

CUPA-HR MIDWEST REGION NEWSLETTER

Summer 2003

Serving Illinois, Indiana, Iowa, Kansas, Manitoba, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin, & Guam

2002-2003 Midwest Highlights: Where We Are as a Region

Conference Highlights

The 2003 Midwest regional conference “**HR Renaissance: Managing Human Resources in a New World**” was a huge success. Our evaluations were overwhelmingly positive, with our keynoters and several concurrent sessions earning high marks. Our conference featured three keynote presentations. Dr. Robert Glidden from Ohio University kicked off our conference with *HR from a President’s Perspective*. Dr. Raymond Reyes, Gonzaga University, delivered *Building a Multicultural Democracy: HR’s Contribution to the Promise and Praxis*. Dr. Richard Boyatzis, Case Western Reserve University taught us that *Delivering Leadership without Emotional Intelligence is Like Dancing without Rhythm*.

While our conference revenue was below our adjusted projections by almost \$12,000, we exceeded our exhibitor and sponsor revenue projection by more than \$15,000. We added new exhibitors and sponsors who will likely join us next year in the Black Hills.

Three initiatives debuted in 2003 that may become traditions. Within the last year we received feedback that the opportunity to share lessons learned from individuals at the executive or Vice President level at major institutions may be a missed opportunity for junior staff. This led to a retooling of our Legacy Leadership as a Leadership Forum. Secondly we offered a renaissance faire, or a trade show of successful solutions implemented at several universities. Participants could wander through the faire, picking up materials or asking questions. Finally, we provided a venue for the development of a Midwest Training Consortium at the request of professional trainers for networking and exchanging best practices.

Accomplishments

A summary of the activities undertaken in 2002-2003 and their status is as follows:

What we said we’d do	What we did
Increase regional conference attendance and participation	Developed a participant profile of our “typical” conference attendee for the development of relevant programming Appointed 4 individuals to the Program Planning Committee and Site Committee from specialized

	<p>schools and community colleges</p> <p>Contacted attendees post conference for specific feedback on this conference for future planning, such as scheduling preferences</p> <p>Developed officer position for Conference Program Director</p>
<p>Continue membership outreach, in particular to community colleges, and at the same time strive for retention of current members</p>	<p>Utilized a kitchen cabinet to test ideas and obtain feedback. This was used to “float” the idea of our 2005 conference site before entering into an agreement.</p> <p>Followed up with individual members institutions that had not renewed their memberships with a letter from the region chair and personal contacts</p> <p>Marketed conference and regional activities with member and nonmember institutions. Many positive comments have been received on our marketing and outreach to Midwest members specifically. We received registrations from two new member institutions and one nonmember</p> <p>Developed a first timer mentor program</p> <p>Developed a Midwest Talent Search to solicit volunteers</p>
<p>Enhance the regional website as THE place for regional news and information</p>	<p>Redesigned the layout, font choices, color scheme, and added the Midwest logo on each page</p> <p>Added pages on regional leadership (who and how it works), bylaws and meeting minutes, volunteer opportunities, chapter activities and information on forming a chapter, and conference grants</p> <p>Redesigned the conference page by adding details on educational sessions and networking information, who was exhibiting, contracts and information details for exhibitors and sponsors, publicizing shuttle and air fare discounts, adding a conference attendance verification, and keeping the schedule current</p>
<p>Continue chapter outreach efforts through assistance with individual chapter needs, development of new chapters, and joint regional</p>	<p>Created links from regional website to chapter websites</p> <p>Developed brochure on regional initiatives for</p>

activities	<p>chapter development such as chapter grants, awards, and conference changes</p> <p>Prospected with representatives from Indiana on the development of a chapter</p> <p>Revised officer positions to merge Director for Membership and Chapter Liaison into one position</p>
------------	---

Regional Business

At the business meeting our region revised its bylaws and posted them on the website for members to review prior to the meeting. Language changes for consistency with association operations and to accurately reflect regional committee practices and structure were necessary. The new bylaws also reflect a major change with our officer positions. The positions of Director of Membership (elected position) and Chapter Liaison (appointed position) were merged into the Director of Membership. Objectives and activities of both positions often dovetailed, and in some cases, overlapped. The “care and feeding” of all of our members is the responsibility of the Director of Membership.

A new officer position, that of Director of Conference Programming, was created. This position, to be appointed each year by the Chair, will recruit Program Committee members, coordinate the program for the regional conference, and serve as liaison with the Site Committee. This position will focus on the details of the educational program, freeing the Chair-Elect to focus on other needs such as conference publicity and conference web page development.

The Future

Membership support will continue to be our challenge. We would like to see growth in the community college area and with institutions renewing former memberships. At the same time, we are trying to create a type of “brand image” for the Midwest: what we do (that perhaps no one else does) that identifies us as the Midwest.

We will continue looking at ways we can partner with neighboring regions. Information and idea sharing between the regions is a benefit to all, and we will explore areas and topics in which we can do more joint programming.

It has been my privilege and honor to be your regional chair this year. Please share with Jim Kemper at kemper@ohio.edu or me at fischerm@uwgb.edu any thoughts you have about the future of our region.

**KEYNOTE SPEAKERS SHARE VIEWS ON BEING A STRATEGIC PARTNER,
MULTICULTURAL DEMOCRACY, AND EMOTIONAL INTELLIGENCE**

Participants at the 2003 CUPA-HR Midwest Regional Conference in Cleveland, Ohio, were treated to three dynamic speakers, each delivering insights and advice about topics relevant to Human Resource professionals.

Robert B. Glidden

Dr. Glidden, President of Ohio University, offered his perspective about how Human Resources can enhance its strategic role and impact the academic mission of the institution. According to Glidden, HR professionals need to:

- Understand and appreciate the institution's mission, values, service to students, and the importance of the support role.
- Be sensitive to the organization's climate, both its culture and morale.
- Aid in recruitment and retention by:
 - Providing printed materials and a website for prospective faculty and staff
 - Developing an orientation for new faculty and staff to make them feel welcome
 - Coddling the institution's "stars"
 - Responding to hostile raids of the institution's talent. Have a policy that outlines the conditions under which counteroffers can be made to employees and be sure that the leadership in the area/department support the decision to make a counteroffer.
- Assist the chief executive officer with long-range planning and cost containment.

In addition, Glidden described the four themes for strategic planning:

- Identify possible options and establish priorities for the future.
- Take a systematic approach—be organized, thorough, and focused.
- Practice consensus-building. The process itself is sometimes as important as the product.
- Work on commitment-building. If the plan is to be effective, the major players must be invested.

Glidden urged the audience to use creative strategies for greater effectiveness:

- Collaborate with faculty.
- Work with institutional researchers to collect institutional demographics/data which can be used to make projections about retirements and workforce changes, to support professional development, and to make institutional comparisons for benefits and wages.
- Get feedback from senior administrators about HR's performance and make others aware of the services HR provides.
- Interact with the institution's trustees. Offer to make presentations or share information that may be useful.

Raymond Reyes

Dr. Raymond Reyes, Associate Vice President of Diversity at Gonzaga University, reflected on how HR is uniquely positioned to redefine the work culture in a postmodern, post industrial, pluralistic democracy. Reyes stressed that the need to nurture human difference goes beyond compliance issues, or the "I have to" rationale. There is an economic or business imperative; supporting the culture of human difference makes good business sense. Furthermore, there is an ethical and morale imperative in doing so; it is the right thing to do.

As HR professionals and human beings, we need to:

- Know—focus on the power of relationship to ourselves and others
- Care—about what you know and make it relevant
- Act—upon what you care about out of respect for others

Richard Boyatzis

Dr. Richard Boyatzis, Professor of Organizational Behavior and Chair of the Department of Organizational Behavior at the Weatherhead School of Management at Case Western Reserve University, explored the role of emotional intelligence in leadership. According to Boyatzis, great leaders prime good feeling in those they lead by establishing a deep emotional connection called resonance, a reservoir of positivity that frees the best in people. Possessing emotional intelligence—being intelligent about emotions—is crucial for leadership success. In fact, how we handle ourselves and our relationships can determine our success more than IQ. Many of the stories and concepts shared by Boyatzis during the session are included in *Primal Leadership: Realizing the Power of Emotional Intelligence*, a copy of which was given to all conference participants in attendance.

OFFICERS FOR THE 2003-2004 TERM ANNOUNCED

At the annual business meeting, a slate of officers for the Midwest Region CUPA-HR board was presented to the membership and approved. Officers elected for the 2003-2004 term are:

Chair	Jim Kemper, Ohio University
Chair Elect	Herbert Trenz, Saint John's University
Past Chair	Mary Fischer, University of Wisconsin – Green Bay
Treasurer	Gary Janikowski, Minnesota State Colleges & Universities Systems Office
Director for Communications	Maureen Moeglin, Metropolitan Community College, Omaha
Director for Membership	Carolyn Baskett, Metropolitan Community College, Kansas City
Director for Development	Cathy Spitz, Illinois Wesleyan University

BYLAWS REVISED

Key representatives in attendance at the annual business meeting approved adoption of the proposed revisions to the Bylaws of the Midwest Region of the College and University Professional Association for Human Resources. To review the revised bylaws, visit our website: www.cupahrregions.org/midwest.

2004 REGIONAL CONFERENCE

The beautiful Black Hills of South Dakota, home of Mount Rushmore, the Crazy Horse Monument, Custer State Park, the Badlands, and Deadwood City, will serve as the location for the 2004 CUPA-HR Midwest Regional conference. The conference site is the [Rushmore Plaza Holiday Inn](#) in Rapid City. Guestroom rates are guaranteed at \$85 single and double occupancy,

\$95 king executive, and \$105 for the plaza suite. Conference rates apply three days prior to the conference and 3 days following so you can turn your business trip into a vacation.

Reserve **June 6-9, 2004** on your calendar and watch for conference details at <http://www.cupahrregions.org/midwest/conference/2004/index.html/>.

Suggestions for conference topics, trends, or issues you would like to see addressed can be sent to Jim Kemper at kemper@ohio.edu. For folks in the western part of the region, we'll be asking for volunteer help, program committee members, and site committee members, so give Jim a heads up if you think you may be able to help.

2005 REGIONAL CONFERENCE

The Midwest is going west, in 2005, that is, when we partner with the Northwest Region for a joint regional conference Wednesday-Saturday, **March 9-12, 2005**. Our conference hotel will be the Sheraton Seattle Hotel and Towers on 6th Street, which is in the heart of the downtown area within blocks of the Public Market, Argosy tour boats, and a short metro ride to the Seattle Space Needle. Just step outside the Sheraton for fabulous shopping, antiquing, dining, and touring—you won't want to miss this conference!

CHAPTER NEWS

NEWS FROM OHIO - Pamela M. Linger, Cleveland Institute of Art

Ohio CUPA-HR Chapter Meetings

The Ohio Chapter hosted its most successful meeting yet in March of this year. The workshop, "[Conflict Resolution and Interest-based Negotiation](#)" was facilitated by James Lawrence, attorney and former trial attorney for the National Labor Relations Board. The one day, drive-in training session was held in response to members' requests for personal professional development seminars. Two case studies were examined, and each attendee received a workbook.

The Ohio Chapter's next meeting will be held on November 6 and 7, 2003 in Columbus Ohio. For the first time in awhile, the Chapter is considering a change of location for the meeting. At this time, it looks like the meeting will be held at The Blackwell, a new and exclusive hotel on the Ohio State University campus. We envision partnering on the development of topics for the meeting with Ohio State HR personnel. Further information will be forthcoming.

CUPA-HR Midwest Meeting Held In Cleveland

Ohio Chapter members were recently privileged to help out with the Ohio CUPA-HR Midwest conference held in Cleveland. In addition to local members serving on the Site Committee, the Chapter contributed several valuable prizes including gift certificates for home

repair/development stores in the amounts of \$100, \$200 and \$400. The chapter also donated embossed binders to all first-time attendees of the Midwest conference.

