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| 7:30am – 8:15am | | Registration, Continental Breakfast and Exhibit Hall | | | | |
| 8:15am - 8:30am | | Opening Remarks  **Welcome – Clifford Sandsmark, SPHR, President, NOARK**  **The Importance of Workforce Development in Our Community – Cody Ward, PHR, Chair Workforce Readiness Committee, NOARK**  **Introductions – Judith Tavano, SPHR, NOARK SuperCon Chair**  Special Session  **50th Anniversary of Title VII and Why It is Important to All of Us**  **Arthur T. Matthews, J.D., Visiting Professor, University of Arkansas Sam M. Walton College of Business**  Fifty years has passed since the passing of the Civil Rights Act of 1964 and the enactment of Title VII. This landmark piece of legislation changed the workplace in so many ways that to younger workers, today’s workplace seems to be “just the way things are”. Not so. There was a time when members of what we now call protected classes were discriminated against in hiring, promotion, discipline and training. We’ve come a long way in fifty years; but it was not an easy way. This presentation will retrace our steps through fifty years of equal opportunity in the workplace, highlighting what we have to celebrate and reminding us of what we have yet accomplish.  Plenary Session:  **No More Bullies in the Workplace: a Strategic Imperative for Organizational Leaders**  **Evelyne Matthews, CEO, Matthews & Matthews Consulting aka diversityofficers.com**  Combating bullying in the workplace is a strategic imperative. Workplace bullying costs money, productivity, jobs, and in some cases; lives. Organizations can no longer turn a blind eye to the pernicious danger inherent in allowing workplace bullying to go unchecked. Supervisors and managers need to take a leading role in proactively spearheading an overall awareness process around bullying prevention, recognition and correction. Using real workplace examples and scenarios, this session will explore the myriad forms of bullying (emotional, psychological, positional) that are perpetrated often with or without regard to race, color, age, national origin, gender, sexual orientation, sexual identity, disability or any other dimension that makes up who we are, and empower participants to be able to identify and address the vital signs that may exist in a workplace bullying environment.  Break and Exhibit Hall | | | | |
| 8:30am – 9:15am | |
| 9:15am- 10:15am | |
| 10:15am – 10:30am | |
|  | | **New Supervisor Track** | | **Experienced Supervisor/Manager Track** | **Leadership Development Track** | |
| 10:30am – 11:30am | | **The Business of Your Business: Why You Need to Understand It.**  **Rick Teague, SPHR,**  **President, TransAmericas Human Resources**  What does your business do? What is your part in the doing of your business? Learn what it takes for your organization to thrive and sustain, and how your role supports the organizational mission, vision and values. | | **Safe Hiring Tips for Managers**  **Sheila Moss, SPHR**  **Owner, Information Solutions Team and Integritrac**  Background screening is a key component of a safe hiring program, and is surrounded by strict regulatory compliance which sometimes varies by state or even by city. This session discusses the origin of background data, and explores the applicability of the data to the intended position. | **GET from GIVING: the ROI of giving back to the community**  **Julie Springer**  **Community Advocate**  Knowing that more and more employees are hinging job satisfaction on the social commitment of employers, business leaders need to find ways to link social responsibility and strategic intent. This session will focus on what social responsibility is, the strategic value of a social responsibility plan, and why all of this is so important to your employees, organization and community. | |
| 11:30am – Noon | | **Networking**  **Luncheon Presentation**  **Leading in One of the Nation’s Fastest-growing Metropolitan Areas**  **Mike Malone, President and CEO, Northwest Arkansas Council**  Fueled by an amazing entrepreneurial spirit, Northwest Arkansas emerged from modest beginnings to become one of the nation's most dynamic economic regions. A unique confluence of business and education power the area. With more than 500,000 residents, a median workforce age of 33.1, compared to the national average of 37.2, northwest Arkansas is among the nation's fastest-growing metropolitan areas. The region is increasing jobs at a faster rate than most metropolitan areas in the U.S.  What does this mean for business leaders in the region? Mike Malone, president and CEO of the Northwest Arkansas Council, will address the challenges and opportunities presented by such dynamic regional growth.  **Break and Exhibit Hall** | | | | |
| Noon – 1:00pm | |
| 1:00pm – 1:15pm | |
| 1:15pm –:15pm | | **Anatomy of a Conflict: Identifying and Resolving the High Cost of Unhealthy Workplace Conflict**  **Darrin Coon, SPHR**  **Chief Human Resources Officer,**  **John Brown University**  **and**  **Lori Chalmers, LPC, NCC, Licensed Professional Counselor and**  **Director of Operations, the Soderquist Center for Leadership and Ethics**  What is your approach to workplace conflict? Is it helping or hurting your effectiveness as a leader? How about as a follower? This presentation will distinguish what works from what doesn’t and equip you with effective tools for navigating workplace conflict | **Good Documentation, Bad Documentation**  **Marc Campbell, CPA**  **CFO, FM Corporation**  A good disciplinary conversation is only as good as the documentation that supports the content and objectives. This session is to assist managers in identifying the principles surrounding effective discipline, documenting in a way to avoid increasing liability, while adhering to an organization’s discipline policies and practice. The “five principles” of effective discipline to ensure appropriate documentation will be discussed. | | **Risky Business – The Process of Risk** **Management**  **Cammie Scott, SPHR**  **President, CK Harp & Associates**  Organizations have a vested interest in providing healthy, safe and secure work environments. Risk management is a key strategic piece of an organization’s plan. Learn how and why risk management should be incorporated into the organizational goals and embedded in systems and processes. | |
| 2:15pm – 2:30pm | | Break & Exhibit Hall | | | | |
| 2:30pm – 3:30pm | | **Building Your Team: What to Ask; What not to Ask in an Interview**  **Brent Carroll, PHR**  **NWA Manager & Director of Search, Select Staff**  How do you gain access to the information you need to make the best decision for your hiring requirements – without breaking any of those “tedious” HR laws? This session will provide you with the guidance you need. A discussion on approaching sensitive subjects, reading a work history, and the value of reference checks is included. | **What ~~a~~ Supervisors and Managers Needs to Know About Wage & Hour Laws**  **Cliff Sandsmark, SPHR**  **Senior Compensation Manager,**  **J.B. Hunt Transportation Services, Inc.**  Even the most seasoned of manager’s struggle with wage and hour requirements. Struggle no more! Learn when the payment of overtime to hourly employees is required, how to calculate overtime pay, what is meant by “exempt”, and where to find information if you have questions. | | **Follow the Leader: Modeling the Behavior You Want to See in Others**  **Patti Barnes, SPHR**  **HR Coordinator, Highlands Oncology Group**  As a manager or supervisor, you are being watched as a role model, the good, the bad, and the ugly, whether you want to be or not. The old adage, actions speak louder than words, really is true for all managers. Learn how you can impact productivity, reduce turnover, and bolster morale and teamwork, by providing a good example to your employees. | |
| 3:30pm – 4:15pm  4:15pm – 4:30pm | | Closing  **Six Competencies of a Winning Coach**  **Tony Hawk, SPHR**  **CEO, Resources for Leading**  Know, teach, equip, and instill the six things winning coaches/managers do consistently to build capable people and winning teams. Identify the causes and costs of turn-over, increase employee engagement, and use the builders and avoid the barriers to developing capable, engaged team members.  **Program Evaluation** – Judith Tavano, SPHR | | | | |