

Now What?

The 2020 VT & NH Twin State HR Summit
September 15-17, 2020 | Virtual Conference



Thank you to our conference partners:



Schedule At-A-Glance

TUESDAY, SEPTEMBER 15, 2020

8:00 - 9:15	Welcome & Governor Messages
9:15 - 10:30	Keynote: <i>Now What?</i>
10:30 - 11:00	Break/EXPO
11:00 - 12:15	Concurrent Session #1 (<i>choose one</i>)
12:15 - 12:30	Chef Demo: The Ultimate Sandwich
12:30 - 1:00	Lunch/EXPO
1:00 - 2:00	Keynote: <i>Harnessing the Power of Personal Engagement</i>
2:00 - 2:30	Break/EXPO
2:30 - 3:00	Vermont & New Hampshire State Awards

WEDNESDAY, SEPTEMBER 16, 2020

12:30 - 1:00	'Ask Me Anything' Roundtables
1:00 - 1:15	Welcome Back!
1:15 - 2:30	Keynote: <i>Leave Those Flip Flops at Home</i>
2:30 - 3:00	Break/EXPO
3:00 - 4:15	Concurrent Session #2 (<i>choose one</i>)
4:15 - 5:30	Cocktails, Mocktails and Bingo!

THURSDAY, SEPTEMBER 17, 2020

7:00 - 7:45	Morning Wellness
8:00 - 8:30	Welcome Back/SHRM Update
8:30 - 9:45	State Legislative & Regulatory Updates
9:45 - 10:15	Break/EXPO
10:15 - 11:30	Keynote: <i>Taking You From My Mess to My Message</i>
11:30 - 11:45	Expo Prizes!
11:45 - 12:00	Closing Remarks & Conference Prizes!
12:15 - 1:00	Keynote Luncheon (<i>All-Access passes only</i>)

The 2020 Vermont & New Hampshire Twin State HR Conference is presented by:



Thank you to our Conference Partners:



For those interested in HRCI credits, instructions will be provided for self-submission.



This program is valid for 9.25 PDCs for the SHRM-CP or SHRM-SCP.



For those interested in HRCI credits, instructions will be provided for self-submission.



Welcome to the VT & NH Twin State HR Conference!

When the pandemic hit, it was clear that gatherings were not going to be possible for a loooong time. And yes, the pressure on HR professionals has never been greater. We need to gather. We need to learn, to talk to each other, to workshop ideas and solutions - we need to be reminded to smile!

Recognizing that the Granite State HR Conference and the SHRM Vermont's Annual State Conference were not going to be able to move forward as planned, the HR State Councils of New Hampshire and Vermont decided to combine forces to produce this amazing virtual event: The Vermont & New Hampshire Twin State Virtual HR Summit.

Not only will the conference provide you with relevant and informative content, but we've designed the conference's flow and activities to inspire and rejuvenate you, in mind, body and spirit.

We're excited for you to experience the virtual conference, and we know you will come away from the experience with a renewed confidence in your leadership, actionable take-aways to help you navigate your work, some great memories and good times to look back on.

Thank you for joining us,

Catharine Mirabile, SHRM-SCP, SPHR
Director, HR State Council of New Hampshire

Rebecca Greenough, SHRM-CP, PHR
Director, SHRM Vermont State Council

David Twitchell, SHRM-SCP, CBP, CCP
Conference Director, HR State Council of New Hampshire

Ross Gibson
Director-Elect, SHRM Vermont State Council



A very special thank you to our Conference Partners:





Pre-Conference Swag Box | Check your mail!



Who doesn't love to get presents in the mail!? Especially when it's filled with awesome treats that HR professionals deserve! Keep an eye out for your pre-conference swag box, which will be mailed to you in the week prior to the conference.

Conference Game! | All Conference Long



We have so many great prizes - from autographed keynote books, exclusive content access, gift certificates and cash prizes! Make sure you pay attention, engage in the conference, and visit the EXPO to collect points. Attendees with the highest totals will win prizes all conference long!

Live EXPO Booths | All Conference Long



Make sure to visit all of the sponsor and exhibitor booths in the EXPO! Companies are putting together special offers and services to help you through these challenging times. You'll be able to talk to them live, download materials, book appointments and more! Plus, they might even have some secret codes to help you rack up points in the conference game!

