

**POWER OF THE PAST.
FORCE OF THE FUTURE.**



**LIVE
& ON-DEMAND**

**OCTOBER
27 & 28, 2020**

**72ND ANNUAL
CONFERENCE &
EXHIBITION**

DAY ONE: TUESDAY, OCTOBER 27

WELCOME REMARKS & OPENING KEYNOTE, 8:25 AM – 9:25 AM

- Welcome Remarks Provided by PHRA President, **Peter Gabriel**
- Opening Keynote: **Sabrina Saunders Mosby**, President and Chief Executive Officer for Vibrant Pittsburgh

CONCURRENT BREAKOUT SESSIONS 1, 9:35 AM – 10:30 AM

- ERISA Compliance for HR Professionals: Top 10 Compliance Pitfalls
- It's All About Respect - Influencing (not forcing) to Prevent Harassment
- 5 Critical Requirements for Effective Behavior Change, [Approved for Business Credits](#)

CONCURRENT BREAKOUT SESSIONS 2, 10:45 AM – 11:40 AM

- Navigating a Multi-generational Workforce: The Secret is in the Sauce
- Workers' Compensation on Drugs! (and other current work comp issues)
- The REAL HR of Small and Mid-sized Business, [Approved for Business Credits](#)

VIRTUAL VENDOR HALL, 11:45 AM – 1:45 PM

- Meet & Greet with 20 Industry Experts.
- There are new challenges every day in the HR field. During lunch we challenge you to network with new connections. Return to your office ready to blaze new trails.

CONCURRENT BREAKOUT SESSIONS 3, 1:50 PM – 2:45 PM

- Let's Go Big Time (LGBT): Implications for HR of Supreme Court's Landmark 2020 Decision on Sexual Orientation and Gender Identity Discrimination
- Building an Effective Sexual Harassment Training for Managers
- Reskilling Leaders and Building Agility: Succession Management for the 2020's and Beyond, [Approved for Business Credits](#)

CONCURRENT BREAKOUT SESSIONS 4, 3:00 PM – 3:50 PM

- Making Cents of It All: Updates to Pay Equity and Wage/Hour Laws
- Foster a More Inclusive Work Environment in 2020 With This One Concept
- Benchmarking and the New Normal

DAY TWO: WEDNESDAY, OCTOBER 28

WELCOME REMARKS & OPENING KEYNOTE, 8:25 AM – 9:25 AM

- Welcome Remarks Provided by PHRA President, **Peter Gabriel**
- Opening Keynote: **Candi Castleberry Singleton**, Vice President of Diversity Partnership Strategy & Engagement, Twitter

CONCURRENT BREAKOUT SESSIONS 5, 9:35 AM – 10:30 AM

- What to Expect When... Your Employee is Expecting: What Employers Need to Know About Maternity/Paternity Leaves and Pregnancy Discrimination Claims
- The FEAR Factor of Hiring Formerly Incarcerated, People with Disabilities and Veterans: Fight Fear with FEAR (Facts, Education, Awareness and Resources)
- Reskilling HR for the Future of Work, [Approved for Business Credits](#)

CONCURRENT BREAKOUT SESSIONS 6, 10:45 PM – 11:40 PM

- HR Metrics and Analytics – Essential Business Tools for the HR Executive, [Approved for Business Credits](#)
- The Gig Economy: Evolving FLSA Rules Affecting Pay Equity and the Gig Economy
- Designing HR Solutions for Humans: An Empathy-Based Approach, [Approved for Business Credits](#)

VIRTUAL VENDOR HALL, 11:45 AM – 1:45 PM

- Meet & Greet with 20 Industry Experts.
- There are new challenges every day in the HR field. During lunch we challenge you to network with new connections. Return to your office ready to blaze new trails.

CONFERENCE CONCLUSION, 1:00 PM – 1:45 PM

- Closing Keynote: **Hot Topic**
- Business Partner Prize Distribution and Grand Prize Winner Announced

All sessions approved for **9 SHRM-CP & SCP** and **General (PHR) HRCI accreditation** And **6 Business (SPHR) HRCI Credits**. If awarded HRCI Business Accreditation the session will be noted.

