

Elements of Success

Human
Resources

2002

Invention
Convention

October 2-4
Mohegan Sun
Conference Center
Uncasville, CT

New England's
LARGEST
HR Convention!

PLATINUM SPONSOR

BostonWorks



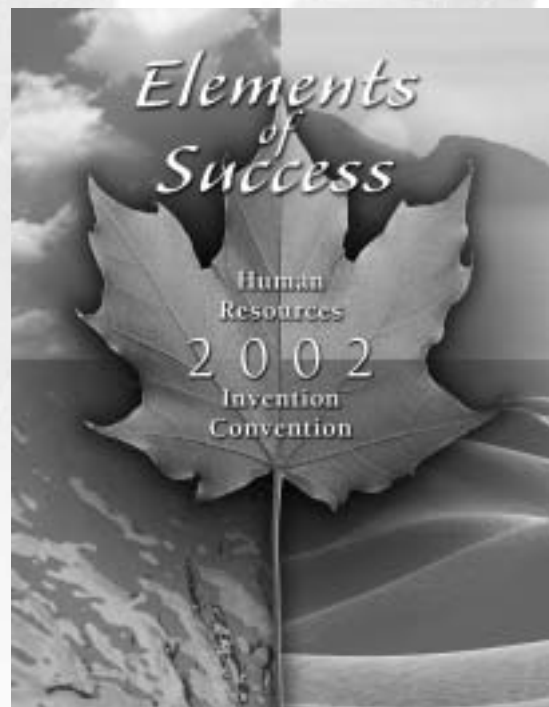
HRIC
Human Resources
Invention Convention
nehra.com/convention

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AFFILIATE OF



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The 2002 HR Invention Convention theme, design,
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(e-mail: Leo@LeoAudette.com)

Elements of Success
2002 Human Resources Invention Convention

President's Message

Dear Invention Convention Attendee,

On behalf of NEHRA, I welcome you to the 2002 HR Invention Convention.

We are thrilled to have so many attending our Human Resources Invention Convention here at the exciting Mohegan Sun Conference Center. This is the premier HR conference in New England to hear outstanding speakers who are making a difference in the 21st century, participate in a variety of state-of-the art workshops, develop and expand your network, learn of the many new services and products from our exhibitors and to be a part of the challenges impacting on the human resources profession.

It took many dedicated volunteers to plan and deliver our "Elements of Success!" The names of individuals and their organizations are listed elsewhere in this program. Special appreciation and thanks is directed to the conference co-chairs, Linda Lerner and Cal Ballard. They, along with the Program Committee Co-Chairs Cindy Meyer and Beth Kelly have been major contributors to the success of this conference.

In these difficult times, NEHRA has continued to attract new members, expand its customer base and maintain fiscal strength. Your responses to our recent surveys are indicative to our success. Even so, there is always more to do and a better way of doing it. Your Board of Directors wants to hear your ideas and comments. Please feel free to acquaint yourself with any of the Board Directors who are here at Mohegan Sun. Our goals are to meet your needs. You are the power from within. You make NEHRA the success it is.

Thank you for your participation and contributions. The next few days should provide you with a variety of events and activities that will make fond memories.

Sincerely,



Marnee J. Walsh
President

Committee Chair's Message

Welcome to 2002 HR Invention Convention - *Elements of Success*.

By pinpointing what is important to HR professionals, this conference addresses a range of complex human resources issues impacting today's workforce. We have strategically assembled all of the elements that lead to success in HR.

Over the next few days, you will have the opportunity to network with other human resources professionals and absorb ideas that will expand and enrich your thinking. Workshops, presentations and special programs have been planned to renew, reinvigorate and refresh your commitment to human resources. Take advantage of the focused career tracks and the diverse presentations. This year's stimulating keynote speakers offer fascinating perspectives on the profession and on our world.

During the conference we encourage you to maximize this chance to explore new ideas, try out new tools and gain fresh perspective that you can apply back in your work environment. We hope that you leave feeling a part of a close knit human resources community.

