy:
 - Consult with HR, safety, and corporate compliance or legal teams.
 - Create specific policies about keeping employees who have Protection from Abuse Orders (PFAs) safe.
 - Ensure that employees have confidential ways to speak up.
 - Make it easy for employees to access community resources and get help by giving employees paid time off to attend court, medical, or counseling appointments.
- Train managers and employees. Train on how to recognize warning signs of partner violence and what to do next.
 - Hold initial trainings on the Recognize, Respond, Refer Model, including:
 - Signs of partner violence.
 - How to approach someone about partner violence.
 - What resources are available.
 - Provide ongoing education.
 - Hold regular refresher training on the Recognize, Respond, and Refer Model.
 - Make partner violence training a part of the onboarding process.
 - Remind employees about programs and policies available throughout the year.
 - Include information in the Employee Handbook and Benefits information.
- Respond effectively to an incident.
 - Create response plans as part of your workplace safety protocols and communicate with employees about how to seek support.
 - Implement policies to address perpetrators and support survivors.

Refer: Know Where to Turn for Help

Refer employees to internal resources like your Employee Assistance Program and community-based resources for

Address Partner Violence in Your Workplace: Recognize, Respond, Refer (cont.)

By Allison Kacmar Richards, MSW, LSW, SHRM-CP, kacmarrichardsa@wcspittsburgh.org,Women's Center & Shelter of Greater Pittsburgh

assistance. Consider these helpful resources available locally and beyond:

- Women's Center & Shelter of Greater Pittsburgh is a source of hope for survivors of domestic abuse. By offering a holistic approach to healing, our programs and services provide the safety and support survivors deserve. We welcome survivors of domestic violence at different stages in their journey and work with them to meet their personal, individual needs. Learn more at www.wcspittsburgh.org.
- Bright Sky is a safe, easy to use, free app and website that provides practical support and information on how to respond to partner violence. It is for anyone experiencing partner violence, or for those worried about someone else. Bright Sky can help you: understand what domestic violence can look like, spot the warning signs of domestic violence, evaluate the safety of a relationship, locate the nearest support services across the United States and/or learn how to help a friend, loved one, or colleague that may be affected. Learn more at www.brightskyus.org.

HR: Leading the Way

HR professionals want to make a positive impact – for our business partners, the employees we work with, our workplaces, and our communities. Partner violence damages our workplaces, negatively impacting the business bottom line and causing suffering to our employees. As HR professionals we can make a positive – and potentially lifesaving – impact by leading the campaign to address partner violence in the workplace. As we approach Domestic Violence Awareness Month in October, now is a perfect time to approach senior leadership with the call to Recognize, Respond, and Refer.

To get more information, contact **STANDING FIRM**, a National Program of the Women's Center & Shelter of Greater Pittsburgh. STANDING FIRM provides you with the tools to create a safe & productive workplace. STANDING FIRM equips organizations with the tools, resources, and education they need to take effective organizational action. Learn more at www.standing-firm.org.

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The Art of Getting Sued – Why Inviting a Lawsuit is Sometimes the Right Answer

By Anne M. Lavelle, Compliance Specialist, CTR Payroll Services

The phone rings and the attorney answers the Human Resources professional's anxious call to hear a Tale of Horror about why the "world's worst employee" should be terminated. However, the HR professional has one caveat - - "we want to make sure we don't get sued if we fire the world's worst employee."

Already the conversation is on the wrong path. No one – including legal counsel - can guarantee that the employer will not be sued. Even if the employer does everything right and the employee truly is the "world's worst employee," our court system has open doors which allow even the most tenuous of lawsuits. HR has asked the wrong question and looked at this through the wrong lens.

What is the right question or approach? Call legal counsel as a sounding board. They are part of your team. Use legal counsel to help you minimize either the risk of a lawsuit being filed or the eventual severance/settlement that the employer may pay. Place the conversation on the right path by looking at the matter through the lens of mitigating damages and minimizing risk. Not hoping to eliminate an inevitable risk.

More importantly, embrace litigation as a reality for every HR professional. As each HR professional climbs the corporate ladder, making the decision which triggers litigation is more and more likely. Prepare to make this inevitable decision by:

- Knowing your corporate culture and appetite for risk.
- Ensuring a safety net through appropriate insurance and knowing where the vulnerable spots of that insurance coverage are.
- Having folks who are on "your team" not internal or external folks who throw HR under the bus when the lawsuit is filed.
- Establishing supports, procedures and protocols that should be in place before a lawsuit is filed.
- Taking advantage of a sounding board such as legal counsel.
- Acknowledging that although it seems like it, the employer may not have been the "world's worst employee" and that, inevitably, the employer will have some "bad cards" in its hand.

With this knowledge and forethought in place, the high-risk employment termination becomes a question of strategy – not a question of risk avoidance by vainly hoping that the termination can be accomplished "without getting sued." Embracing litigation – even if it is a headache – becomes a viable option to:

- Minimize floodgate issues with other employees whether these issues pertain to severance, accommodations, or other perceived preferential treatment.
- Allow the employer to enforce its culture, ethics and rules without being perceived to be weak or ineffective.
- Challenge the employee to establish any part of his/her claim which sometimes the "world's worst employee" can have difficulty in accomplishing.
- Delay and minimize any potential settlement or severance payment.