The Ultimate Sandwich Live Chef Demo | Tuesday, 12:15 - 1:00pm



Join us at the start of Tuesday's lunch break for a live chef-demo of how to construct the ultimate gourmet sandwich (vegetarian and salad versions will also be presented). Keep an eye out in your pre-conference swag box for the shopping list and recipe, and get ready to enjoy a delish lunch!

Awards | Tuesday, 2:30 - 3:00pm



What HR professional isn't a star?! Especially these days! But please join us as we recognize leaders who stand-out for their significant impact over this last year. Join us as we congratulate this year's Vermont HR Professional of the Year and the Granite State Ry Perry HR Hero Award winners.

Morning Wellness | Thursday, 7:00 - 7:45am



Life has never been more stressful. Take care of yourself with our morning wellness sessions on Thursday. Yoga, meditation and de-stressing skills will be taught by certified professionals and will give you take-aways to implement in your everyday life.

Cocktails, Mocktails and Bingo! | Wednesday, 4:15 - 5:30pm



Make your favorite cocktail and mocktail treat (you deserve it!) and settle in for our conference bingo game! Prizes will be won and laughs will be shared - it's a great time to unwind and have fun with your fellow attendees. Keep an eye out for a special cocktail/mocktail recipe card in your pre-conference swag box!



Tuesday, 9:15 - 10:30am

Now What?

**Kerin Stackpole, SPHR, Director, Paul Frank + Collins and
Jim Reidy, Attorney & Shareholder, Sheehan Phinney**



Kerin Stackpole



Jim Reidy

2020 has been anything but “just another year” and we still have three and a half months to go! In our opening keynote, we will hear from two HR and legal thought leaders (and conference favorites), Kerin Stackpole from Vermont and Jim Reidy from New Hampshire, as they take a brief look at where we have been and most importantly: NOW WHAT?? Now...there are new laws.....new guidance.....new issues on the horizon.....new everything! And HR remains critical in helping shape what is next in the new unchartered world of work that we are forging into. Buckle up for a great kick-off to our conference.

Kerin Stackpole leads the Employment + Labor Law Group. She provides practical and proactive advice to senior leaders and management teams regarding a wide range of labor and employment issues, including workforce planning, hiring and on-boarding, performance management, legal and recordkeeping compliance, leave management, employee engagement, policy development and implementation, union avoidance, and discipline and discharge. Kerin firmly believes that the best defense against legal claims begins well before those claims are made – with positive and continuous employee engagement, good education for supervisors and managers, fair and consistent practices, and solid documentation.

Jim Reidy practices in the areas of management side labor and employment law with an emphasis on assisting employers in effectively avoiding, or defending against, employment disputes. He represents organizations ranging from multi-national corporations, to closely-held, family-owned businesses, to not-for-profit entities and public sector employers. Since joining the firm in 1989, Jim has expanded an already well-established employment law practice group. This group is now recognized as one of the best labor and employment practices in Northern New England.

Jim is the moderator of NHLABORNET, the popular Internet discussion group for human resource professionals in New Hampshire. Jim is also the creator and serves as the managing editor of Good Company, Sheehan Phinney's quarterly e-newsletter, which features articles on legal developments and best practices in business.

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Tuesday, 1:00 - 2:00pm

Harnessing the Power of Personal Engagement: Our Daily Contribution to a Culture of Engagement

Clint Swindall, President and CEO, Verbalocity, Inc.



Clint Swindall

Did you know that 2 out of 3 employees are at some level of disengagement? Research indicates that a highly engaged workforce can increase productivity, profitability, and innovation. But what about the leaders? It's easy to overlook the impact their own level of engagement can have in a world of disengaged employees. Our personal engagement is our daily contribution to a culture of employee. In the end, participants will be able to answer this one simple question: Am I helping or hurting employee engagement in my organization based on my own personal level of engagement?

Clint is the president and CEO of Verbalocity, Inc., a personal development company with a focus on leadership enhancement. These solutions include leadership development programs, training, speaking and general consulting. As a professional speaker, Clint is the recipient of the Certified Speaking Professional designation, the speaking profession's international measure of professional platform competence. Just over 10% of speakers worldwide who are a part of the Global Speakers Federation hold this designation.

For more than two decades, Clint has traveled the world delivering high-content speeches and training in an entertaining and inspirational style to Fortune 500 companies, government agencies, and trade associations. His clients include 7-Eleven, American Express, BMW, Valero Energy, Enterprise Rent-a-Car, Jack in the Box, and Keller Williams.