CUPA-HR Says Goodbye to Earl McLane

Earl McLane, Vice President for Human Resources at Case Western Reserve University in Cleveland, retired this spring. Earl is a past-President of the Ohio CUPA-HR chapter and is involved with the CUPA-HR Foundation board at the national level. Pam Linger, current Ohio CUPA-HR President and Kelly Jones, from Segal Consulting attended Earl's retirement party and presented awards on behalf of CUPA-HR.

Ohio CUPA-HR Sends Two Officers to ALP in Phoenix

The Ohio chapter is delighted to send two officers to the Associate Leadership Program (ALP) in Phoenix this summer. Attending the conference will be Connie Lott, Human Resources Associate at the College of Mount St. Joseph (Program Chair Elect) and Andrew Boothe, Jr., Director of Human Resources at Mount Union College (Program Chair).

Ohio CUPA-HR Long-term Strategic Plan

The Ohio chapter continues implementation of the strategic plan developed last year. One objective outlined in the strategic plan is to increase the chapter's membership and participation in programs. Jim Ables, past-President and Pam Linger, current President, have been visiting a number of H.R. departments at universities and colleges around the state. Some of the larger universities, such as Cuyahoga Community College and Ohio State University, are becoming more involved with the chapter as a result of these efforts.

Ohio CUPA-HR Website

Please visit the Ohio CUPA-HR chapter's newly updated website (sponsored by Otterbein College) at www.otterbein.edu/ohcupahr/

NEWS FROM MISSOURI - Teresa Long, University of MO-Columbia

Fall 2003 Conference Announced

The Missouri College and University Personnel Association will be hosting its Fall Conference at the Holiday Inn Sunspree Resort at Lake Ozark, MO on November 13 and 14, 2003. Speakers and topics are yet to be determined. If you would like to receive impending information on the conference, you may e-mail Teresa J. Long at the University of Missouri-Columbia at longtj@missouri.edu.

MEMBERSHIP NEWS

Karon Fuller, Outgoing Director for Membership

2003-2004 Conference Grants

Do you know a CUPA-HR member or potential member who has not had the opportunity to participate in a CUPA-HR educational offering? Please consider nominating them for a CUPA-HR Conference Grant for FY03-04. Grants may be used for attending national or regional conferences, national educational programs, and chapter events. The grants are awarded at a set dollar value. Self-nominations are also encouraged.

Criteria for conference grants:

- Preference is given to awarding grants that will help increase the diversity of the CUPA-HR membership.
- Grants may be awarded to CUPA-HR members or potential members who traditionally have not been able to attend a conference. These could be new members or members from institutions which have not in the past been able to send staff to these educational offerings.
- Recipients will be required to complete an evaluation form as a condition of receiving the grant.

The nomination letter should include information about the individual's background/interest in human resources in higher education and how the individual meets the criteria for the grant. Also include a current resume or vita.

Nominations should be submitted no later than July 15, 2003 to Mike Aitken via e-mail (maitken@cupahr.org) or US mail at the following address: CUPA-HR, 1212 New York Avenue, NW, Suite 800, Washington, DC 20005. If there are questions, please contact Mike Aitken through e-mail or by calling 202-962-0199.

Membership Numbers

The Midwest Region currently has 375 institutional members. The institutional membership number includes 40 community colleges.

Newcomers Reception at Regional Conference

We welcomed a number of newcomers or first time attendees at the Regional Conference in Cleveland. Each newcomer received a professional-looking leather covered notebook as a gift from the Ohio CUPA-HR Chapter. They also received the Top 10 List of things newcomers should definitely do at the Midwest Conference. Hope all newcomers found the list helpful and fun, benefited from the conference, and are planning to attend next year's conference in the Black Hills of South Dakota!

MISCELLANEA

Newsletter Publication Notice: The fall issue of the CUPA-HR Midwest Region Newsletter will be published in October. If you have contributions to make or suggestions for newsletter items, or if you know about a school's "best practice" that would make an interesting article, please contact Maureen Moeglin at mmoeglin@metropo.mccneb.edu.