The Art of Getting Sued – Why Inviting a Lawsuit is Sometimes the Right Answer (cont.)

By Anne M. Lavelle, Compliance Specialist, CTR Payroll Services

• Allow all parties to effectively value the claim by seeing what "hand of cards" the employee has – cards that the employer may not know about – and by showing the employer's hand of cards to employee's counsel – who may be surprised to learn that the company is not the "world's worst employer" as portrayed by the ex-employee.

Finally, by embracing litigation, the employer is really embracing and accepting a litigation process that focuses on discovery of the facts, perceptions and claims of the employee. Since almost all lawsuits ultimately conclude with some type of non-trial resolution, the Perry Mason courtroom scene is very unlikely to be a reality. The litigation resolution may be achieved through the legal vehicle of summary judgment or a settlement, but it will be achieved in all but about 2-3%. Know that by inviting the strategy of litigation, you are inviting a strategic delayed resolution of the matter that should serve to further the goals of the employer.

The Art of Getting Sued seminar will delve into these matters by focusing on how to proactively prepare for when the employer chooses to invite an employment lawsuit - - as the right strategic business decision.

Anne Lavelle graduated law school magna cum laude in 1996 and spent more than two decades counseling clients on every aspect of labor and employment law. In particular, she focused significant attention on the FMLA, ADA, FLSA PPACA, HIPAA and other legislative mandates. She retired as a partner with a major Pittsburgh corporate law firm in 2018, to spend more time with her family. Anne and her family were honored to receive the Adoptive Family of the Year Award from the State of Pennsylvania. However, her favorite professional duties always involved training seminars for clients. She welcomed the opportunity to join CTR Payroll & HR as their Compliance Specialist to bring her passion for public speaking to CTR's clients, as she provides learning opportunities and seminars to keep CTR's clients up-to-date on the ever evolving legislative landscape. CTR is a Pittsburgh-based HR & Payroll technology company. For more information on CTR check out www.ctrhcm.com.

Nurturing Care in the Workplace: Starting with Self-Care

By Jessica Grande, Senior Consultant, Cowden Associates, Inc., Brea Schmidt, Keynote Speaker, Self-Care Advocate, Writer, Entrepreneur, The Thinking Branch

Hey, you.

Yes, YOU.

The human resources professional who has been giving it all to your company.

The one who has full-speed navigated the last couple of years of massive change in the workplace environment. The one who has been spending hours developing wellness programming and pitching it internally and thinking about what OTHER changes you can make within the culture to make it a better place to work for ALL.

The one who simply cares.

The caregiver TO the company.

Yes, YOU.

Can we ask you something? In the thick of all of the work you've been doing to build better benefits for the caregivers in your company, how much time have you focused on taking care ... of YOU?

Because in any profession, we know it is essential for individuals to prioritize their own wellbeing while navigating their daily personal and professional lives. But in a profession like yours where your job is to build and support programming that cares for the employees within the company, we imagine it can be easy to put your own needs aside.

"If I worry about me, I'm not doing my job."

"Any time I spend caring for myself is time I'm not caring for the people in my company."

"People need me... I have to take care of them, first."

Does that sound familiar?

But anyone who lives in this modern-day, fast-paced world knows that a cadence of constantly showing up for others without prioritizing one's own wellness can lead to burnout and a loss of joy for the work (which is the EXACT thing that you are part of trying to avoid for the caregivers at your company)

So, can we challenge you on something?

WHAT IF?

WHAT IF learning how to prioritize your own wellbeing as a company caregiver could not only benefit you, but also help you better show up for the caregivers in your company?

WHAT IF by leaning into a business plan that supports the wellbeing of the person CREATING the caregiver benefit business plan ... could actually help you move forward in your role?

Nurturing Care in the Workplace: Starting with Self-Care (cont.)

By Jessica Grande, Senior Consultant, Cowden Associates, Inc., Brea Schmidt, Keynote Speaker, Self-Care Advocate, Writer, Entrepreneur, The Thinking Branch

WHAT IF you can better empathize with caregivers when your own caregiving mental and physical wellbeing is cared for?

Because if you can do great work with a half-empty tank, WHAT IF you put some self-care fuel behind it?

And once your tank is filled, we want to give you some background and solutions for connecting with and supporting the caregivers that are your employees. We want to provide strategies and tools for your organization to consider for caregiving benefits, while meeting diversity, equity, and inclusion goals.

Day 1 of the conference.

2pm.

It's the time to choose YOU, the company caregiver, while simultaneously choosing the caregivers you strive to better support for your company.

We can't wait to see you there.

The Post-Pandemic Playbook: Five Key Decisions for HR Executives in the New Normal

By Tory Butterworth, PhD, torybut@gmail.com

Returning to the office has generated some heated debates. While 61 percent of workers want to continue to work remotely, 77 percent of U.S. managers are ready to fire, cut pay, or limit promotion opportunities for staffers that don't comply with return-to-office mandates. The divide between Remoters and Returners has never been more severe.

And whois stuck in the middle of this great divide? Human Resources, of course.