Thank you for coming to the Mohegan Sun Conference Center for this dynamic event. The HR Invention Convention reflects over a year of planning by dedicated volunteers. We appreciate the hard work of each talented committee member and of Judy Weil and the NEHRA staff.

Sincerely,



A handwritten signature in cursive script that reads "Calvin A. Ballard".

Calvin A. Ballard



A handwritten signature in cursive script that reads "Linda J. Lerner".

Linda J. Lerner

HR Invention Convention Co-Chairs

E l e m e n t s o f S u c c e s s
2002 Human Resources Invention Convention

Conference at a Glance

Wednesday, October 2

PRE-CONFERENCE

- 12:00 – 8:30pm **Registration**
- 1:00 – 3:00pm
 - *Mohegan Sun Employee Center Tour p.36
- 1:30 – 2:30pm
 - *Mohegan Sun Cultural Tour p.36
- 2:00 – 3:00pm
 - NEHRA Membership Info Session
- 2:15 – 3:15pm
 - *Special Interest Group (SIG) p.37
 - Receptions
- 2:15 – 3:15pm
 - *HR Leadership Association Reception for Connecticut HR Professionals p.36

CONFERENCE GRAND OPENING

- 3:30 – 5:00pm
 - Welcome and Keynote Address**
 - Cokie Roberts**
A New Perspective, A New World p.17
- 5:00 – 8:00pm
 - Welcome Reception and Buffet Dinner in Exhibit Hall
 - Featuring **BeatleMania LIVE!** p.18



* registration required

Thursday, October 3

- 7:00am – 6:00pm **Registration**
- 7:30 – 9:00am
 - Continental Breakfast in Exhibit Hall
- 9:15 – 10:15am



Keynote Address
Erik Weißenmayer
 Achievement — Shattering Expectations p.17

- 10:15 – 10:45am



Keynote Address
Ron Crossland
 Brand Inside, Brand Outside p.17

- 11:00am – 12:00pm

CONCURRENT SESSIONS
 Flicker to Flame: Bringing Passion to Your Everyday Work, Your Career Choices and Your Life p.23
 Building and Leading a Values-Based Organization p.23
 Evaluating Work Worth Paying For p.23

continued.....↑

- It's About Closure... and it's About Time! Looking Beyond Simple Settlement: Promoting Understanding Through Mediation p.23
- Confessions of an UnManager p.23
- Keeping the Keepers p.23
- *Executive HR Track: Voice of the Leader – Part I 32

- 12:00 – 1:00pm
 - Lunch in the Grand Ballroom
- 1:00 – 1:30pm

Keynote Address
Ron Crossland
 Work Worth Paying For p.17

- 1:45 – 2:45pm
 - Refreshment Break in the Exhibit Hall
- 3:00 – 4:15pm

CONCURRENT SESSIONS
 Sowing Tomorrow's Weeds? The Mental Models of HR Strategists p.27
 Bonding, Building and Boards p.27
 Wow!Projects, The Innovative Imperative p.27
 The Competency Momentum: Linking Competency Based Systems to Total Performance Management p.27

continued.....↑

- Brand Inside, Brand Outside, Brand You: A New Approach to Inspired Performance p.27
- Employment Law Update p.27
- *Executive HR Track: Voice of the Leader – Part II p.32

- 4:30 – 5:30pm



Keynote Address
Dr. Cornel West, Ph.D.
 Reflections on Hip Hop: The Role of Black Music in American Culture p.17

- 5:30 – 7:30pm
 - Reception in Exhibit Hall
 - Featuring: Traditional Mohegan PAU WAU (POW WOW) p.18
 - Beary Hobbs' The Drifters, Recycled Percussion and Aerialist Laura Witwer** p.19



- 7:30 – 9:30pm
 - Dine-Around
 - *Mohegan Sun Gourmet Restaurants p.19

Friday, October 4

- 7:30 – 12:00pm **Registration**
- 8:00 – 9:00am
 - Breakfast Buffet in Ballroom
- 9:00 – 10:00am