Dear HR Professionals,

The **Pittsburgh Human Resources Association (PHRA) 72nd Annual Conference & Exhibition: The Power of the Past. Force of the Future!** provides proven, comprehensive learning that will boost your professional and personal potential whether you are new to the HR profession, hoping to supplement your workplace experience with strategic and tactical education, or seeking to increase your competencies for career growth.

Change is happening all around us, and it is unstoppable. The role of HR will continue to evolve with a new set of challenges, a new market of tools, and an exciting new marketplace unlike anything we've seen in the past. Business Leaders will look to HR to help solve talent skill gaps and develop a strategic workforce strategy. Employees will rely on their HR Business Partners to create real-time development and growth opportunities.

Are you ready for these new challenges? Can you be uninhibited in your thinking, unconventional in your approach, unbiased in your implementation?

Absolutely – but that might mean getting out of your comfort zone. Get ready to think differently about Talent, Culture, Employee Reward and Wellness practices, Business Analytics and Metrics, Compliance, and Innovation.

With over **20 sessions** that encompass the full scope of a well-rounded HR education, from business essentials to human resources innovations, you will be able to choose the sessions that provide you with the tools and resources you need to achieve your professional and personal goals.

Our **exhibitors are industry experts** and solution-providers who truly know what is happening in the world of HR and business. They have answers to many of your questions. As we all know, discovering innovative products and services is necessary to stay competitive in today's business world.

The PHRA Annual Conference is a lot of learning packed into a short amount of time, so have fun, enjoy learning and let's work **together with the Power of the Past and the Force of the Future!**

Regards,

E. Lamping

Liz Lamping
PHRA Executive Director



CONFERENCE HIGHLIGHTS



Live Interaction with Speakers & Attendees

Interact and ask questions to our speakers through a live chat experience. You'll also be able to easily hop on video chat with other attendees and resource partners!



On-Demand Sessions

You'll be able to watch all sessions on your own schedule, which means no having to pick and choose.



20+ Sessions

You'll end up with pages and pages of notes with actionable tactics that you can apply immediately. Plus tons of strategies that you can share with your team!



Opening Keynote Day 1: Sabrina Saunders Mosby

Sabrina serves as President and Chief Executive Officer for Vibrant Pittsburgh, a premier economic development membership organization and the region's central resource, spokesperson and convener on workforce diversity and inclusion issues for the past decade.



The Power of the Past. Force of the Future!

No matter how long you've been in HR or what position you hold, chances are that there is still something you want to learn.

Our comprehensive programs will help you overcome challenges or develop new solutions and help you make connections that will motivate and energize you.



Opening Keynote Day 2: Candi Castleberry Singleton

Candi is the Vice President of Diversity Partnership Strategy & Engagement at Twitter. She is also the founder of the award-winning Dignity & Respect Campaign, which has helped organizations create more inclusive work environments.

Concurrent Breakout Session 1, 9:35 AM – 10:30 AM

ERISA Compliance for HR Professionals: Top 10 Compliance Pitfalls, Laura Heacock Sperling, Attorney, USI Insurance Services

We will discuss common compliance concerns with respect to employee benefits plans, which range from Affordable Care Act compliance, COBRA considerations, ERISA documentation, employee communications and disclosures, nondiscrimination testing under Section 125 and Section 105(h), compliance with HIPAA's Privacy and Security rules and regulations, and the ever-evolving myriad of state and local paid leave issues.

Laura Heacock Sperling is an ERISA Compliance Attorney at USI Insurance Services. Prior to joining USI, Laura was an associate at an Am Law Top 100 law firm, where her practice included various areas of employee benefits law. Laura regularly advises on the design, administration and documentation of health and welfare benefit plans in connection with compliance under applicable federal (e.g. ERISA, Internal Revenue Code, HIPAA, ACA, COBRA, Mental Health Parity Act) and state laws, and regulations promulgated thereunder. Laura received her J.D. from Temple University Beasley School of Law, where she served as both an editor and staff member of the Temple Journal of International and Comparative Law.

