



Sample - compliments of the Colorado Healthcare Association for Human Resource Management

62. Additional Chapter Education: "Personal Leadership" Leadership Competency

- Chapter provides an **additional one hour program** that focuses on the ASHHRA Leadership Model's fifth competency: "Personal Leadership."

**Documentation Required** Chapter must provide a completed program evaluation for the one-hour meeting. (See Addendum 5 for sample, or use your chapter model). Provide a brochure, flyer or email notice of one educational program to include all of the following: program title, speaker, and education objective(s). Provide a random sample (1) completed Program Evaluation for above program. For program presented, submit a summary of the individual evaluations collected, including total number of evaluations collected.



## **CHAHRM'S FALL CONFERENCE**

**November 6-7, 2008**

**The Inverness Hotel & Conference Center**

**Englewood, Colorado**

# ***A Fall Cornucopia of Great Information***



**Join us at CHAHRM's November conference at the Inverness Hotel, to hear presentations that will educate and inspire you, while enhancing your leadership skills.**

**Register Today!**

**Get credit for learning!!**

*We have been approved for 5.25 HRCI continuing education credits for the November CHAHRM conference.*

### **CONFERENCE OBJECTIVES:**

- Learn essential coaching techniques for the HR professional.
- Hear the latest about unionization activity in Colorado.
- Learn about CHAHRM's latest activities.
- Network with your peers in an atmosphere of growth, support and comfort!

## THURSDAY, NOVEMBER 6, 2008

**1:00 – 5:00 p.m.**

### ***CHAHRM 2009 Planning Session***

All CHAHRM members are welcome to attend as President-Elect Ellen Rehmar leads the group in planning 2009 CHAHRM programs and activities.

---

**6:00 p.m.**

### ***Dinner at Rock Bottom Brewery***

Park Meadows Mall, 9627 E. County Line Road Englewood, CO 80112, (303) 792-9090  
<http://www.rockbottom.com/DisplayLocationRBR.php?FKLocationID=10081>

Please let us know if you can join us and we'll reserve a seat for you!

## FRIDAY, NOVEMBER 7, 2008

---

**8:00 – 9:00 a.m.**

### ***Registration, Continental Breakfast and Exhibits***

---

**9:00 – 9:25 a.m.**

### ***CHAHRM General Membership Business Meeting***

---

**9:25 – 9:45 a.m.**

### ***Meet Our Sponsors***

---

**9:45 – 10:00 a.m.**

### ***Break and Exhibits***

---

**10:00 – 11:45 a.m./12:45 – 2:15 p.m.**

### ***"HR Coaching Workshop"***

**Shelli Lind, M.A., SPHR, ACC, Director-Central Region, Centura Learning and Leadership Development, Centura Health**

In this interactive workshop, participants will discuss what coaching is and how it differs from counseling and mentoring. We will identify opportunities when, as an HR professional, coaching is appropriate. We will explore and practice these essential coaching techniques:

- Establishing a coaching connection
- The role of trust in a coaching encounter
- Authentic listening
- Asking powerful questions
- Moving the coachee to action
- Commitment management

With over 15 years in Human Resources, Shelli Lind focuses her passion on leadership development. As a facilitator, coach and consultant, she applies a multi-disciplinary approach and a variety of best practices from the behavioral sciences, to partner with her clients to guide them toward improved performance, expanded individual and organizational awareness, and effectiveness. She taps into the strengths, resources, wisdom and creativity that her clients possess to help them examine and take action to improve personal and interpersonal mastery and to navigate their way past familiar patterns that no longer optimize performance.

Shelli holds a B.S. in Human Resource Management, a Master's degree in Organization Management and Development (focus: evidence-based coaching) and an advanced certificate in transformational coaching. She is a credentialed coach with the International Coach Federation.

**11:45 a.m. – 12:45 p.m.**

**Lunch**

**12:45 – 2:15 p.m.**

***"HR Coaching Workshop"***

*Continued*

**2:15 – 2:30 p.m.**

***Break and Exhibits***

Break sponsored by  **TRISTAR**  
RISK MANAGEMENT

**2:30 – 4:30 p.m.**

***"What's Labor Up To?"***

**Gabrielle Yarbrough, VP, Yarbrough Inc.**

Considering today's political landscape, HR leaders are sure to be faced with upcoming challenges for which they are little prepared. This presentation with Gabrielle Yarbrough will provide you with a framework for gathering information on current tactics and trends and help you begin strategizing proactively for your labor relations issues. Gabrielle will guide us through the following:

- Recent tactics of unions for network building and membership growth
- Review of legislation and how it may affect employers and employees in the coming months
- Organizational development strategies to blunt the effectiveness of union tactics (i.e., shared governance structures)
- A discussion of how HR leaders need to strategically plan for the future of labor relations
- A discussion of how increased leadership from CHA will provide infrastructure and support for the growing complexity of our labor relations environment

Gabrielle Yarbrough is the Vice-President of Yarbrough Inc., a labor relations consulting firm. She has spent the last 10 years primarily assisting health care organizations to achieve their labor relations goals. Since the summer of 2006, Gabrielle has personally engaged over 4,000 employees and managers at several hospitals in the Denver Metro area on this topic.

She is a Senior Professional in Human Resources and is passionate about supporting human resources leaders in creating and executing their proactive labor relations objectives. She also holds a BA from Arizona State University and is completing her MBA.

### **Participate in Our Fall Toiletries Drive**

As we have many times in the past, CHAHRM is proud to sponsor a toiletries drive at our Fall Conference. All items collected will be given to The Gathering Place, Denver's only daytime drop-in center for women and children who are experiencing homelessness or poverty (<http://www.the-gatheringplace.org/>).

If you can, please bring any of these items to the conference for donation:

- Feminine hygiene products
- Toothbrushes – adults and kids
- Travel size toothpaste
- Antiperspirant/deodorant
- Disposable razors
- Shampoo
- Conditioner
- Sunblock

**Thanks to our Silver sponsors for this event!**



**CHA Shared Services**



### Inverness Hotel and Conference Center Overview

The Inverness Hotel and Golf Club, managed by Destination Hotels and Resorts, is part of a collection of distinctive, independent, upscale hotels and resorts in the United States offering exceptional recreational opportunities and conference facilities.

#### **Location:**

Inverness Hotel and Golf Club is located in the Denver Technological Center, a business, shopping and recreational hub. Denver International Airport is 30 minutes away and shopping at the acclaimed Park Meadows retail center is only five minutes away with complimentary shuttle service offered by Inverness Hotel and Golf Club to and from the mall. Downtown Denver with its plethora of professional sporting venues, restaurants and shopping areas is approximately 20 minutes away.

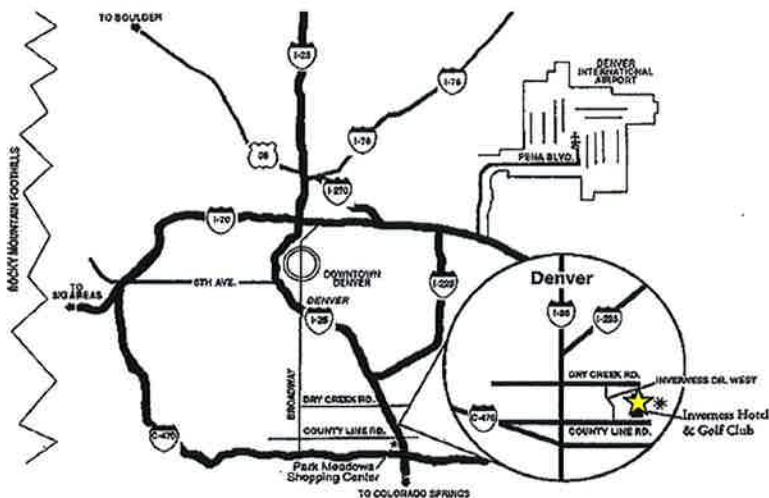
#### **Conference Center:**

The premier International Association of Conference Centers certified resort in the region. Inverness Hotel and Golf Club is also Denver's only conference resort. State-of-the-art technological capabilities, AAA Four Diamond™ dining, luxury accommodations and recreation make Inverness Hotel and Golf Club stand out as an industry leader locally, regionally and nationally.

**The Inverness Hotel and  
Conference Center  
200 Inverness Drive West  
Englewood, CO 80112  
1 800-346-4891 • (303) 799-5800**

Room reservations for the night of November 6 are \$149 and can be made through the hotel. Rooms will be held at this rate through **October 26, 2008**.

Call now for your reservation. Be sure to tell them you are with CHAHRM.



## Getting There

The Inverness Hotel is located south of Denver, just off of I-25:

Take the County Line Road exit off of I-25. Go east on County Line Road and take the first left onto Inverness Drive West. Inverness Hotel & Conference Center will be on your right.

The Inverness Hotel and Conference Center  
 200 Inverness Drive West  
 Englewood, CO 80112  
 1 800-346-4891 • (303) 799-5800

**Complete the application below or register on line at [www.chahrm.org](http://www.chahrm.org).**

*(Please note: When registering online, you still must mail your payment to the address below.)*

### CHAHRM's Fall Conference: *A Fall Cornucopia of Great Information* November 6 & 7, 2008

The Inverness Hotel & Conference Center, Englewood, Colorado

**Respond to:** Shelli Lind, CHAHRM Treasurer  
 Director-Central Region, Centura Learning and Leadership Development  
 Centura Health  
 188 Inverness Drive West, Suite 500  
 Englewood, CO 80112  
 Phone: 303-804-8121; Cell: 303-885-1105; Fax: 303-804-8234;  
 Email: [shellilind2@centura.org](mailto:shellilind2@centura.org)

**Fees:**

<input type="checkbox"/> Full conference	<b>\$125</b>
<input type="checkbox"/> Thursday dinner only	<b>\$55</b>
<input type="checkbox"/> Friday sessions only	<b>\$99</b>
<input type="checkbox"/> Friday Labor Relations session only	<b>\$20</b>
<input type="checkbox"/> <i>Late registrants add \$20 to each amount</i>	
<input type="checkbox"/> <i>Non-members add \$15 to each amount above</i>	
<i>(make check payable to CHAHRM)</i>	

**Respond by: October 31, 2008**

**Be sure your registration reaches us by the deadline. If that's not possible, please call.**

Do you plan to attend the CHAHRM Chapter Planning Session?  Yes  No  
 Do you plan to attend Thursday dinner?  Yes  No  
 Do you plan to attend Friday lunch?  Yes  No

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**The Fine Print:** Full refund of registration fee is available if cancellation occurs before seven days prior to the meeting; otherwise no refunds will be provided. If you are registered, but not paid, and cancel within seven days of the event, you will be billed for the registration fee. Substitutions will be accepted.

**CHAHRM's Fall Conference**

**Denver, November 6-7, 2008**

**A Fall Cornucopia of Great Information**

**HR Coaching Workshop**

**Presenter: Shelli Lind, M.A., SPHR, ACC, Director-Central Region, Centura Learning and Leadership Development, Centura Health**



Shelli Lind talked to us about the role of the HR leader as a coach. Based on the concept of servant leadership, Shelli stated that anyone can coach from wherever they stand. Coaching is about inspiration, giving spirit and life, while focusing on the needs of the person

being coached. Coaching is also about learning—which is the space between where you are and where you want to be. Good coaches assist coachees to defeat the enemies of learning, which include: "I already know," "I don't want/need to know," "I can't learn" and "Just answer my questions." To progress, the coachee must be aware of the gap between where they are and where they want to be, must be willing to declare incompetence or admit they don't know how to get where they want to go and commit to learning.

A coach uses the skills of collaboration and facilitation to create a relationship of trust that helps the coachee unfold to their full potential. Shelli took us through several examples to demonstrate how coaching differs from being a leader, mentor, friend or therapist. Coaches are a catalyst for personal growth. Great coaches are curious and non-judgmental, but more than just good listeners. They are able to balance providing support with challenge. They use the tools of inquiry and powerful questioning to help the coachee uncover their own power and potential. Coaches ask questions like: "What challenges do you face?", "What are the consequences of the choices you made?", "Could you have done something more productive?" and "What did you learn from the experience?"

Some of the rules of coaching include: first do no harm (sound familiar?), never give advice (hard for an HR expert to restrain themselves), beware of the implicit power differential between the coach and the coachee (don't pressure), let the spirit speak through coaching (go with the flow), be aware of your own mental models (we all have them) and only coach the person in the conversation (don't coach a 3<sup>rd</sup> party who isn't present).



For those of you who missed it, this presentation was thought provoking and challenging. As HR professionals we are often sought out

because of our expertise and our willingness and ability to provide the answers. How many of us are truly good coaches?

**Ellen Rehmar, MPA**

*Director, Human Resources  
University of Colorado Hospital  
Phone: 720-848-6818  
[Ellen.Rehmar@uch.edu](mailto:Ellen.Rehmar@uch.edu)*

**What's Labor Up To?**

**Presenter: Gabrielle Yarbrough, VP, Yarbrough Inc.**



Gabrielle Yarbrough was the Labor Relations speaker and her topics included 2008 Union Tactics, Legislations, a discussion on strategies to blunt union attacks, a discussion on HR labor

relations strategic plan, and suggestions on CHA leadership in 2009.

**2008 Union Tactics**

The Unions are rebranding themselves from "negotiators" to "partners" by aligning themselves with legislators, committees, and businesses to position themselves as powerful healthcare reform leaders and the source of information and action. The Unions are also attempting to engage on topics ranging from staffing, the Iraq War, healthcare reform, the presidential race, SCHIP, and Medicare. The

# FALL CONFERENCE

## ATTENDEES' EVALUATION

### NOVEMBER 2008



Listed below are the *objectives* for this program. Place an "X" in the column that best describes how well you think these objectives were met.