Keynote Address
William Bridges
 Change and Renewal p.17

- 10:15 – 11:30am
- CONCURRENT SESSIONS**
- Negotiating is Only for Wheeler Dealers, Right? p.31
 - We're in Charge: Making a Case for Collective Leadership p.31
 - How Are We Doing? Auditing "The Right HR Stuff" p.31
 - A Matter of Choice: A Play on Workplace Ethics p.31
 - Century 21 Diversity Strategies p.31

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- Reward and Recognition Programs: Putting it All Together p.31
- *Executive HR Track: Words of Wisdom p.32

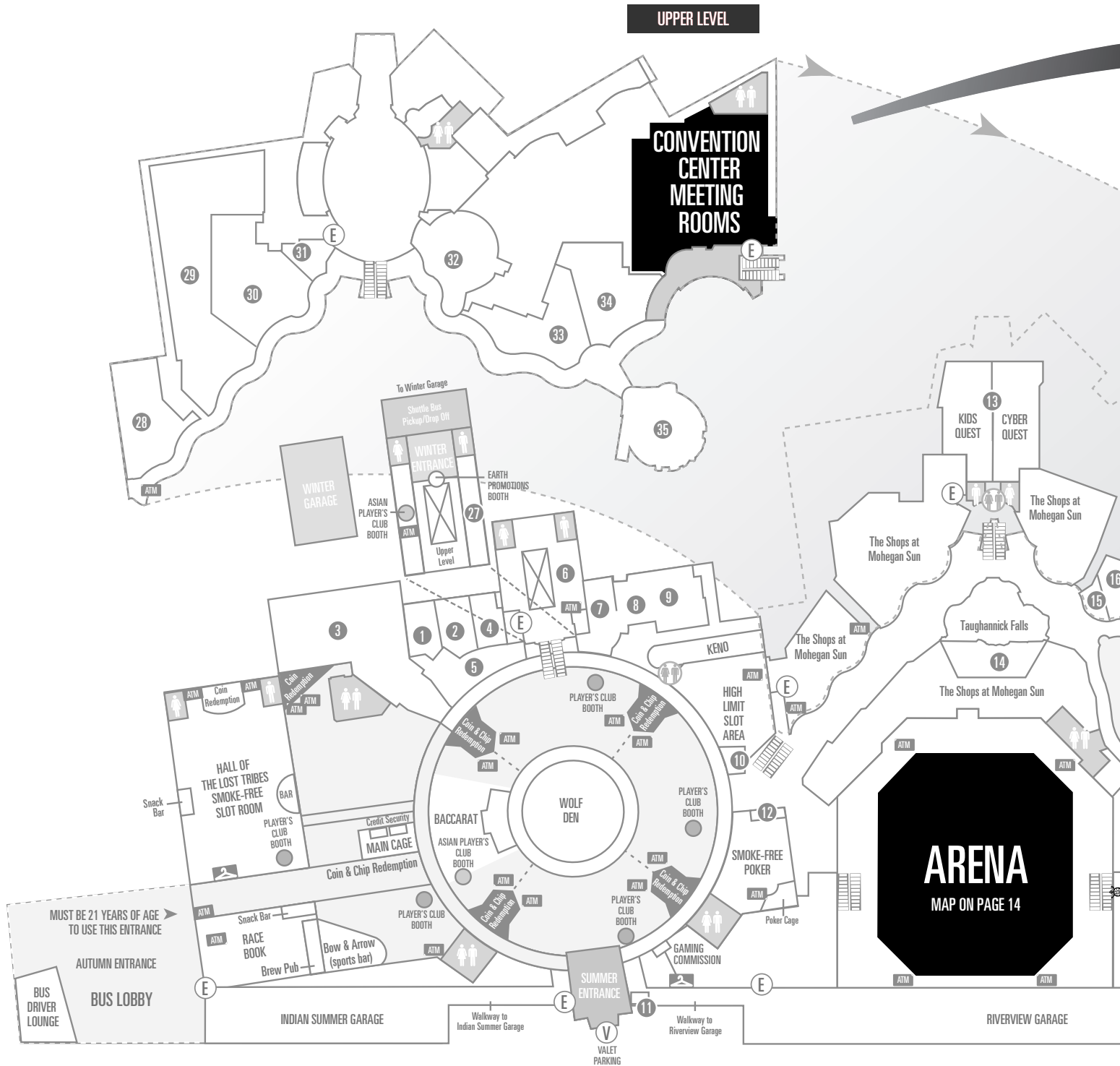
- 12:00 – 1:00pm
 - Lunch in the Grand Ballroom
- 1:00 – 2:00pm