It's All About Respect – Influencing (not forcing) to Prevent Harassment Phyllis Hartman, President and Founder, PGHR CONSULTING, INC.

Revelations of harassment by famous, powerful individuals and #MeToo has left HR wondering what to do. Legal counsel often focuses on compliance and risk management and may recommend zero tolerance and termination. Though appropriate in some cases of egregious behaviors, many times the accused is a valuable employee in general, and the organization may not want to terminate. Investigations can result in discovery of a lack of empathy or a past culture that ignored behaviors that victims didn't like but felt compelled to tolerate. Past training and policies intended to focus on requiring certain behaviors didn't work. So what's an HR professional to do. How do you get employees to want to behave appropriately? This session will provide an understanding of biases and approaches to helping employees understand what is in it for them to behave appropriately at work. In addition ideas for coaching accused employees to correct behavior will be presented.

Phyllis G. Hartman, SHRM-SCP, President, PGHR Consulting, Inc. has 25+ years in HR. Her work includes Harassment Prevention training, Employee Development, Employee Relations, Policy Development, and Affirmative Action. Clients include engineering, medical, not-for-profit and manufacturing. Prior to PGHR she worked in management in manufacturing and not-for-profit. She holds an MS in HR from La Roche University. Phyllis is a frequent speaker presenting sessions for SHRM national, state,

chapters and business groups, including engineers, medical and dental professionals. An adjunct instructor for several schools, she has served as a full time Visiting Professor in HR for La Roche University. She has authored: A Managers Guide to Developing Competencies in HR Staff, 2018; Looking to Hire Looking to Hire an HR Leader? And Never Get Lost Again: Navigating Your HR Career all published by SHRM. Phyllis does volunteer work for the SHRM and the Bayer Center for Non-Profit Management.

5 Critical Requirements for Effective Behavior Change

Monique DeMonaco, President, Coach Monique & Associates, Coach Monique & Associates, [Approved for Business Credits](#)

Employees want it and organizations need it more today than ever, yet despite the investments companies have made, learning and adaption is not translating into the changes needed in the workplace. Investing in the development of your employees is critical to staying competitive in today's fast-paced global market. Yet, research suggests that up to 50% of the investment companies make in professional development is wasted. Employees lose up to 75% of the information they learn through traditional training methods. Despite that, research shows that when training and development programs are designed well, they create a positive impact that ripples throughout the organization, and that allows employees to adapt, innovate, and perform in ways that meet or exceed the company's goals.

Monique DeMonaco has 16 years of experience in the coaching and training industry, coach Monique DeMonaco is recognized as a top change management expert. She has been a pioneer in developing and trademarking Emotional Intelligence and Brain-Science based tools, techniques, and strategies that are designed to produce rapid results for her clients. She's a popular podcast and television guest and a professional member of the National Speakers Association. Her latest book is Most People Don't Need a Therapist, They Just Need a Change: An easy-to-use guide for positive, sustainable change. Her corporate clients include CONSOL Energy, CNX Resources, Rice Energy, Highmark, Mass Mutual, and Chubb Insurance. Some of the family-owned businesses are Howard Hanna and Albert Anthony Real Estate. In addition to corporate and family-business clients, Coach Monique has worked with high-profile families, celebrities, athletes, and women leaders. With an office centrally located in Aspinwall, Coach Monique works with clients throughout the tri-state region, as well as all over the world via Zoom. Coach Monique & Associates is a certified Women-Owned Business (WBENC) and a certified Disability Certified Business.

Concurrent Breakout Session 2, 10:45 AM – 11:40 AM

Navigating a Multi-generational Workforce: The Secret is in the Sauce, Danielle Mundekis, Employee Relations & Inclusion Manager, Eckert Seamans Cherin and Mellott

For the first time in modern history, maybe ever there are five generations employed together in the workforce. Each generation in today's workforce is defined by their experiences and their environment in a way that uniquely and inextricably affects how they function in their place of employment, as well as how they view those with whom they work. During this session, we will look at the broad spectrum environmental and experiential factors that shape each generation and examine ways to use those factors as vehicles to find common ground and provide stability and cohesion within the workforce.