Management can get caught up in workplace nostalgia, a memory of a time when there were more jobs than workers and management was in control. Productivity could be assessed by presenteeism, evaluating employeeís work based on who spent the most time sitting at their desk.

Meanwhile, workers are having a hard time giving up the perks of virtual work including no commutes and greater choices in where they live. Virtual work also provides increased flexibility to cope with home repairs, childcare issues, and protection for family members who are immunocompromised.

Following The Great Resignation and increased options in a gig economy, workers are seeing unprecedented new opportunities for employment. Many have reassessed their values and what is important to them in a job. They are allowing themselves choices theyive never dreamt of previously. iYou want me to come back? Iill quit first!î has become a refrain.

My session at the upcoming PHRA conference focuses on five key strategies to restore order in a conflicted workplace.

Stepping out of the Fray

It is easy for HR to get stuck in the role of enforcer. Unfortunately, those who side entirely with either the Remoters or the Returners are bound to be the losers. Whichever side they choose, the unhappy left-outs will create problems for their organization.

This session will help you consider another role. Imagine yourself mediating this conflict or bridging the great divide. Rather than taking sides, human resources could focus its efforts on sharing tools to navigate these huge conflicts. It's an irony that simple but underused skills are ones which can ultimately solve the most complex problems. This session will teach techniques for creating a new workplace vision, listening, flexibility and keeping calm.

New Workplace Vision

Rather than focusing on where you've been, help your organization develop a vision of where they're headed. If you think about it, both sides in the Remote versus Returner debate are stuck in illusions of the past. Remoters are idealizing what was happening during the pandemic, Returners the pre-pandemic. A new and improved workplace vision is needed to create a Post-Pandemic Playbook and a Toolbox for our Post-Pandemic future.

We will learn and practice a technique for creating a new vision called Futuring. Rather than getting caught up in what we see around us that we don't like, we will to spend five minutes imagining what we would like to see in

The Post-Pandemic Playbook: Five Key Decisions for HR Executives in the New Normal (cont.)

By Tory Butterworth, PhD, torybut@gmail.com

the workplace one year from now. Then we will discuss techniques to put this new vision into action.

Futuring works wonders in lifting teams out of their current problems into a forward-thinking and creative mindset. Examples include an executive team who recognized how little time they spent considering the big picture of where their organization was headed. A school system that realized they were caught up in bureaucratic struggles rather than focusing on the wellbeing of their students. A small business that acknowledged difficult decisions they needed to make to strengthen their bottom line.

Listening

People talk of the power of the spoken word, but I have personally seen the incredible power of the ability to listen. Trying to get your point across, without focusing on what the other person has to say, creates an adversarial tone. Showing the other person you have heard what they said, on the other hand, can create an opening for them to listen to you.

In this session we will practice active listening, the process of repeating back what another person has said, so they can recognize you understand their point of view. It is amazing how conflicts can be eased when people hear their own words repeated back to them.

Flexibility

It is easy when in the midst of conflict to become rigid, take a stance and hold onto it for dear life. In fact, rigidity more often results in impasse than strength.

We will practice coming up with creative win-win solutions to a problem before a decision is made. When working with two entrenched sides, learn how to become the person who can offer a fresh set of eyes on the conflict.

Keeping Calm

Most of us know many skills for keeping calm, but like with listening, many are forgotten in practice. It is more important to have one skill you remember to use than many which slip away in the heat of the moment.

Imagine a time you remained calm when other people were losing their heads. What did you do, think about, feel or remember that allowed you not to get upset? Boil this down into a simple phrase, write it on a sticky note, and post it on your computer or any place you are likely to see it.

By consistently practicing these skills, you will create a communication bridge in the Remoter versus Returners debates, setting a precedent for a new role for human resources in your organization.

I look forward to practicing these simple but essential skills with you at the upcoming PHRA conference on September 26th at 3:45 p.m.

Creating Sustainable Competitive Advantage through a New Approach to Leadership

By David M. McGlennen, President, Impact Leadership Consulting, LLC

In today's fast-paced and ever-changing world, the mere act of adaptation is no longer enough to thrive. The landscape we operate in calls for a bold and proactive approach – not just leading change, but embracing the charge for transformation. As organizations navigate this dynamic environment, it is imperative for human resources professionals to empower teams and individuals not only to weather change but to seize it with enthusiasm.

In fact, let's not just champion change – let's embrace it!

Coaching and a strengths-based approach to leadership emerges as a potent instrument to orchestrate this paradigm shift. Through a coaching culture and creating psychological safety, organizations can instill trust, invigorate learning strategies, and harness the collective genius of their teams. By relinquishing the constraints of conventional hierarchy and embracing collaborative problem-solving and unleashing the fullness of human potential, organizations have the chance to establish themselves as frontrunners in the unfolding new normal.

It's a powerful tool that we can use to lead our organizations.

The relentless march of time has rendered change throughout history. However, in recent years the rapid march of technology, fluid economic landscapes, and global challenges all necessitate an organizational ethos that is agile and adaptable. Yet, mere adaptation falls short, potentially stifling growth and stifling innovation. True mastery of change involves not just adapting, but driving innovation that propels us ahead of the curve.