Keynote Address
Keith Lockhart
 Qualities of Leadership: The Orchestra as a Metaphor for Life p.17

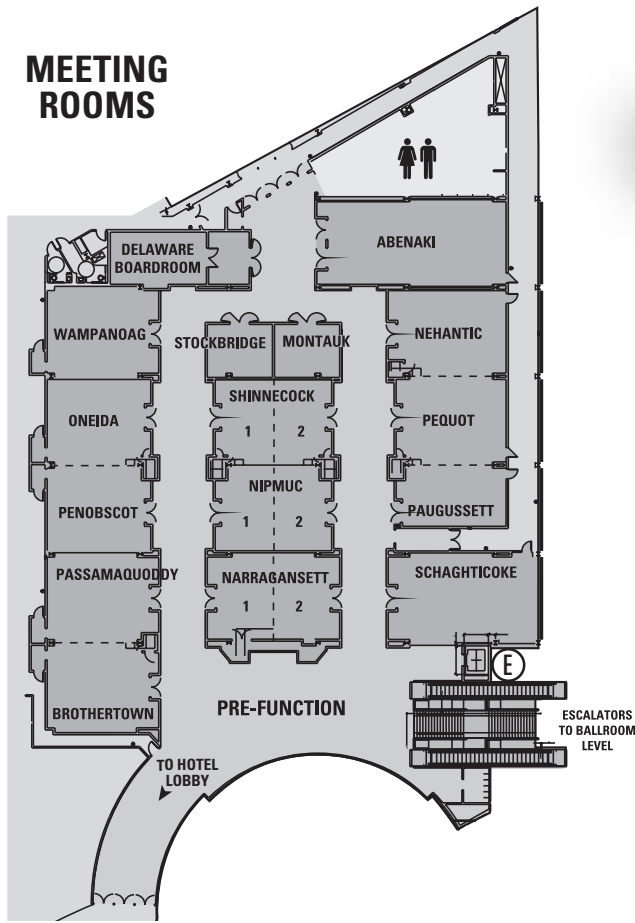
* Pre-registration required for the Executive HR Track, Mohegan Sun Employee Center Tour, Mohegan Sun Cultural Tour and Thursday Evening Dine-Around.