Clint enjoys the challenge of enhancing employee engagement for his clients by delivering programs based on his two books, *Engaged Leadership: Building a Culture to Overcome Employee Disengagement* and *Living for the Weekday: What Every Employee and Boss Needs to Know about Enjoying Work and Life*. He has delivered his programs throughout the United States, Canada, South America, the United Kingdom, Mexico, Bermuda, and The Bahamas.

Clint does more than just talk about leadership. His leadership roles in the community include serving on the Executive Committee of the San Antonio Stock Show & Rodeo, as well as the board of directors for GVTC, the largest telephone cooperative in the state of Texas. He is founder and chairman of the First Chance Foundation, a 501(c)3 dedicated to assisting abandoned, abused, and neglected children. He is a past board member of the Texas State University Alumni Association, Junior Achievement of South Texas, and Provisions Food Pantry.

He and his wife Heather of 15 years reside just north of San Antonio in Bulverde, Texas...the front door to the Texas Hill Country. When he's not working to enhance the leadership skills of his clients, he can be found pursuing his hobby of competition BBQ!

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Wednesday, 1:15 - 2:30pm

Leave Those Flip Flops at Home

Patrick Henry, Featured Performer, SiriusXM Radio Family Comedy Channels



Patrick Henry

Patrick delivers an entertaining blend of music, humor, and actionable employee engagement principles for HR Professionals. During his presentation, attendees will learn:

- Cheers Mentality- Patrick shows how the attitude projected with impact the value provided
- Extra Inch Mentality- Attendees will understand that we are judged by how we meet expectations but are known by how we exceed expectations.
- Mentality of Purpose: Attendees will learn how to view their value not by the tasks performed but rather by the impact they produce
- Lead the Way Mentality: When you point the way you get one-time results. When you lead the way you get a lifetime of results

Customers stay loyal when the business they're working with creates an emotional connection. That's the message Patrick Henry, former Nashville songwriter and featured performer on the SiriusXM Radio Family Comedy Channels, wants his audience to take home with them.

Customer loyalty, Henry stresses, is fragile and customers will be loyal to those whom they are emotionally connected. "If you can make them feel, you can make them buy".

Growing up in the football town of Auburn, Alabama, Patrick saw firsthand how fans are made. His background, in part, led to the realization that engagement is the foundation for loyalty, and loyalty is the foundation for emotional and financial buy-in.

Henry often says "we learn best when we are being entertained", which is why Patrick's audiences can look forward to humor, guitar playing, and original songs during his presentation "Becoming Remember-able". Many of the concepts you will hear can be found in his book "*The Pancake Principle: Seventeen Sticky Ways To Make Your Customers FLIP For You*" which can be found on Amazon.com. When not traveling, Patrick loves spending time with his wife Lesley and three children and trying to get his golf handicap under 20.



keynotes

Thursday, 10:15 - 11:30am

Taking You from My Mess to My Message

Scott Aubin, Veteran, Survivor and Inspirational Speaker



Scott Aubin

Born and raised in upstate New York, Scott is a survivor of childhood sexual abuse. Scott served in the U.S. Air Force for 21 years and endured further traumatic experiences during his military service both stateside and in the Middle East. His story tells about the incredible effect PTSD has had on his life and the issues that go along with unrecognized PTSD, some of which include depression, rage, substance abuse, self-destruction and suicide attempts. Scott's story is yet raw and transparent – he's tried to take his own life. You'll experience his truth, reliving his traumas with the audience. Scott has overcome so much and to take "My Mess and Make it my Message" is a testament to himself and his presentation. At his side at all times is his Great Dane Service Dog, Grey, as well as his retired best friend. Dash. Both play a very vital role in Scott's recovery.

Scott is an inspirational speaker with the NYS Division of Criminal Justice Services T.R.A.U.M.A. (Trauma Resources and Unified Management Assistance) program about PTSD awareness and suicide prevention for law enforcement, first responders and Veterans. Scott has presented at several colleges and academies which include Syracuse University, SUNY Plattsburgh, SUNSY Canton, Alfred State, Buffalo State, Clinton Community College as well as the Nassau County Police Academy. Scott also speaks extensively for "Hope Changes Everything" in high schools and middle schools about the importance of speaking out, and that it's OK in this world to ask for help.

keynote luncheon

Thursday, 12:15 - 1:00pm

** Exclusive to All-Access Passes Only*

Join us on Thursday after the conference ends for an exclusive virtual luncheon with one of our keynote speakers. This event is limited to All-Access passes only, and will give you the opportunity to hear more from the speaker, ask questions directly and learn more about their story. It might even include a super-secret special surprise gift! (shhhhh!!)



concurrent session #1

Tuesday, 11:00am - 12:15pm

Engaged Leadership: Building a Culture to Overcome Employee Disengagement

Clint Swindall, President and CEO, Verbalocity, Inc.