OBJECTIVE	1- Excellent	2- Very Good	3- Good	4- Fair	5- Poor
● Learn essential coaching techniques for the HR professional.	XXXXX	XXXXX	X		
● Hear the latest about unionization activity in Colorado.	XXXXXXXXXX	XX	X		
● Learn about CHAHRM's latest activities.	XXXXXXXX	XXX	X		
● Network with your peers in an atmosphere of growth, support and comfort!	XXXXXXXX	XXX	X		

**Comments:**

- Wonderful presentations; everyone was very welcoming and helpful; great leadership; very well organized beginning to end. Thank you.
- Labor relations program - very worthwhile
- Both speakers were wonderful. Very energetic and full of information; would recommend both as future speakers.

**How do you rate these *program elements*?**

ELEMENT	1- Excellent	2- Very Good	3- Good	4- Fair	5- Poor
Networking opportunities	XXXXXXXX	XXX	X	X	
Location	XXXXXX	XXX	XXX		
Speakers	XXXXXXXXXX	X	XX		
Topics	XXXXXXX	XXX	XX		
schedule	XXXXXXX	XXX	XX		
Sponsor participation	XXXXXXX	XXX		X	

**Comments:**

- Room was too cold; food was great.
- Only attended labor relations - great speaker.
- So wonderful to have Shelli do her thing!
- Coaching presentation had a lot of good information but got really long.

**What were the *most* effective portions of the program and why?**

- Vital information, timely, presented by enthusiastic and knowledgeable individuals
- Labor relations - facing the challenge now
- Loved coaching and union seminars! Plan for conf. call with CHA hospital leaders re: unions.
- Coaching was very helpful and great ideas; Gabrielle was very passionate and full of great ideas.
- It was all great.

**What were the *least* effective portions of the program and why?**

- A little too much introductory theory - need more practice time.
- None.
- None.

**What is your *overall* evaluation of the conference (please check one)?**

XXXXXXXX 1 = Excellent    x 2 = Very Good    xx 3 = Good     4 = Fair     5 = Poor

**Any suggested topics for future conferences?**

- Follow up on EFCA and unionization
- Retention, succession planning
- Wellness; generational differences



**FALL CONFERENCE  
ATTENDEES' EVALUATION  
NOVEMBER 2008**



Listed below are the *objectives* for this program. Place an "X" in the column that best describes how well you think these objectives were met.

OBJECTIVE	1- Excellent	2- Very Good	3- Good	4- Fair	5- Poor
● Learn essential coaching techniques for the HR professional.		✓			
● Hear the latest about unionization activity in Colorado.	✓				
● Learn about CHAHRM's latest activities.	✓				
● Network with your peers in an atmosphere of growth, support and comfort!	✓				

Comments:

How do you rate these *program elements*?

ELEMENT	1- Excellent	2- Very Good	3- Good	4- Fair	5- Poor
Networking opportunities	✓				
Location	✓				
Speakers	✓				
Topics	✓				
Schedule	✓				
Sponsor participation	✓				

Comments:

What were the *most* effective portions of the program and why?

What were the *least* effective portions of the program and why?

*a little too much introductory theory - need more practice time*

What is your *overall* evaluation of the conference (please check one)?

1 = Excellent     2 = Very Good     3 = Good     4 = Fair     5 = Poor

Any suggested topics for future conferences?

FALL CONFERENCE  
NOVEMBER 2008



*Evaluation Form for Sponsors/Exhibitors*

**We truly appreciate your participation in our event as a sponsor or exhibitor. We want to make your future involvement with CHAHRM as beneficial as possible for you and our members. Please take a moment to complete the following evaluation so we can improve our conferences to come.**

**How do you rate these *elements*?**

ELEMENT	1- Excellent	2 - Very Good	3 - Good	4 - Fair	5 - Poor	N/A
Sales opportunities			X			
Opportunities to network with attendees	X					
Value received by members from your participation	X					
Location of conference		X				
Location of exhibits	X					
Quality of attendees for your marketing purposes			X			
Schedule		X				

**Comments on elements above:**

**What were the *most* effective aspects of your participation and why?**

**What were the *least* effective aspects of your participation and why?**

**What is your *overall* evaluation of your participation (please check one)?**

1 = *Excellent*       2 = *Very Good*       3 = *Good*       4 = *Fair*       5 = *Poor*

**Would you like to sponsor or exhibit at a future CHAHRM event (please check one)?**

1 = *Definitely*       2 = *Probably*       3 = *Maybe*       4 = *Probably Not*       5 = *No*

Name \_\_\_\_\_ Company \_\_\_\_\_  
(optional) (optional)