Herein enters coaching – the force that empowers individuals to not just cope with change but to seize it as a springboard to shape a brighter future.

Coaching, within the realm of organizational evolution, emerges as a formidable instrument to empower teams and individuals alike. It cultivates a nurturing environment wherein employees can delve into their strengths, ambitions, and untapped potential. Through the coaching journey, individuals can chart clear goals, devise strategies for growth, and unlock insights that might otherwise remain dormant.

This holistic process forges a sense of ownership and responsibility, motivating employees to not merely accept change, but to actively embrace it.

At the heart of any successful coaching relationship lies trust – the cornerstone upon which transformation is built. To fully embrace change and actively engage in the coaching process, individuals must feel safe and supported. When trust is established between a coach or leader and a team member, it nurtures an environment of open and candid communication. This paves the way for meaningful dialogues about objectives, hurdles, and potential pathways to navigate through change.

If this is to be successful, the culture of trust must be embraced throughout the organization, where leaders unequivocally demonstrate their commitment to coaching as a catalyst for growth, transcending mere performance assessments.

Creating Sustainable Competitive Advantage through a New Approach to Leadership (cont.)

By David M. McGlennen, President, Impact Leadership Consulting, LLC

That requires for many leaders, a new mindset - and a new set of skills that center around the ability to ask generative questions. Those types of questions ignite and unlock more potential within their people.

Coaching heralds a new era in learning as well. Traditional learning models often propagate a one-size-fits-all approach, with only a select few possessing the keys to knowledge. Coaching challenges this orthodoxy, recognizing each individual's unique experiences, perspectives, and insights. This fresh outlook on learning cultivates a mindset of perpetual expansion and exploration, enabling teams to swiftly be the catalysts of change in the ever-evolving landscape.

One of the most compelling merits of coaching, within the context of holistic company growth, lies in its ability to unlock the collective intelligence and wisdom within a group. In conventional hierarchical models, decision-making and problem-solving are concentrated at the zenith of the structure.

Yet, this approach often squanders the diverse expertise and viewpoints dispersed throughout an organization. Coaching allows collaborative problem-solving, where innovation springs forth from all echelons of the organization. This inclusive approach not only releases superior solutions but also nurtures a profound sense of unity and shared purpose among team members.

In the present global climate, visionary leadership that navigates uncertainty with poise is the clarion call. Organizations that wholeheartedly embrace coaching as a conduit for change create a workforce that is not only nimble and adaptable but also poised to lead in the new normal.

By championing trust, personalized learning, and collaborative solution-finding, these organizations kindle a culture that thrives on change, innovation, and continuous enhancement. This metamorphosis paves the way for high-performance and robust company growth, offering the organization an unassailable competitive edge.

This transition from the traditional hierarchical model to a synergistic approach positions organizations as trailblazers in the new normal. As we navigate the opportunities and challenges on the horizon, the process of unlocking the collective potential and wisdom of our human capital takes center stage.

Come join me and my presenting partner, Megan Wollerton at our session on September 26th at 2:00pm during the annual conference. We will give you tools to begin underscoring the prowess as architects of transformation and forerunners of a new era.

The Flourish Group and Connected Health Join Forces to Expand Preventive Lifestyle Health and Wellness Model in Pittsburgh Region



Flourish Wellness Coaching Opens Location at Connected Health to Provide Nutrition, Fitness and Lifestyle Coaching for Individuals Seeking Support in Their Health and Wellness Goals

Two women-owned Pittsburgh-based companies have joined forces to change how health and wellness are delivered in the Pittsburgh Region. Niki Campbell, Founder and CEO of The Flourish Group and Betty Rich, CEO and co-founder of Connected Health, are teaming up to offer a more comprehensive lifestyle medicine and wellness coaching service in one convenient location. Located in Connected Health's Wexford, PA facility and operated by The Flourish Group, Flourish Wellness Coaching is now open for individuals and groups who seek to improve their wellness through nutrition, fitness, and lifestyle coaching programs.

"This collaboration allows us to provide our wellness coaching services to even more people here in Pittsburgh while offering our existing clients the knowledge, skills and services of Connected Health's medical team," Campbell stated. "We're excited to be a resource to Connected Health's patients who may benefit from having a wellness coach who can complement their primary care plan with the resources and support needed to create a healthier lifestyle."

Wellness coaching is a relatively new concept in a healthcare setting, but research shows it can be a highly effective tool in assisting individuals in making positive health and lifestyle changes that may prevent common chronic conditions like hypertension, obesity, Type 2 diabetes, and high cholesterol.

"Connected Health prides itself on creating an accessible, personalized, and proactive primary care experience for its patients," Rich added. "As a concierge medicine practice with an on-site fitness facility, pharmacy, physical therapist and other wellness amenities, our collaboration with Flourish Wellness Coaching adds yet another dimension of support for our patients and clients. We're excited to connect patients to Niki and her team to support them in making the meaningful changes that will improve their health and quality of life."

Campbell and Rich are committed to being the region's leading provider of concierge medicine and wellness coaching and education and they plan to launch new programs in the coming months for individuals, groups, and the business community.

The Flourish Group and Connected Health Join Forces to Expand Preventive Lifestyle Health and Wellness Model in Pittsburgh Region (cont.)