Danielle Mundekis was born and raised in New York City. After graduating from Oberlin College, she became an Admissions Associate/Assistant Director of Admissions for the Ethical Culture Fieldston School. There, she honed her skills for discerning best-fit candidates and practices. In 2013 she relocated to Pittsburgh to work for Shady Side Academy in the President's Office, where she helped develop and hone numerous practices and policies, with an emphasis on human resources. After four years, she left Shady Side Academy to work with Eckert Seamans, where she is currently employed as the firm's Employee Relations & Inclusion Manager. She focuses her career on best practices in HR with particular focus on Diversity, Equality and Inclusion. Danielle is currently in the process of completing a CCDP-AP from Cornell University and has served in the PHRA as the chair of Learning and Professional Development Committee since 2019.

Workers' Compensation on Drugs! (and other current work comp issues), David Leng, Duncan Financial Group

Discussing the impact of opioids, as well as legalized medical marijuana and CBD on employees, employers, and workers' compensation claims. You will receive tips on how to prepare and defend your organization against claims. We will also review other current issues regarding workers' compensation affecting employers

David R. Leng, CPCU, CIC, CBWA, CRM, CWCA is author of the Best Sellers- The Laws of Insurance Attraction and Turning Premiums Into Profits, as well as one of the top selling workers' compensation books for employers, Stop Being Frustrated & Overcharged. He was the Institute of WorkComp Professionals' Advisor of the Year for 2008 by, and was requested to join their faculty in 2012. He is also a Contributing Fellow at the Workers Compensation Institute. David is a frequent speaker for the Wood Products Manufacturers Association, Hardwood Manufacturers Association,

Westmoreland HR Association, the National Workers' Compensation Symposium, PA Society of Public Accountants, Manufacturers & Business Association, and has performed programs nationally for over 50 associations and business groups. Since 2004, David has saved his clients well over \$50,000,000 in premiums and overcharges. David is also Executive Vice President and a Managing Partner of the Duncan Financial Group.

The REAL HR of Small and Mid-sized Business, Christie Engler, Director of HR Client Services, Consolidated Employer Services, [Approved for Business Credits](#)

Are you an HR practitioner fighting the good fight in a small or mid-sized business? Are you a department of one? Do you ever feel like no one understands what you deal with? Does it seem like all of the industry talk is geared toward big business? This session is for you! Lack of technology, minimal budget, managers stuck in the past – we will cover it all. In this session parody of Bravo's The Real Housewives series, we will identify the greatest HR challenges in small business and discuss practical, economical solutions. Even in small business, you can be a strategic partner!

Christie L. Engler, SPHR, SHRM-CP, MHRM, is an HR practitioner with 15 years' experience in the field. Christie has worked with hundreds of small and mid-sized businesses, primarily in the outsourcing space. Her areas of specialty include employee relations, employment law and compliance, training and development, coaching, process improvement, risk management, and payroll and benefits administration. Christie is the graduate of The Ohio State University and the Keller Graduate School of Management at DeVry University. She has earned the SPHR and SHRM-CP certifications. Christie is a member of SHRM and HRACO. Christie lives in Columbus, Ohio with her wonderful husband, James, and their two daughters, Avery and Emily. She spends a lot of time at Orangetheory Fitness and is a fanatic of Ohio State football.

Concurrent Breakout Session 3, 1:50 PM – 2:45 PM

Let's Go Big Time (LGBT): Implications for HR of Supreme Court's Landmark 2020 Decision on Sexual Orientation and Gender Identity Discrimination, Mario R. Bordogna, Member, Clark Hill PLC

In 2020, the United States Supreme Court tackled one of the biggest debates in employment law in the last half-century -- whether the prohibition against discrimination on the basis of "sex" in Title VII of the Civil Rights Act of 1964 includes protection against disparate treatment on the basis of sexual orientation, gender identity, and transgender status. Now that this landmark group of questions finally reached the Supreme Court after years of varied interpretations between the EEOC, lower courts, and states (including Pennsylvania) all over the country, what does it mean for HR? Don't miss this engaging session on the implications -- both legal and non-legal -- of the 3 cases which the Supreme Court finally decided on one of the most important societal debates of the 21st century.

Mario Bordogna is a Member in Clark Hill's Labor and Employment Practice Group partnering with employers in Pennsylvania, West Virginia and elsewhere on the front end to keep them in legal compliance with labor and employment laws, and on the back end if they need a strong, experienced litigation advocate. For almost 25 years, Mario has represented employers in sectors like health care, energy, hospitality, manufacturing, education and others helping them with HR/employment counseling, labor-management relations, employment litigation, wage and hour, sexual harassment, policy development and more. Mario's wealth of skill and experience in the labor and employment arena has been regularly recognized by his clients and the legal community. He has been named a Super Lawyer three times, and recognized as a Best Lawyer in America continuously since 2016. He is a Board Member of the Pittsburgh Human Resources Association.

Building an Effective Sexual Harassment Training for Managers, Lenore Seifer, SHRM-SCP, Director of Personal Development, S.R. Snodgrass, P.C.

Building an Effective Sexual Harassment Training for Managers will provide human resource leaders the necessary framework on how to design their own successful sexual harassment training. This course is designed to help individuals customize their approach that is specific their organization's needs.

The course will include:

- 1) developing your company's learning objectives;
- 2) setting the stage and helping managers understand the #metoo movement and how it relates to the workplace, as well as the regulatory landscape;
- 3) developing customized scenarios of "is it harassment or not?"
- 4) teaching managers best practices regarding what to do when a complaint is made to them and ensuring managers understand their obligations.

During the course, we will work through steps to help ensure active manager participation and increase overall manager awareness.

Lenore Seifer, SHRM-SCP is the Director of Personal Development at S.R. Snodgrass, P.C., a regional public accounting firm. At Snodgrass, Lenore is responsible for all aspects of the employee life cycle, including Orientation Programs, Workforce Management, Employee Learning & Development, and Leadership. Lenore is also a member of the Pittsburgh Human Resource Association's Executive Committee where she chairs the Signature Events Committee and also participates in the Learning & Professional Development Committee.

Reskilling Leaders and Building Agility: Succession Management for the 2020's and Beyond, Michael A Couch, President, Michael Couch and Associates Inc.

Richard Citrin, Ph.D., MBA, Citrin Consulting

Approved for Business Credits

Much has been printed about the disruptive impact of AI and the digital economy on work. But what about leadership roles? Are leaders heading the way of bank tellers? Not likely . . . but the impact is undoubtedly to be profound. Explore what's driving the change in leadership and the critical role that Succession Management plays in assuring that your pipeline of talent is focused on the new and ever changing world of work.

Michael Couch is the President of Michael Couch and Associates Inc., an organization and leadership development consultancy that helps organizations to grow and prosper. He is the author of many business and talent management articles and is the co-author of *Strategy-Driven Leadership: The Playbook for Developing Your Next Generation of*

Leaders, published by Taylor Francis in 2020. In addition, he was selected as a member of the 2020 Forbes Coaches Council. You can learn more about Michael and his work with over 50 clients in a variety of industries on his website: www.mcassociatesinc.com .

Richard Citrin, Ph.D., MBA is passionate about helping individuals and organizations identify and use their best talents to achieve success. He uses his skills as a psychologist, corporate executive, and entrepreneur to assist clients and their organizations to create unique solutions to both every day and complex challenges. With over 30 years' experience, Richard brings a unique blend of business knowledge, workplace solutions and understandable approaches to helping people and organizations achieve their goals. Richard is the co-author of *Strategy-Driven Leadership: The Playbook for Developing Your Next Generation of Leaders* and *The Resilience Advantage: Stop Managing Stress and Find Your Resilience*. You can learn more about Richard at his website, <http://www.citrinconsulting.com>.

Concurrent Breakout Session 4, 3:00 PM – 3:50 PM

Making Cents of It All: Updates to Pay Equity and Wage/Hour Laws, Tiffany A. Jenca, Attorney, Cozen O'Connor

There have been significant changes recently in the areas of law dealing with employee compensation. In this session, we will review updates to federal and state wage and hour laws, and discuss the ever-evolving area of pay equity.

Tiffany A. Jenca, counsels employers on a wide range of issues arising under both federal and state law. She routinely conducts internal investigations, provides staff and managerial training, assists employers with complex wage and hour issues, advises on day-to-day employment decisions, and drafts resources tailored to specific business needs, such as handbooks, restrictive covenant agreements, separation agreements, and bonus plans. Tiffany also represents employers in all manner of employment disputes. She is experienced in restrictive covenant litigation, represents employers before the National Labor Relations Board, and defends employers in individual and class actions against discrimination, retaliation, wage, and compensation claims. Tiffany earned her undergraduate degree, cum laude, from the University of Akron. Tiffany earned her law degree, cum laude, from Duquesne University School of Law.

Foster a More Inclusive Work Environment in 2020 With This One Concept, Paul David Spradley, AVP of Diversity, Equity and Inclusion at Dollar Bank

Recruiting and retaining diverse employees makes sense from an HR perspective and significantly impacts the bottom line of the organization, yet, in 2020, many company's still struggle in this area. This engaging presentation will discuss a framework developed to help HR professionals more effectively champion diversity, equity and inclusion efforts within your organization. More in-depth than corporate "bias" training, this presentation moves past awareness of the challenges and directs participants towards solutions.

Dr. Paul Spradley, CEO with nearly 15 years of routinely advancing Diversity, Equity and Inclusion efforts toward positive organizational and individual results, Dr. Paul David Spradley is regarded as an expert, thought leaders and social engineer. He currently serves as the Assistant Vice President of Equity and Inclusion for Dollar Bank where he has been instrumental in bolstering Dollar Bank's continued commitment to an inclusive culture through positive organizational strategies.

Hailing from Pittsburgh, Pennsylvania, Spradley is a proud graduate of the Pittsburgh Public School system. He holds a Bachelor of Arts in Communications and a Master of

Science in Instructional Leadership from Robert Morris University. In 2017, he received his Doctorate in Education from the University of Pittsburgh where his research explored transformational practices of care by mentors who served Black adolescent males.

Benchmarking and the new New Normal, Tamara Pawlichka, CCP, SHRM-SCP, Senior Human Resources Consultant, Gallagher, **Daniel R Borecki,** Senior Consultant, Health & Welfare, Gallagher, [Approved for Business Credit](#)

It's been an unprecedented year for all of us. We saw record low unemployment in February until COVID-19 emerged. Now what? With new and updated legislation passed, companies are looking at benefits through multiple lenses and new eyes. Planning decisions are even more complex as companies continue to assess implications from the pandemic. What's changed and how does HR move forward in an evolving new reality?

Concurrent Breakout Session 5, 9:35 AM – 10:30 AM

What to Expect When... Your Employee is Expecting: What Employers Need to Know About Maternity/Paternity Leaves and Pregnancy Discrimination Claims, Albert S. Lee, Attorney at Law, Shareholder, Practice Group Co-Chair, Tucker Arensberg, P.C.

The birth or adoption of a child is, of course, a joyous occasion. But, employers have to be prepared for the effects these auspicious events can have on the workplace. What if an employee becomes unable to perform some aspect of her job prior to giving birth? Or asks for an accommodation or "light-duty" work? What if an employee seeks to miss work to care for a spouse who has a pregnancy-related medical condition? Or to bond with the child after birth? This session will discuss the patchwork of federal, state and local laws that can regulate an employer's actions during all of these scenarios.

Albert S. Lee is a management-sided employment/labor law attorney who has been recognized in the 2020 edition of The Best Lawyers in America® (Employment Law – Management). He is a shareholder of Tucker Arensberg P.C., a business-minded Pittsburgh-based law firm. Albert has deep and broad experience in virtually all areas of employment and labor law, including wage-and-hour and employment discrimination trials, government agency investigations, union negotiations, employment handbooks, workplace harassment investigations, workers' compensation and unemployment compensation claims, and day-to-day guidance. Albert is a member of the adjunct faculty of the University of Pittsburgh - Johnstown, Penn State University - New Kensington, and La Roche College. Albert has devoted a significant part of his practice to counseling, training and educating executives, HR professionals, in-house attorneys and all levels of managers and supervisors. Albert received his law degree from the University of Pittsburgh School of Law and undergraduate degrees from the University of Pennsylvania.

The FEAR Factor of Hiring Formerly Incarcerated, People with Disabilities and Veterans: Fight Fear with FEAR (Facts, Education, Awareness and Resources), Janet K. Manuel, City of Pittsburgh

Human Resource Professionals from across the nation must decide if they have the courage and determination to help their employer face their hiring fears of qualified individuals with criminal records, people with differentiating abilities and veterans. In

this session, you will learn how to “Fight Fear with FEAR (Facts, Education, Awareness and Resources) to help your employer overcome their fear and outpace the competition with fulfilling your current and future hiring needs.

Janet K. Manuel is Director of Human Resources & Civil Service and EEO/D&I Officer for the City of Pittsburgh. Ms. Manuel leads the City’s Department of Human Resources and Civil Service & EEO/Diversity and Inclusion initiatives. In addition to overseeing the Human Resources/EEO & D&I functions for over 3,500 City employees, she also leads employment and training opportunities for City residents through the Pittsburgh Partnership and in conjunction with the Pennsylvania Department of Human Services' Employment and Retention Network (EARN) and targeted City Community Development and Block Grant Funds. Ms. Manuel is Past President of the Pittsburgh Human Resources Association (PHRA), which is a SHRM affiliate Super Mega Chapter with over 1,200 members. Ms. Manuel was recently appointed to serve on the PA Reentry Council (PARC) under Attorney General Josh Shapiro whose mission is to make communities safer by reducing recidivism and victimization through the successful reintegration of returning citizens. Ms. Manuel currently serves as Director, Workforce Readiness for the PA SHRM State Council where she monitors state and local workforce readiness issues and provides guidance and direction for all 26 PA SHRM Affiliate Chapters that represent over 3,500 employers. Ms. Manuel serves as Chairperson for the CCAC Job Placement and Career Advisory Board (representing all four Pittsburgh campuses) and Ms. Manuel serves on the Employer Advisory Board for West PAC (consortium of 40 plus Colleges and Universities in Western PA). Ms. Manuel serves as a Commissioner for the City of Pittsburgh Gender Equity Commission and she also represents the City of Pittsburgh on the Pittsburgh Corporate Equity and Inclusion Roundtable (CEIR). Ms. Manuel holds a Bachelors of Business degree from Cameron University and a Master of Science degree in Organizational Studies with a dual concentration in Leadership and Employee Relations from Robert Morris University. Ms. Manuel also holds the SHRM-CP and PHR designations.

Reskilling HR for the Future of Work, Judy Johnson, PhD, Consultant & Trainer, Aspirant, **Lindsey Whiteside**, HR Imagined Lead, Aspirant, **Approved for Business Credits**

SHRM has laid out nine competencies required for success as a senior HR professional. A study conducted by Aspirant in 2019 highlights upcoming people trends for 2030. This session will explore the nine areas of a successful HR practitioner and how these align with preparing for the workforce trends of the future. The session will provide practical and realistic ways for HR professionals to develop these skills. Participants will engage in a self-assessment at the beginning of the session to determine where they need to focus their development based on how they responded to questions in the self-assessment.

Judy Johnson, PhD, is a consultant, trainer, coach and author who partners with executives and leadership teams to develop and embed the skills needed to deliver sustainable strategic results. She has built and implemented leadership development programs across a variety of industries with organizations large and small. Judy has spent over 25 years consulting collaborating with clients, bringing deep expertise and creative ideas to a wide range of issues including leadership, organizational behavior change, culture, change management and engagement.

Lindsey Whiteside, is an HR professional with a passion for enhancing the candidate and employee experience. She leads HR Imagined, part of Aspirant's Organizational Effectiveness practice, providing HR consulting, on-demand services, and outsourcing. Her goal is cultivating an overall workplace that inspires respect and empowerment, encourages creativity and accountability, and champions the development of employees. Lindsey's background includes various client relations roles and experience with multi-tasking, organization, time management, and problem solving.