Mohegan Sun Conference Center Floor Plan

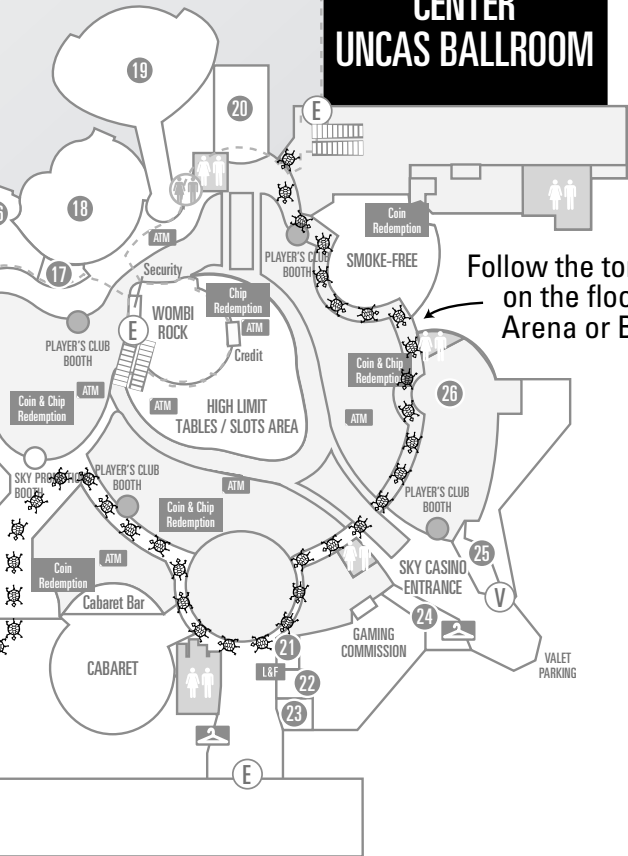


Mohegan Sun Conference Center Floor Plan

MEETING ROOMS



CONVENTION CENTER UNCAS BALLROOM



Follow the tortoise icon on the floor to the Arena or Ballroom

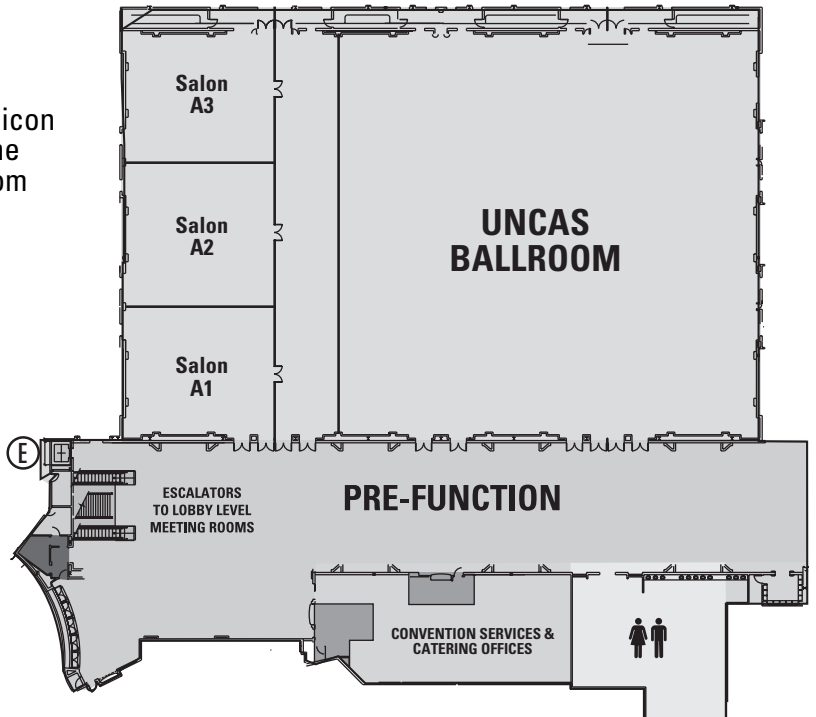


Exhibit Hall Floor Plan (Arena)