About The Flourish Group

Established in 2019 by Niki Campbell, a former corporate leader turned nutritionist, health coach and personal trainer, The Flourish Group offers a full suite of health, wellness, and lifestyle services for both individuals and organizations with a mission to empower all people to become strong and fit in mind, body, and spirit. Under the umbrella of The Flourish Group is Flourish Wellness Coaching and Flourish Workplace Solutions. Flourish Wellness Coaching provides well-being coaching services for individuals of all ages who seek to improve their overall health and wellness with safe and sustainable lifestyle changes. Flourish Workplace Solutions partners with corporations, small businesses, and non-profit organizations to implement strategic workplace wellness programs that improve employee health, morale, and retention.

Learn more at www.theflourishgroup.net

About Connected Health

<u>Connected Health</u>, located in Wexford, PA offers an alternative to traditional primary care. With Connected Health, you'll have a dedicated physician who takes the time to get to know you and your unique health needs, creating a customized plan for your ongoing care. Say goodbye to the impersonal, reactive care of the past and hello to the personalized, proactive care you deserve. Connected Health is accepting new patients!

To schedule a consultation, please call 724-933-4305.

Embracing Automation: Infusing the Human Touch into Modern HR Processes

By Jay Polaki, Co-Founder & CEO, jpolaki@hrgeckos.com, HR Geckos

The field of Human Resources (HR) has undergone a profound transformation in recent years, with technology playing an increasingly significant role in shaping how organizations manage their workforce. The advent of automation and artificial intelligence (AI) has brought about numerous advancements in HR processes, allowing for streamlined operations and improved efficiencies. However, as we delve into the era of automation, it's essential to strike a delicate balance between technology and the human touch that defines HR's core essence.

As technology continues to reshape industries, the HR domain is no exception. Automation of HR processes has raised questions about whether the human touch can be maintained in this digital era. Striking a balance between leveraging technology and preserving the human element is the key to transforming HR into a more efficient and empathetic powerhouse.

The Essence of the Human Touch in HR

Human Resources has always been, at its core, about people. From recruitment and onboarding to performance management and employee engagement, HR professionals have been the driving force behind creating an environment where employees can thrive. This "human touch" encompasses empathy, understanding, and the ability to connect personally. This aspect makes HR a vital component of any organization, laying the foundation for healthy company culture and employee satisfaction.

However, with the advent of automation and Artificial Intelligence (AI), HR processes have witnessed a revolution in efficiency and accuracy. Mundane and time-consuming tasks like data entry, resume screening, and payroll management can now be streamlined through technology. This has led to concerns that the allure of faster, more efficient processes might overshadow the human touch.

The Synergy Between Technology and Empathy

While technology can undeniably optimize HR functions, the true magic happens when it works harmoniously with human empathy. Rather than replacing human interaction, automation should be seen as a tool to amplify and support HR professionals in their mission to foster positive employee experiences. By relegating repetitive tasks to machines, HR teams can redirect their focus toward strategic initiatives that require emotional intelligence and a deep understanding of human behavior.

For instance, the initial stages of recruitment, such as resume screening, can be expedited through AI algorithms that match skills and experience with job requirements. However, the human touch is essential in understanding the nuances that make a candidate an ideal cultural fit for the organization. Similarly, while an automated onboarding process can ensure a seamless introduction to the company's policies and procedures, the personal interactions and mentorship from colleagues make new hires feel truly welcomed.

The Art of Personalization

One of the ways technologies can enhance the human touch in HR is through personalization. Modern HR systems can capture and analyze vast amounts of employee data, from performance metrics to career aspirations. Leveraging this data, HR professionals can tailor learning and development opportunities that resonate with each

Embracing Automation: Infusing the Human Touch into Modern HR Processes (cont.)

By Jay Polaki, Co-Founder & CEO, jpolaki@hrgeckos.com, HR Geckos

individual employee. Personalized training programs and growth pathways demonstrate a company's commitment to employee success and acknowledge the uniqueness of each person within the organization.

Moreover, technology can facilitate ongoing feedback and coaching. Regular check-ins and pulse surveys can provide insights into employee morale and engagement, allowing HR teams to proactively address concerns and celebrate achievements. This continuous feedback loop, enabled by technology, creates a culture of open communication and demonstrates that the organization values its employees' voices.

Building Bridges, Not Barriers

Automation of HR processes should not be perceived as a barrier to human interaction but rather as a bridge that connects HR professionals more effectively with employees. Chatbots and virtual assistants can handle routine queries, allowing HR personnel to engage in deeper conversations and address complex issues. When employees feel that their concerns are being heard and understood, their satisfaction and commitment to the organization naturally increase.

Additionally, automation can help break down geographical barriers in today's globalized workforce. Remote and distributed teams can benefit from digital communication tools, virtual team-building activities, and online training platforms. This ensures that the human touch is extended even to employees who may never physically set foot in the same office.

Preserving Ethics and Inclusivity

As technology takes center stage in HR, it is crucial to ensure that ethical considerations and inclusivity are not compromised. Algorithms and AI models must be carefully calibrated to avoid bias in hiring and performance evaluations. Human oversight is essential to rectify any unintended consequences that might arise from automated decision-making processes. By combining technological advancements with human vigilance, HR professionals can guarantee all employees a fair and inclusive work environment.