Concurrent Breakout Session 6, 10:45 AM – 11:40 AM

HR Metrics and Analytics – Essential Business Tools for the HR Executive, David J. Baker, the Founder, President and CEO of Human Capital Advisors, [Approved for Business Credits](#)

During the course, we will work through dozens of key metrics and analytics and how they can be used to demonstrate the effectiveness of each area of human capital management. At the conclusion of this session you will understand key metrics and how they are calculated, you will be able to design an effective metrics and analytics dashboard for managers, finally you will be able to use of empirical evidence to demonstrate the effectiveness of each area of human capital management.

David J. Baker, the Founder, President and CEO of Human Capital Advisors, has almost 30 years of corporate and executive entrepreneurial leadership and business experience spanning multiple industries and functions. He is particularly adept at linking human capital strategy and operations with organizational goals and objectives. His first book, *The Everything HR Kit* was published in August 2010 by the American Management Association.

Dave holds an MA in Human Resource Management from Saint Francis University in Loretto, PA and a BA in Psychology and Industrial Relations from Saint Vincent College. Dave is a board member of Adelphoi Village, Provident Charter, Quigley, and has served on the Board of Directors for the Pittsburgh Human Resource Association the Marcellus Resource Group and the Pittsburgh Venture Capital Association, McGuire Home, and other organizations focused on advancing the field of human resource management.

He is a frequent speaker on current human capital best practices, including empirically based metrics and analytics, compliance and litigation, human capital technology, effective executive coaching in a

In 2003, Dave was awarded Lifetime Distinction as a Senior Professional in Human Resources (SPHR) by the Human Resource Certification Institute and in 2014 was awarded the Senior Certified Professional (SCP) designation by the Society of Human Resource Management in Alexandria, Virginia, which recognizes extraordinary leadership within the human resources.

The Gig Economy: Evolving FLSA Rules Affecting Pay Equity and the Gig Economy, Elliot N Dinkin, Cowden Associates, Inc.

Companies of all types and sizes are using contingent workers at a greater scale than ever before. The gig economy is a task-based approach to work that enables greater flexibility for both the workers and the company engaging them. Economists note the globalization of the contingent workforce and predict this rapid pace of growth in this sector. Even before the rise of the gig economy, worker classification has been complicated by the fact that differing tests apply, depending upon whether classification pertains to income tax withholding and employment tax withholding and reporting under IRS regulations, FLSA coverage, or coverage under other employment benefit programs such as unemployment insurance or workers' compensation. The presentation will discuss the risks, rewards and the challenges of managing a gig workforce including compliance, operational and information risks, communications and internal process to address the risks and compliance requirement.

Elliot N Dinkin, earned his MBA in Finance and Accounting from the University of Pittsburgh and a BA in Economics (Cum Laude) from Dickinson College. Elliot, a 35-year plus veteran of the actuarial, compensation and employee benefits field provides leadership to position the company at the forefront of the industry. Publications: The Bankers Magazine, Employee Benefits News, World@Work, Law360, Corporate Compliance Insights and Newsmax. Speaker Engagements: World@Work, The International Foundation of Employee Benefit Plans (IFEBP), the Society for Human Resource Management (SHRM), the International Society of Certified Employee Benefits Specialists (ISCEBS), National Association of Health Underwriters, WPA Chapter of American Payroll Association. Elliot serves on the local NKF Board of Directors, and is a board member of the Pennsylvania Economy League of Greater Pittsburgh and previously served as the Vice Chair of Finances for the Hillel Jewish University Center at the University of Pittsburgh.

Designing HR Solutions for Humans: An Empathy-Based Approach, Adam Primi, Approved for Business Credits

Empathy, the ability to understand the feelings, thoughts, and life events of another person as that person experiences them, is key to designing effective employee experiences. Translating employees' unique points of view into successful programs requires this understanding. However, statistics indicate that developing meaningful employee experiences remains a pervasive organizational blind spot. In this session,

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