The solution for overcoming employee disengagement is Engaged Leadership, a proactive approach to leadership that involves building consensus for the vision, inspiring employees to pursue the vision, and developing the team to realize the vision. In the midst of managing the business, there must be a focus on developing better leaders who understand the importance of a strong culture with a focus on the employee. Over the past two decades, Clint has been developing his own approach to leadership, and can help you understand what actions can be taken to develop skills in all three areas.

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How to Address the Emerging “Management Gridlock”

Tom Wilson, Principal, Wilson Group

There are 10,000 people per day turning 65. Many organizations have people in their executive, management and senior contributor roles that are turning this age or perhaps older and showing no signs of retiring. The impact of the Covid-19 pandemic has given them a taste of what “retirement life” may be like and the stock market, where they likely have invested their retirement assets, has fluctuated greatly. Consequently, some are scared at the prospect of retiring, some are excited by it, and most are both. At the same time, there are individuals in their mid-to-late 50’s who are waiting to assume the leadership roles opened by these retiring, long-service people. But the pathway is being blocked. If the opportunities do not open shortly, they may likely direct their careers elsewhere. There are many companies who would value their leadership and experience. What is emerging is a “Management Gridlock” that is creating serious challenges about how to facilitate the effective departure of people who have contributed historically and providing retention and promotional opportunities for the next generation.

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Using Emotional Intelligence to move from “Lizard Brain” Leadership to Resilient Leadership

Sara Holloway, Holloway Learning and Development

As coaches, trainers, and human resource professionals, we are playing an even more critical role as we work to pivot and provide leadership to our organizations which are changing daily. Almost every aspect of life is more stressful than it used to be and in our organizations we need to be out in front, managing our emotions, so that we can show up as the leaders that our co-workers are counting on during this crisis. How can we move from “Lizard Brain” Leadership to Resilient leadership? Having an awareness of and practice at Emotional Intelligence can really help. In this session, we’ll get introduced to Emotional Intelligence (EQ), and share strategies, tips and resources for developing EQ for greater leadership success as HR Professionals in the midst of a pandemic.

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concurrent session #2

Wednesday, 3:00 - 4:15pm

Can We Talk? - Practical Strategies for Addressing Race, Gender, Religion, Politics and other Hot Button Topics in the Workplace

Kerin Stackpole, SPHR, Director, Paul Frank + Collins and

Kesha Ram, Community Activist, MPA Candidate at Harvard Kennedy School

People are afraid to talk about issues of bias, race, religion, sexuality, etc. in the workplace. Failing to have a safe and appropriate way to discuss such issues often fosters resentment between diverse groups of employees. Our goal is to give people some baseline knowledge about common inequities in the workplace, and to provide strategies for engaging in difficult conversations in a way that is constructive and allows learning. Diversity and Inclusion goals are great, but meeting them takes time, intentionality and respectful discourse. Our goal is to provide tools to that end. This will be an interactive session in which the participants will get to drill down on explicit and implicit bias, racism and anti-racism, and how to create an inclusive work environment. There will be some discussion of barriers to inclusion, some history, how we communicate and how we deal with conflict. Instead of avoiding difficult topics and conversations, we will address practical and positive ways to create space for discussion, learning and understanding between employees. We will provide guidance on the if, how and when to have “courageous conversations” about ways that bias impacts relationships between employees, or employee advancement. Participants will be asked to come to the session willing to listen and learn, and to work together to practice good communication techniques and learn how to keep challenging conversations positive, and consistent with legal standards. Real world examples will be used.

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Leading Forward

Mary Cheddie, SHRM-SCP, Divisional Director, East, SHRM

Leadership is often a highly sought after skill and is one that may be learned. During this 75 min session, learn how you may become a leader and a great leader; different learning styles and how to differentiate these for each person you encounter; how to reset your heart to be more servant leader focused; and how to develop leaders around you. Cheddie has been focused on developing leaders for more than 30 years. She is passionate about leadership. You won't want to miss this session.

