



NORTH CAROLINA COLLEGE & UNIVERSITY  
PROFESSIONAL ASSOCIATION FOR HUMAN RESOURCES

**2010 FALL CONFERENCE**

***“CHARTING A NEW COURSE”***

**HOLIDAY INN RESORT  
WRIGHTSVILLE BEACH, NORTH CAROLINA**

**WEDNESDAY, OCTOBER 27, 2010**

- 3:00 p.m. – 5:00 p.m.**      **Conference Registration – Main Hotel Lobby**
- 5:00 p.m. – 5:30 p.m.**      **New Member Orientation-Soundwatch Room**
- 6:15 p.m. – 9:30 p.m.**      **Group Event – Dinner Cruise**  
**Cape Fear River Boats – The HENRIETTA III**

**THURSDAY, OCTOBER 28, 2010**

- 7:30 a.m. – 8:30 a.m.**      **Breakfast (on your own)**
- 8:00 a.m. – 8:30 a.m.**      **Registration – Main Hotel Lobby**
- 8:30 a.m. – 9:45 a.m.**      **PROGRAM I – GENERAL SESSION**  
  
***TOPIC - TBD***  
**Beth Jones**, Attorney  
[Womble Carlyle Sandridge & Rice, PLLC](#)
- 9:45 a.m. – 10:30 a.m.**      **Break and Exhibitor Visitation**
- 10:30 a.m. – 11:30 a.m.**      **PROGRAM II – CONCURRENT SESSIONS**  
  
***EEOC UPDATE***  
***Thomas Colclough***, Director  
[EEOC Raleigh Area Field Office](#)  
  
***WORKERS COMPENSATION UPDATE***  
**Clayton Custer**, Attorney  
[Womble Carlyle Sandridge & Rice, PLLC](#)

***DEPARTMENT OF LABOR UPDATE***  
**TBD-US Department of Labor**

**11:45 a.m. – 12:45 p.m. Lunch and Business Meeting**

**1:00 p.m. – 2:00 p.m. REPEAT- PROGRAM II CONCURRENT SESSIONS**

**2:00 p.m. – 2:45 p.m. Break and Exhibitor Prizes – Concords G & H**

**2:45 p.m. – 3:45 p.m. PROGRAM III – SPEAKERS**

***STRATEGIC SUPERVISORY DEVELOPMENT  
 THROUGH BLENDED TRAINING***

***Patrick McCoy***, Director of Human Resource Services  
[Appalachian State University](#)

Determining how to deliver content to supervisors can be like trying to hit a moving target—especially when you consider the need for strategic, timely, development in a downturned economy. By utilizing an existing branded faculty tool called ASU Learn (based on the Open Source software package Moodle), Human Resource Services (HRS) at Appalachian State University has been able to deliver facilitated asynchronous training to supervisors on a host of topics. Geared towards simple dissemination of knowledge, ASU Learn has allowed HRS to leverage technology by augmenting existing staff resources in order to provide development for frontline supervisors.

Participants in this workshop will learn how the Moodle platform for Appalachian State University operates; view the dedicated ASU Learn workshops for HRS (including Foundations of Supervision; Unlawful Workplace Harassment; Merit-based Recruitment & Selection; and Performance Management and take part in the built-in “just-in-time” evaluation process in ASU Learn.

***HR METRICS***

***John Toller***, Associate Vice Chancellor/Chief HR Officer  
[East Carolina University](#)

***EMPLOYEE RELATIONS TRAINING FOR SUPERVISORS***

***Paul Santos***, Associate Vice President of Human Resources  
[Central Piedmont Community College](#)

HR leaders sometimes ask themselves, “Did that supervisor really need my help in managing through that employee relations’ issue?” While many times that answer is “yes”, often it’s only because the supervisor wasn’t equipped with the proper tools to feel confident in handling the ER issue successfully.

With approximately 3,000 employees and an average of 70,000 students per year, CPCC supervisors have their hands full managing many processes and people. Managing people and their diversity in thinking, personality, aspirational, motivational, gender, etc. diversity, is a challenge in many workplaces.

Early in 2009, HR developed and delivered an **Employee Relations Training for Supervisors (ERTS)** program, comprised of three main elements:

- Legal Supervision
- Selection, Coaching, Development and Retention
- Handling Difficult Employee Relations issues

Participants in this workshop will get a guided tour through the ERTS program, including its design, development and delivery. Program data, outcomes and anecdotal information will be examined and discussed. The ERTS program at CPCC has given people leaders the tools and confidence they need to effectively manage their resources for successful outcomes.

**\*\*\*\*DINNER (ON YOUR OWN) \*\*\*\***

## **FRIDAY, OCTOBER 29, 2010**

**7:00 a.m. – 8:00 a.m. Breakfast (on your own) and Hotel Check Out**

**8:00 a.m. – 9:15 a.m. PROGRAM IV- GENERAL SESSION**

***RACE AND CLASS: “UNITE-AND-RESIST” INSTEAD OF “DIVIDE-AND-CONQUER”***

**Robert Jensen, Ph.D.**, Professor  
[School of Journalism](#), University of Texas at Austin

Elites trying to hold onto power and unearned privilege have long used divide-and-conquer strategies. In the United States, pitting people of color against poor and working-class whites is a strategy that is older than the country itself. How can we overcome this legacy? What do we need to unite-and-resist? The best hope is getting radical analysis of inequality.

In addition to teaching and research, Dr. Jensen writes for popular media, both alternative and mainstream. His opinion and analytic pieces on such subjects as foreign policy, politics, and race have appeared in papers and on websites around the world. He contributes to local organizing in Austin, TX, through his work with the [Third Coast Activist Resource Center](#) and the progressive community, organizing & education community center, [5604 Manor](#).

**9:15 a.m. – 9:45 a.m. Break and Hotel Check Out**

**9:45 a.m. – 11:00 a.m. PROGRAM V- GENERAL SESSION**

***“THE CASE OF THE LOST EMPLOYEES”***

**Donna Cutting**, President and CEO  
[Donna Cutting Presents](#)

As *Gal Morale*<sup>™</sup> Donna Cutting mixes *Keynote Theater*<sup>™</sup> and traditional presentation style, providing clues and action steps for solving the crime of low staff and faculty engagement. Walk away with immediately applicable strategies for welcoming new staff members, rewarding and recognizing all employees, and creating a workplace environment conducive to high productivity. Learn how rolling out the red carpet for team members sets the stage for students and other customers to

receive red-carpet service. Best of all, the audience members are the STARS of the show. You'll be laughing while you learn.

This session will help you design an effective, low-cost plan of action to welcome new employees, reward and recognize the good work of all employees, and promote a culture of caring towards the goal of high retention and engagement.

**11:00 a.m. - Noon**

**Closing Remarks, Evaluations & Door Prizes**