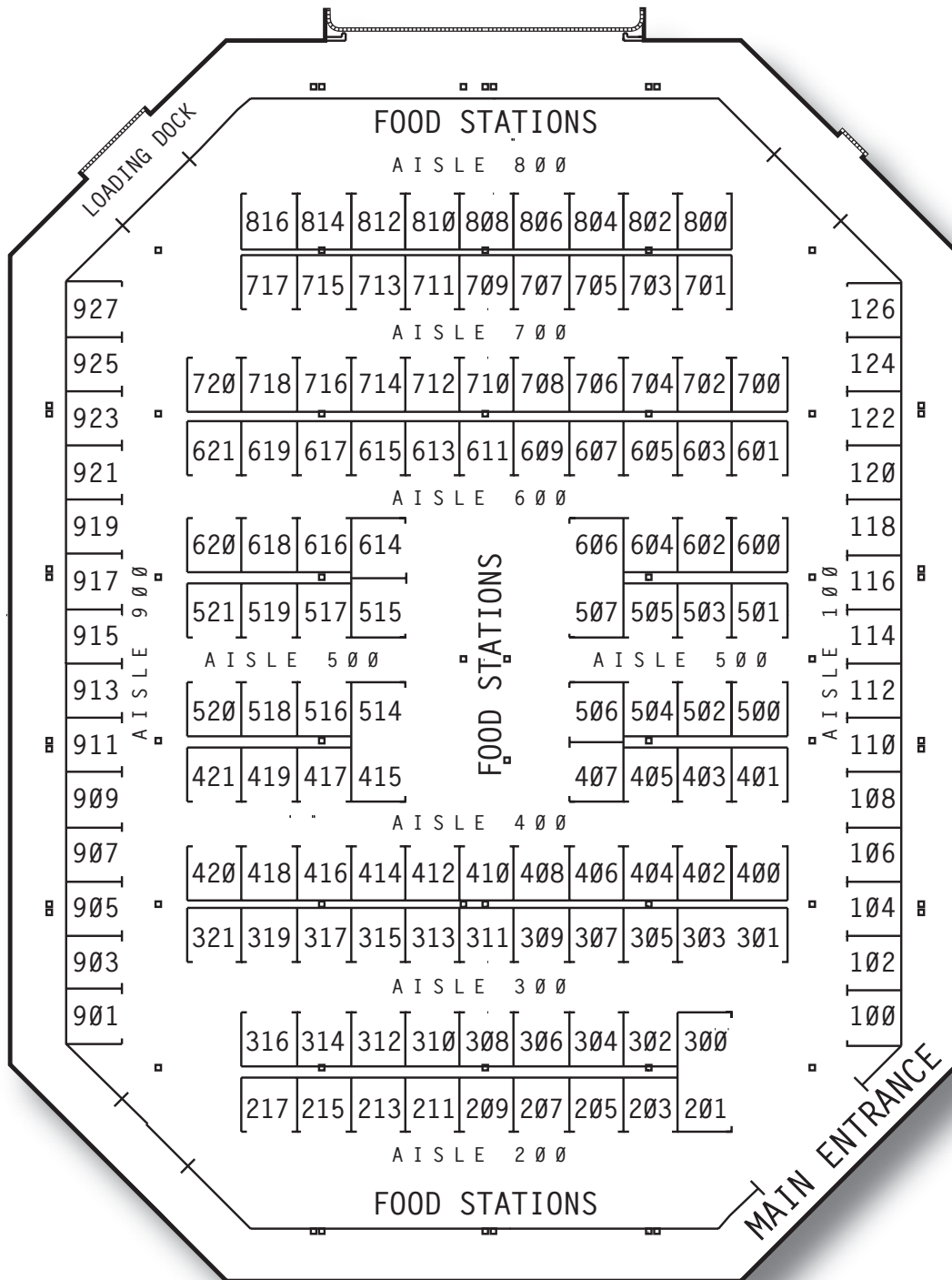
Exhibit Hall Hours and Activities

Wednesday, October 2

Grand opening of Exhibit Hall with dinner and entertainment 5:00 – 8:00pm

Thursday, October 3

Exhibit Hall opens 7:30am – 7:30pm
 Continental breakfast in Exhibit Hall 7:30 – 9:00am
 Refreshment break and networking in Exhibit Hall 1:45 – 2:45pm
 Reception in Exhibit Hall 5:30 – 7:30pm
 Exhibit Hall closes 7:30pm



Concurrent Workshop Tracks

Purpose and Performance

Focusing on individual, departmental and organizational visions and the fulfillment of those visions. Measuring the value and effectiveness of HR.

Passion and Professionalism

Becoming obsessed with being the best and being known for excellence individually and organizationally. Infusing passion and spirit into the workplace. Getting the basics right. Acquiring the skills and tools you need to produce great results.

Partnership and Provocation

Becoming internally and externally client-centric... but not losing your independent voice. Learning what true business partnership means. Making a difference by intentionally challenging your internal customers and your colleagues to excel.

Projects and Politics

Converting 100% of HR work into breakthrough projects that clients value. Ensuring that your company has the leadership required to compete in today's environment and to preserve or change your company's culture.

Small Business HR

Tools and strategies appropriate for delivering high quality HR services in a small business environment where, often times, the HR professional wears many hats.

Executive HR Program

The Executive HR program is intended for HR executives who are part of the senior management team and involved in developing policy and business strategy in their organizations.

Pre-registration is required for the Executive HR Track.



The workshops at the 2002 HRCI have been approved for recertification credit hours toward PHR and SPHR recertification through the Human Resource Certification Institute (HRCI). You should retain a copy of the program as it will need to be submitted with your application for recertification to SHRM. For more information about certification or recertification, please visit the HRCI homepage at www.hrci.org.

Keynote Addresses



A New Perspective, A New World

Wednesday, October 2,
3:30 – 5:00pm

Cokie Roberts
*Chief Congressional Analyst
ABC News*

Cokie Roberts will draw from her 30 plus year career covering the national political scene. She will share her deep knowledge of government relations to bring us a clearer understanding of the goings on in Washington and the world. She also will candidly describe her experiences as a seasoned journalist and give us her personal point of view on the latest issues to confront our nation.



Achievement — Shattering Expectations

Thursday, October 3,
9:15 – 10:15am

Erik Weihenmayer

Erik inspires audiences to have the vision to dream big; the courage to reach for near impossible goals; and the grit, determination, and ingenuity to transform our lives into “something miraculous.” Erik’s daring adventures have shattered the perceptions of people all over the world about what is possible in our lifetimes. “Often,” he says, “we are forced to throw out the expectations of others and rise to the level of our own internal potential.” He emphasizes the importance of having a vision. “A vision is deeper than a goal, more complex. It’s from where all your goals spring. It’s how we see ourselves living our lives, serving other people and what kind of legacy we want to leave behind.”



Brand Inside, Brand Outside

Thursday, October 3,
10:15 – 10:45am

Ron Crossland,
*Vice Chair
tompeterscompany!*

Organizations today are obsessed with searing their brand image in their customers’ minds. While organizations focus on this worthy endeavor, they often fail at creating the same brand awareness, excitement, and energy inside their own organizations. Every person, every interaction is a touch point that defines the brand. How can organizations respond to the need to create brand inside? Hear four ideas that impact brand creation inside the organization.

Work Worth Paying For

Thursday, October 3,
1:00 – 1:30pm

Ron Crossland,
*Vice Chair
tompeterscompany!*

Many organizations today have accepted a default attitude concerning staff functions. The old “new economy” idea was to find the best external provider at the best cost and outsource. But there is a superior alternative. Turn your staff into the rock stars of the new economy and outperform the best of the external providers.



Reflections on Hip Hop: The Role of Black Music in American Culture

Thursday, October 3,
4:30 – 5:30pm

Dr. Cornel West, Ph.D.
*Professor of Afro-American
Studies & Philosophy
of Religion
Harvard University*

Rejoice and rejuvenate to the poetry and verse of one of America’s foremost black intellectuals and provocative spokesperson on race and ethics in our society. You may know him as an Ivy League professor, but did you know that he also writes and performs rap? For a unique end-of-day wake-up, don’t miss this!



Surviving Change: Your Key to Renewal

Friday, October 4,
9:00 – 10:00am

William Bridges
*President,
William Bridges & Associates*

Change is an old story by now, but most of what we’re told about the subject concerns how to initiate and manage a change that we want to make. For most people, however, including Bill Bridges, change is often something they did not want to make, it was imposed by circumstances beyond their control. This presentation will distill a quarter century of learnings – professional and personal – about how change can not only be survived, but can even be turned into a source of renewal.



Qualities of Leadership: The Orchestra as a Metaphor for Life

Friday, October 4,
1:00 – 2:00pm

Keith Lockhart
*Conductor,
Boston Pops*

In February 1995, Keith Lockhart was named 20th conductor of the Boston Pops Orchestra becoming only the third conductor to lead the orchestra since 1930, when Arthur Fiedler began his tenure. He has conducted more than 500 concerts and made 49 television shows. Keith has also led two Boston Pops performances at Carnegie Hall, 16 national tours, and three overseas tours of Japan and Korea. As a guest artist, he has conducted the major symphony orchestras of Chicago, Cleveland, Dallas, Los Angeles, Montreal, New York, