



Kingston District  
Human Resources  
Professionals  
Association

*Shaping Organizational Excellence*

# HR Dimensions

June 2006



## President's Message

*Pennie Carr-Harris, CHRP*

President,

KD-HRPAO

It's hard to believe that we are at the end of another year already. I'd like to start by saying "thank you". Thanks for the opportunity of leading one of the most successful Chapters of HRPAO. Thank you to the team of leaders on our KDHRPA Executive for making this happen through their on-going hard work and professionalism. Thank you to all of our members who continue to support, guide and encourage our local efforts.

One of the opening comments of our April event's speaker, Tim Cork, was "life is 10% of what happens and 90% of how we react to it". How true this is . . .

Earlier this year, HRPAO's CEO resigned providing an opportunity for new leadership. Welcome to Mr. Bill Greenhalgh, former CEO of Thomson Newspapers – Western Canada, former President, Globe & Mail and former CEO, Shred-it International. Among many attributes, I am certain that we can look forward to Mr. Greenhalgh's leadership in communications and networking.

We are delighted to report the success of our membership growth, under the guidance of our new Membership Director, Steve Wowk. We have 34 new members in 2005/06 – a growth of more than 22%. Also, our CONGRATULATIONS go to seven of our members receiving their CHRP this year. This significantly supports HRPAO's goal of membership

growth and the advancement of our professional designation in Ontario.

We've had another successful year of networking and workshops sessions. We opened with our networking "Mix 'n Mingle" evening, sponsored by Palmer & Associates/DBM and CoTalCo Inc., then a fascinating "HR lessons from the Circus" brought to us by Linda Trommelen, followed by our fabulous, expanded and still sold out, "Dine Around" and next the "Networking – One Degree of Separation" with Tim Cork, sponsored by St. Lawrence College's Business Administration-Human Resources Placement Program. We will wrap up the year at our "HOG WILD" AGM with Daryl Landau, sharing some of his wisdom about building trust in organizations. Our program is brought to you through the efforts of your Executive, under the leadership of Debbie Broome, our Program Director, Spring

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*President's Message . . . from page 1*

Tompkins, Karen Mathews, Gord Stewart, Susan Piercey and Wendy O'Keefe.

We are very pleased with the publishing of our 2nd Annual Membership Directory, under the guidance of Nancy Ritchie (Bregg) and the support of Brenda Palmer and Bruce Merklinger. Although we experienced a few data "bugs", our expanded advertising base enabled us to enhance the look of this very effective reference tool.

You may recall that one of the goals determined through our Strategic Planning process last summer was to develop a data base of local business and industry Human Resources practitioners and consultants. In order to enhance our networking and support services, we need to know more about our potential in our community. I am delighted to report that we have made some headway with this project, through the efforts of Megan

Kirkpatrick, Carm Hunter and Matt Vrooman, our St. Lawrence student representatives on the Board. We intend to continue to build on their work in the fall.

Thanks to efforts of Paul Eves, we continue to successfully publish our KDHRPA Newsletter. It's a challenging task to continually encourage people to write articles for our Newsletter, on deadline, and to secure advertising as well.

Finally, please join me in thanking Lori Alves-MacPhail, our Association's Administrator. Lori always cheerfully, and without hesitation, assists all of us in our efforts on behalf of the Association. Thanks to Lori's leadership in the development, we plan to launch our new KDHRPA website this coming Fall.

Hope to see you go "HOG WILD" . . . if not, have a great summer . . . plan to join us in September for our opening event.

*Cheers, Pennie*

## Financial Report

KD-HRPA has tried to create an interesting series of speakers for our events this year and the positive reception to our presenters is reflected in our financial statements. As usual, we continue to offer some subsidized events and at least one free event for our members. The distribution of coupons to use for events had a positive impact on our attendance as well, but did reduce our revenue.

The attached Financial Statements reflect our current year's financial situation, compared to the same time frame from last year. We are looking forward to another successful year with your participation.

*Nancy Ritchie, CHRP, Treasurer*

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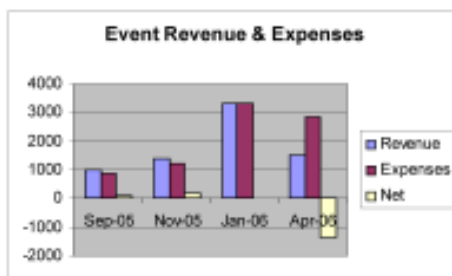
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**KD-HRPA**  
**INCOME STATEMENT**  
 Interim Report - Un-audited

REVENUE	Jun 1/05 - May 5-/06	Jun 01/04 - May 1/05
Membership	8630	6290
Advertising	5505	4490
Events	7210	7840
Misc Revenue	339	2671
<b>Total Revenue</b>	<b>21684</b>	<b>21291</b>
EXPENSES		
Administrative Staff	4400	3500
Misc Expenses	77	214
Event Expenses	8347	7399
Newsletter	792	1516
Membership Directory	1790	1135
Membership Fees	241	241
HRPAO Conference	1800	1302
Office Supplies & Equipment	358	1450
Administrative Expenses	1819	4947
Coupons Redeemed	280	
Peterborough Conference	-919	
<b>TOTAL EXPENSES</b>	<b>18985</b>	<b>21704</b>
<b>NET INCOME</b>	<b>2699</b>	<b>-413</b>

**KD-HRPA**  
**BALANCE SHEET**  
 Interim Report - Un-audited

ASSETS	Jun 1/05 - May 5-/06	Jun 01/04 - May 1/05
Chequing Account	3085	3001
Investments	16000	16000
Accounts Receivable	1515	1805
<b>TOTAL ASSETS</b>	<b>20600</b>	<b>20806</b>
<b>LIABILITIES</b>	<b>0</b>	<b>0</b>
EQUITY		
Retained Earnings	17899	21218
Current gain (loss)	2701	-413
<b>TOTAL EQUITY</b>	<b>20600</b>	<b>20805</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>20600</b>	<b>20805</b>



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# Newsletter Report

Fascinating isn't it? Human Resources, that is. Imagine working in a field where the boundaries between international and local issues are almost completely blurred. Imagine working in a field that relies so heavily upon the media to keep us informed of upcoming strategic issues.

A quick look at today's headlines (May 23) demonstrates this: "New security cards will suit US-CA: Bush" (CBC.ca). Directly or indirectly, your company most likely has a connection to the US. Even if your staff do not travel to the US; even if your company does not purchase goods from the US; and even if you do not sell goods to the US, consider how many tourists to Kingston and area are from the US.

Now consider the impact on those US travellers if they are required to have a new security card just to return home! Taking it one step further, consider

the significance of tourism on the local economy. Huge. If you are a doubter, take a look at the economic changes downtown (or most places in the city) and the target market for those changes.

Two other headlines also stand out, "Cement plant wants tires for fuel" (thestar.com) and "Province ponders plan to burn imported tires in Kingston kiln" (Osprey News Network). 8 US states and Quebec have a proposal in front of the Ontario government seeking permission to ship millions of used tires here to be burned in a cement kiln. Although NAFTA will play a role in who ships what to the area, ultimately the issue boils down to quality of life.

After all, that is supposed to be what attracts people to the Kingston area, whether they are tourists or they are candidates, isn't it? So how will this proposal affect your company, both from a client and a recruiting perspective? That's fascinating.

For this reason, all the contributions to your chapter newsletter are very much welcomed and very much appreciated. If there are issues you would like others to know more about, consider writing an article for your newsletter. Or, if you have resolved an issue in your workplace, I encourage you to share what happened with your colleagues.

To those who have already contributed: a very big thank you!

*By Paul Eves, Newsletter Director*



Enjoy the AGM

## Annual General Meeting

*Wednesday*

**May 31, 2006**

at the Cataraqui Golf & Country Club

Welcome to our . . .

## New Members

By Steve Wowk, *CHRP*

*Membership Director*

We would like to thank all of our members for promoting KD-HRPA and helping us exceed our membership goal of 10% growth. As of May 11, 2006, KD-HRPA has 181 members versus 153 at this time last year (18.5% growth). Thirty four percent of our members have a CHRP designation. In the past year, KD-HRPA has experienced the second highest growth rate of the 28 Chapters.

Thanks to our members and their guests who have attended our events throughout the year. We've had 4 very successful events and hope to end the year with a great AGM.

We look forward to our continued recognition, growth and visibility in the Human Resources community. Please join us in welcoming our 12 newest members:

*Melanie Steers  
Elizabeth Cochrane  
Elizabeth Soden  
Judith Casterton  
Shirley DeSilva  
Heather Kennedy  
Angel Kirkland  
Vera Asanin  
David Janveau  
Teresa Pires  
Dereck Knott  
Dean Powell*

We would also like to congratulate our 2005/2006 CHRP Recipients:

*Diane Bailey  
Susan Finkle  
Michelle Gee  
Peggy Gilmour  
Lyne Peirson  
Cristina Santos  
Elizabeth Soden  
Brenda South*

If you know of anyone who may be interested in membership information, please email our HR Administrator and we will ensure that the individual is contacted and receives the necessary information.



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# 2005 - 2006 Year in Review



Kingston District  
Human Resources  
Professionals  
Association

## Shaping Organizational Excellence

The Kingston District – Human Resources Professionals Association’s journey through the year brought forth new faces, new information and new friends! HR colleagues gathered at events throughout the year to have conversations, to have questions answered and to learn about the hot topics in the field of Human Resources. Approximately 100 people attended each event and took advantage of the informative workshops, breakfast and dinner speakers and networking opportunities.

The year started off in September with a FREE networking event, “How I Spent my Summer Vacation and What’s up for the Fall”. The RMC Staff Mess was busy with HR colleagues catching up with many friends and allowing lots of time for valuable networking. Pennie Carr-Harris, Chapter President, had the opportunity to share the new mission and vision statement with the guests, and provided an overview of the new projects that the Kingston Chapter was undertaking for the year.

“HR Lessons from the Circus” was the topic for the November breakfast event at the Donald Gordon Centre. Our speaker, Lynda Trommelen, provided valuable insight on how to create a work environment that values and respects diversity. Teamwork, creativity, attention to detail and respect were key issues discussed to ensure an organization’s success.

Sold out in January, the popular Dine Around dinner event re-

turned! This year the event was held in the ballroom at the Day’s Inn and included ten speakers to select from. Each table featured one speaker and the guests could move from table to table upon the completion of each course of their meal to hear their three most desired topics. Some of the topics included: Work and Life Balance in the Workplace, Infections Control in Your Organization, Wrongful Dismissals and Change Management.

The March breakfast event was held at the Holiday Inn. Tim Cork was the exciting speaker for the morning and provided insight on effective networking. This event put forth a special invitation to Human Resources students from St. Lawrence College who had completed placements and to

their supervisors. The Student Representatives planned this event and ensured that valuable information was provided to all 120 guests.

This year’s tremendous success has been due to our continuous supporters! A huge thank-you is owed to all the speakers that took part in the events to provide the HR Professionals in this community with insight to many topics. KD-HRPA would also like to thank everyone who sponsored an event, provided door prizes or volunteered their time. We look forward to the 2006-2007 year with more events providing inspiration and valuable lessons to our Human Resources Professionals!

*Debbie Broome, Programs Director*

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# Negative People Harmful to Workplace

Ever know of a company that didn't have problems? Exactly. They're going to spring up. The only thing we can control is how we deal with those problems. The solution can come easily provided that you have positive team players working with you. What if you don't? Well, you'll find that your biggest problem is not the problem itself. Rather, it's the negative person who can make everyday dilemmas into catastrophes with a simple word or action. And you should care because office negativity is contagious, and it will eventually find its way to you.

Unfortunately, negative people are in every company. Gary S. Topchik, author of *Managing Workplace Negativity* (AMACOM, \$21.95), has identified a whopping 14 negative types who can hamper office productivity.

**1. The Locomotives** – They like to strong-arm people with their angry and hostile behavior. They are known for making statements like “My way or the highway.” Counter their strong-arm tactics by being more assertive. Tell them how their behaviour affects your work and how you want them to communicate with you.

**2. The Perfectionists** – If it's not perfect, they'll let you know. Their own unrealistic standards cause them to reject work that others would praise. Don't take their tendencies to heart. Try to work with them by setting more realistic standards for them and others.

**3. The Ice People/Resisters** – To them, change is Public Enemy No. 1. Their resistance to it can take the form of subtle or extreme sabotage. Help them get over their fear of change by involving them in the process leading up to it.

**4. The Not-My-Jobbers** – Listen for “That's not in my job description.” Refusing to do tasks – no matter how small – is their way of getting back at colleagues, managers, or the company. When they sense a dead end, they lose enthusiasm and do as little as possible. Provide them with training and development opportunities.

**5. The Rumormongers** – By spreading rumors, they regain control over environments or people that may have once made them feel powerless. Empowering them with correct information will quell their desire to depend on gossip.

**6. The Pessimists** – No matter what you try to do for them, they will always be unhappy with the way things are. Though their attitudes are the hardest to

change, have them adopt specific, positive habits that will eventually replace old ones.

**7. The Uncommitteds** – Company work is a low priority for them. Instead, they spend their clocked-in time taking care of personal matters or other interests. Establish clear standards and expectations, and then monitor their performance.

**8. The Criticizers** – They disagree with everything, and love to be right – no matter what. Detail their criticisms by asking them why they disagree. They'll often be hard-pressed to come up with an explanation.