Employee Engagement Through Strengths

Chad T. Ahern, Gallup Certified Strengths Coach and Founder & Principal of Talent and Teams Consulting, L.L.C.

Do your employees have the opportunity to do what they do best every day? Do they even know what they do best? Pre-COVID, many employers struggled to find enough new employees. In our current COVID-impacted world, many companies are adjusting to smaller teams after layoffs and furloughs and/or adjusting to new remote workforces. In all three situations, companies are striving to accomplish more work with fewer people. So, can you be doing more to engage, retain, and enhance performance of the employees still part of your organization? In this interactive session, we'll explore the intersection of employee engagement and Strengths-based development primarily through the lens of Gallup Inc.'s Third Element of Great Managing and the CliftonStrengths® assessment. Our conversation will also include discussion on how HR leaders and organizations' managers can use the answers to the key questions above to improve L&D efforts, and seed at least three other key professional development & engagement conversations.



legislative & regulatory updates

Thursday, 8:30 - 9:45am

8:30 - 9:15am: Federal Law Update

Tap Dancing on Roller Skates

Presenters: **John W.E. Maitland, Director, Downs Rachlin Martin PLLC**
Andrea G. Chatfield, Of Counsel, Cook, Little, Rosenblatt & Manson, PLLC
Amy M. McLaughlin, Director, Dinse
Charla Bizios Stevens, Director, McLane Middleton, PA

2020 has seen nothing but unprecedeted legal challenges for HR professionals that require a nimbleness for fancy footwork while staying balanced! With the pandemic, HR must adapt to new laws and figure out how to apply previously established laws to our “novel” circumstances. In addition, employers are on the forefront of needing to build meaningful bridges across society’s racial, ethnic and gender divides. The first portion of the Legal Update section will focus on 4 major areas of Federal law that present daily challenges in these areas. In particular, the presenters will cover:

- FFCRA and the mandate to provide paid leave
 - Has paid sick leave benefit been useful and will it be extended?
 - Maneuvering the interplay between the FFCRA and the FMLA
- Addressing “COVID anxiety” under the ADA, and other developments in disability law and reasonable accommodation
- The significant responsibility of HR to manage employee health and mental well-being in times of crisis
- The importance of going beyond non-discrimination to achieve equity and inclusion in your workforce – how EEO laws are more relevant than ever

9:15 - 9:45am: State Law Breakout Sessions

Tap Dancing on Roller Skates – The New Hampshire Way

Presented by **Andrea G. Chatfield, Of Counsel, Cook, Little, Rosenblatt & Manson, PLLC** and
Charla Bizios Stevens, Director, McLane Middleton, PA

Tap Dancing on Roller Skates – The Vermont Way

Presented by **John W.E. Maitland, Director, Downs Rachlin Martin PLLC** and
Amy M. McLaughlin, Director, Dinse

In the second portion of the Legal Update, attendees will separate into 2 virtual rooms depending upon their state to hear an update on state law developments. Each section will cover:

- The status of State mandates and orders related to COVID-19 and employers
- The latest developments on unemployment benefits and qualifications
- What new workplace legislation got passed by the State and what changes HR should prepare for going forward.

REGISTRATION FEES

Basic Conference Pass- \$250

Save \$25 with the Early Bird price of \$250 if you register by August 10th! (regular price \$275)

The basic conference pass includes:

- Pre-conference swag box
- Day-of access to all conference keynotes, concurrent sessions, expo hall and activities
- Participating in conference game
- Post-conference access to recorded keynote sessions

All Access Conference Pass - \$349

For just \$99 more, you receive all basic conference pass benefits **PLUS**:

- + Upgraded pre-conference swag box!
- + Exclusive access to the Keynote Luncheon (All Access pass holders only)
- + 25 point lead in conference game
- + Post-conference access to recorded keynote sessions **and** all breakout sessions

If you were already registered for the Granite State Human Resources Conference, you will be able to transfer your registration to this event.

DISCOUNTS

If you are a member of one of Vermont or New Hampshire's affiliated SHRM Chapters and/or a member of SHRM, you are eligible for a \$25 discount on your registration!

Use the code: **SHRM, Chapter or SHRMchap, based on your membership(s)** when you check out.

PROFESSIONAL DEVELOPMENT CREDITS



This program is valid for 9.25 PDCs for the SHRM-CPSM or SHRM-SCPSM.



For those interested in HRCI credits, instructions will be provided for self-submission.

Register online at
<https://greentreeevents.regfox.com/2020twinsummit>



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