Conclusion

The human touch remains an irreplaceable element in the ongoing transformation of HR processes. Automation and technology are powerful tools that can elevate HR functions to new heights of efficiency and accuracy. However, the human touch – the ability to empathize, understand, and connect – imbues HR with its true value. By embracing technology as an ally rather than a replacement, HR professionals can weave a tapestry of personalized experiences, foster inclusivity, and empower employees to thrive in a digital age. The future of HR lies in the delicate balance between automation and the enduring human spirit. The 'human' in Human Resources is a reminder that people, their well-being, and their growth are at the core of organizational success.

"The advent of automation and AI has brought about numerous advancements in HR processes, allowing for streamlined operations and improved efficiencies. However, as we delve into the era of automation, it's essential to strike a delicate balance between technology and the human touch that defines HR's essence."

Jay Polaki, SHRM-SCP, SPHR Co-Founder & CEO, HR Geckos

www.hrgeckos.com















Join the discussion on Automating HR while keeping the **Human Touch** at the Pittsburg HR Association's (PHRA) Annual Conference on Sep 27th, 2023 at 11:15AM EST



3 Key Elements to an Employee Engagement Strategy

By Julie Develin, SHRM-SCP, GTML, Sr. Partner, HCM Advisory & Human Insights, UKG

In HR and other people-centric roles, the conversation about employee engagement is ongoing. Too often, however, companies spend time on assuring engagement as opposed to improving it. A process of continuous improvement is crucial for the success of any engagement strategy. Undoubtedly, engaged employees are more productive, motivated, and committed to their work, leading to better business outcomes.

While there are many keys to employee engagement, three of the most significant include onboarding, flexibility and autonomy, and communication. These essential parts of the employee experience can make or break the employee employer relationship. They are keys to success.

Three key elements to an effective employee engagement strategy

1. Onboarding

Starting at the literal beginning of the employee experience will pave a smooth path for the way forward throughout the employee lifecycle. Onboarding starts prior to day one, when an employee is gathering information about the organization. Often called preboarding, this is where the importance of employer branding truly comes into play. Knowing what the conversation about your company is online is important, as online forums are likely where prospective employees will gather information first.

Day one itself is essential, as integrating new employees into the organization and providing them with the tools and resources they need to be successful in their new roles will ensure a sense of purpose and belonging. Simply put, a good onboarding strategy is a foundation for attracting and retaining employees. It provides them with a clear understanding of the organization's culture, values, and goals. It also helps them build relationships with their colleagues and managers, which is essential for creating a positive work environment.

A goal of onboarding should also provide new employees with a clear understanding of their roles and responsibilities, helping them feel more confident and empowered in their work. When employees feel confident and empowered, they are more likely to be engaged and committed to their work, leading to higher levels of employee engagement.

2. Flexibility and autonomy

Flexibility and autonomy are also essential for employee engagement. Flexibility in the workplace allows employees to balance their work and personal life, leading to reduced stress and higher job satisfaction. Autonomy, or the ability to work independently and make decisions, gives employees a sense of control over their work, leading to increased motivation and engagement (learn more about employee autonomy here).

When employees have the flexibility to work in a way that suits their needs, they are more likely to feel engaged and invested in their work. For example, allowing employees to work remotely or adjust their schedules to accommodate their personal lives can improve their work-life balance and increase their engagement with their work.

Similarly, when employees have autonomy in their work, they are more likely to feel a sense of ownership and pride in their work. When employees feel empowered to make decisions, they are more likely to take ownership of their work and be motivated to achieve their goals.

3 Key Elements to an Employee Engagement Strategy (cont.)

By Julie Develin, SHRM-SCP, GTML, Sr. Partner, HCM Advisory & Human Insights, UKG

When employees have autonomy in their work, they are more likely to feel a sense of ownership and pride in their work.

3. Communication

Effective communication is the third factor that contributes significantly to employee engagement. Communication is essential for building trust, fostering collaboration, and ensuring that employees have a clear understanding of their roles and responsibilities.

Perhaps one of the biggest lessons learned from the disruption that has occurred is just how important communication and collaboration mechanisms are within organization. Not just any communication and collaboration methods work effectively—the right ones promote ease of use, reliability, and are widely accepted by employees and managers alike as a source of truth.

Over times of disruption, companies that have effective technology solutions in place learn quickly that these solutions are not a luxury—they are a necessity. Ensuring employees have an easy way to log their hours, request time off, switch a shift, or complete a training online via their mobile device is paramount to creating a great place to work. Also vital is two-way communication. Oftentimes companies prioritize getting messages out, but do not have a way for employees to send messages back to managers and human resources representatives. With the rapidly changing employment landscape, this is more important than ever.

Open and honest communication is essential for building trust between employees and managers. When employees feel that they can communicate openly and honestly with their managers, they are more likely to feel supported and engaged in their work. Communication can also help identify and resolve issues before they become major problems.

Fostering a culture of communication can also lead to increased collaboration and teamwork. When employees feel that their opinions and ideas are valued, they are more likely to contribute to team discussions and work together to achieve common goals. This can lead to higher levels of engagement and better business outcomes.

Finally, communication is essential for ensuring that employees have a clear understanding of their roles and responsibilities. When employees understand what is expected of them, they are more likely to be productive and motivated in their work. Clear communication also helps employees feel supported and valued, which can contribute to higher levels of engagement.

To build an environment of continuous improvement, regularly monitoring and evaluating barriers to progress is vital. This will allow companies to adjust and improve as needed. Onboarding, flexibility and autonomy, and communication are all essential factors that contribute significantly to employee engagement. From setting a good foundation, meeting flexible work expectations, and communicating during times of disruption and calm, organizations can create a culture that supports employee engagement, leading to higher productivity, motivation, and commitment, and ultimately, to better business outcomes.

Navigating the High Cost of Burnout: A Quick Guide to Workplace Wellbeing

By Megan Wollerton - Life Force Wellness, Megan@lifeforcewellness.com

In today's fast-paced corporate landscape, where demands seem ceaseless, and competition is fierce, burnout has become an all-too-common phenomenon. As a dedicated corporate wellness consultant and health coach, my mission is to shed light on the perils of burnout and provide actionable strategies to help both employees and organizations overcome this pressing issue.

The Dark Side of Burnout

Burnout isn't just about feeling tired after a long day at work. It's a chronic state of physical, emotional, and mental exhaustion caused by prolonged stress. The World Health Organization classifies burnout as an occupational phenomenon, and its consequences are felt across the board:

- **1. Physical Toll**: Burnout can manifest in various physical symptoms, from headaches and digestive issues to weakened immune systems and chronic fatigue.
- 2. Mental Health Impact: The constant pressure and overwhelming workload can lead to anxiety, depression and even contribute to long-term mental health disorders.
- **3. Productivity and Performance Decline**: Burnout significantly hampers productivity and innovation, leading to decreased engagement and poor decision-making.
- **4. High Employee Turnover**: Organizations plagued by burnout often experience high employee turnover rates, resulting in recruitment and training costs.

Navigating the Road to Resilience

Thankfully, there are proactive measures that both employees and employers can take to combat burnout and foster a healthier work environment.

1. Self-Care and Boundaries:

Employees must prioritize self-care, which includes setting clear boundaries between work and personal life. While many employees have embraced the working-from-home experience and thrived, others struggle to know when to clock out. The borders between work and home life started to blend, leading to more stress and burnout. Encourage activities that promote relaxation and mindfulness, such as meditation, exercise, and hobbies.

2. Time Management and Prioritization:

Efficient time management is key. So many wellness gurus and coaches teach "time management" because it works. Encourage employees to create a block schedule and a to-do list, prioritize tasks, and take regular breaks. Creating an environment where employees can say "no" when necessary or be honest about their perceived workload can also prevent feelings of overwhelm.

3. Open Communication:

Employers play a crucial role in promoting a culture of open communication. Open and honest communication starts at the top. People do not fake being stressed. They fake being okay when they are not. Encourage an environment where it is okay to not be okay. Regular check-ins with employees can help identify stressors and provide opportunities for support.

Navigating the High Cost of Burnout: A Quick Guide to Workplace Wellbeing (cont.)

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4. Flexible Work Arrangements:

Introducing flexible work arrangements, such as remote work or flexible hours, can give employees greater control over their schedules and reduce the stress of commuting. Every employee is different; some do better when they commute to work and leave work at work, while others flourish in using the extra commute time to care for their well-being. Giving options and the autonomy for others to choose reduces stress as it plays directly into David Rock's SCARF model (as talked about in previous articles and the PHRA Annual conference)

5. Skill Development:

Investing in skill development can boost employees' confidence and job satisfaction. Providing opportunities for growth can alleviate monotony and increase engagement. Younger generations, such as millennials and Gen Z, are eager to learn through coaching and mentorship. Embrace programs to help employees not just succeed today but for years to come. We will be presenting more about mentorship programs at the upcoming conference. See Trust Builders: Creating a Coaching Culture for Lasting Success.

6. Wellness Programs:

Organizations should implement comprehensive wellness programs that offer resources such as fitness classes, mental health support, and stress management workshops. Wellness programs should be flexible, adaptable, and diverse so that all employees can engage equally. Get creative and think outside the box. Use apps to keep hybrid workforces connected and motivated. Hire a consultant to help figure out the best program for your organization.

7. Leadership Support:

Managers and leaders should be trained to recognize signs of burnout and provide the necessary support. Encouraging a positive work culture can also reduce stressors. Leaders can not be hands-off when promoting wellness and decreasing burnout. All too often, the burden of curating programs is left to HR alone. It takes collaboration from all departments and all levels of leadership to create an environment where employees are cared for.

Let's improve employee wellness together.

The dangers of burnout in the workplace are clear. Still, by fostering a culture of well-being, organizations can create a thriving environment where employees are motivated, productive, and mentally resilient. As a corporate wellness consultant and health coach, I aim to equip individuals and companies with the tools they need to overcome burnout and embrace a future of holistic well-being. Remember, a healthier workplace benefits everyone—employees, employers, and the organization as a whole.

If you are looking for more ideas on how to enhance your wellness programs and defeat burnout in the workplace, reach out to Life Force Wellness – www.lifeforcewellness.com and check the PHRA website for more wellness ideas and workshops. Don't miss this year's annual conference full of fantastic speakers to help your organization and employees thrive,

The (New) Art of Resilience - a step to get you there

By Sara Schulting Kranz, Author, Keynote Speaker, Wilderness Guide, Coach,sara@saraschultingkranz.com



Many of us find ourselves in a frenetic, disconnected, and high anxiety world. The personal and professional pressures of the day are leaving us isolated, unfulfilled, and lonely.. At a scale like we've never seen before.

In addition to taking its toll on our personal lives, it's wreaking havoc in our organizations. Low engagement, plummeting morale, deep discontentment. It's affecting both our personal and corporate bottom line.

How do we work through these problems? How do we make the necessary change? How do we build our resilience?

I have been diving into the field of resilience for the past 33 years.

My breaking point was in 2013. I found myself in uncharted territory,

debilitated by PTSD and trauma from 14-years of unknown betrayals within my personal relationship. I was lost, confused, not living up to my potential and going through a devastating divorce. As a woman and mom, there was no going back to how things were. Starting again at 40, alone, I was up against a unique wall, asking myself the very same question the world is asking today: How do I work through these problems? I understand this pain point far too well.

Seeking clarity, I climbed mountains and paddled with whales while doing a lot of deep personal and self-leadership work. What I found was direction. I was being guided by my true north- what I like to think of as your inner compass that leads you- to walk your path in life. Our true north encompasses our values, purpose, and passion for living. It's about diving into and asking yourself the important question, "What is important to me?"

So often we don't commit to what is most important- our vision, our dreams, our purpose and passion in life- because we are distracted and swayed by what others in our lives deem us to believe is important. In return, we lose focus and commitment to our own path forward in the pursuit of other peoples' dreams.

Staying true to ourselves is a daily practice that builds resilience in our personal and professional lives.

When your feet hit the floor every morning, you must rededicate yourself- recommit deeply and sincerely- to that day's true north. Ask yourself, "What is today's true north that is going to carry me closer to my dream"

Honoring yourself will slowly and steadily build your mental and emotional resilience.

There will be days when you feel like giving up. When that happens, stop and look at how far you have come. Just being here today and reading this is a step forward in blazing your own path. When fueled by action, commitment, and sustainable results, failure is not an option. The gift in return is finding this person you always wanted to be.

Every morning I say to myself, "I know, like I know, like I know that.. (fill in the blank)" This is my mantra that connects me to myself and reminds me that nothing can take me away from my vision and how I honor my choice to walk my own personal and professional path.

What will your mantra be?

People Analytics is a Hot Topic in HR

By Diane Houser, Director, Employee Relations at ConnectiveRx

People Analytics is a hot topic in HR. Are you interested in learning how to get started? Join us at the PHRA Conference this September for a session on how to get started.

Diane Houser (Director, Employee Relations at ConnectiveRx) is leading the session titled "People Analytics: You are sitting on a goldmine of data!".

HR is not the first place that businesses look at for data-driven impact but this a mistake that you can help fix! Human Resources is actually sitting on a substantial amount of data that is going untapped. You have a gold mine of information that you can leverage for strategic results.

This session will take a deep dive in to the People Analytics that HR can provide to senior leadership. We will examine sources of data, how to analyze findings, and how to make recommendations based on trends that you are seeing.

People Analytics is more than turnover. It's time to dig into the mountain of information, excavate data, and polish up these critical nuggets of data to drive success for your team. Join us at the conference and learn more!



New Members, One the move and 2023 Events

The Pittsburgh Human
Resources Association
offers many valuable
networking and
education programs
throughout the year.
Keep an eye on the
PHRA online event
calendar for a complete
and up-to-date listing
of all programs.
Register for an
upcoming event today!

New members

Elizabeth BaldoniFoster Love Project

Samantha Cobin

Amanda Paynter

Manchester Bidwell Corporation

KaylaCannonSurgical Product Solutions

Kassie Collins Familylinks

Michele Sawka The Industrialist Hotel

Devin CasperProMinent Fluid Controls, Inc.

Emily Lane IKEA Kurt Schmidt Alerus

On the move

Congratulations to the following PHRA members on their recent achievements:

- Andrea Pace passed her SHRM-SCP certification exam
- Tesha Ellison passed her SHRM-SCP certification exam
- Valerie Nance completed her Master of Jurisprudence in Labor and Employment Law

Events

September 13 | Learn HR Roundtable Discussion

September 19 | Learn Hybrid Working in the Age of Al with Dr. Anna Tavis

September 26-27 | Learn* PHRA Annual Conference & Exhibition

October 10 | Interactive Webinar The PHRA Experience Webinar: Making the Most of Your Membership

October 11 | Learn HR Roundtable Discussion November 8 | Learn HR Roundtable Discussion

November 14 | Learn Employment Law and Compliance Conference

Decemeber 7 | Social Annual Holiday Party

December 13 | Learn HR Roundtable Discussion

*Online Registration Coming Soon

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