**9. The Crybabies** – Expect a lot of frowning, withdrawing, going off on tirades-even tears-when they don't get their way. Lower their stress and pressure levels by providing a supportive environment and constant encouragement.

**10. The Sacrificers** – They are the company martyrs who come in early, stay late, and do whatever is asked of them. Then they complain that their hard work isn't appreciated. Constant, positive feedback and public praise will make them feel appreciated.

**11. The Self-castigators** – They prefer to heap punishment on themselves, constantly finding fault with their performance and the progress of their careers. Point out their past successes to help build their self-esteem.

**12. The Scapegoaters** – Since they can do no wrong, everything bad that happens is always someone else's fault. Give them specific examples of how they contributed to the problem so it isn't easy to shift the blame.

**13. The Eggshells** – Any criticism or comment – no matter how mild – will cause them to crack. Offer constructive feedback slowly, without making it personal. Make sure they understand your point before you move on.

**14. The Micros** – The pickiest of the negative crew, they love to focus on the smallest details and mistakes, without any regard for the big picture. Have them evaluate projects on a wholesale basis. Ask them to identify and then state the overall goal.

*By Melissa Myers*

*Reprinted with permission. Your Workplace magazine: Positive Strategies for Progressive Leaders. Issue 6, volume 3. Your Workplace magazine can be reached at 613-549-1222, [www.yourworkplace.ca](http://www.yourworkplace.ca).*

# The Role of a Student and a Representative



The Kingston District Human Resources Professionals Association executive decided again to invite student representatives to serve a one-year term on the board of executives. For 2005/2006 the board chose myself; Megan Kirkpatrick, Carm Hunter and Matthew Vrooman to fill these positions.

We have had a successful year and enjoyed our positions and tasks immensely. We hosted the April breakfast event and have also pioneered a database project, which will continue for the next group of student representatives. This past year has given me time to reflect on what the role of a student representative means to me.

As students at St. Lawrence College we perform many different roles; we have classes where we are students and learners, we also have part time jobs where we become the teacher and subject matter experts (at least in our opinion), but we are also mothers, fathers, sisters, brothers and most importantly role models.

Learning how to be a role model and what it means to be one, is important for students to understand. First, we must describe what a role model is; *it is a person who serves as a model in a particular behavioral or social role for an-*

*other person to emulate.* I've thought about how we learn to be role models. I've identified three significant places where we learn about role models.

First, the students' role models start with our faculty in the School of Business at St. Lawrence College; they have been through a lot with each student, the good and the bad. But nevertheless they stick it out year after year shaping future leaders of Human Resources for tomorrow. Secondly, as we near the end of our formal training in school, we then turn to our placement supervisors as role models. Without our placement supervisors, we would not be able to apply the body of knowledge that we have acquired during our time at the college. And finally, we have the membership of KDHRPA that have become our role models. The networking and interactions that the members provide gives us a great foundation for connecting and meeting new people in our chosen profession.

Now the question is . . . have we applied the learning? I would say yes . . . we have learned from our role models because now we are the role models. We have volunteered our time to speak with prospective students that come into St. Lawrence College to inform them about the human resources field. We have also led fundraising efforts so students can attend the annual HRPAO conference and develop their body of knowledge. Hopefully, we have had a hand in shaping the future of the first year students we've connected with this past year. Our fondest hope is that they will see

us as role models and follow our paths as we will follow yours.

*By Megan Kirkpatrick, Student Representative, Graduating Student*

## Executive Slate

We are pleased to propose the following Board and Committee members for 2006-2007 membership year.

### **President**

*Pennie Carr-Harris, CHRP*

### **Past President (Ex Officio)**

*Susan Piercey, CHRP*

### **Treasurer**

*Nancy Ritchie, CHRP*

### **Membership Director**

*Steve Wowk, CHRP*

### **Program Director**

*Debbie Broome*

### **Government Liaison**

*Wendy O'Keefe, CHRP*

### **Newsletter Director**

*Paul Eves*

### **Public/Community Liaison**

*Brenda Palmer, CHRP*

### **Directors-at-Large**

*Spring Tompkins, CHRP*

*Karen Matthews, CHRP*

*(Newsletter)*

*Gord Stewart, CHRP*

### **Student Representatives**

*TBD (2 Ex Officio)*

### **Committee Member**

*Bruce Merklinger, CHRP*

The final Slate of Board and Committee Members will be presented at the AGM.

# Thank You

Please join us in thanking the advertisers who helped make the second edition of the Membership Directory a very strong success (again).

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**2005/2006**

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### Newsletter Director

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### Student Representatives

Carm Hunter

Megan Kirkpatrick

Matthew Vrooman



## NEWSLETTER INFORMATION

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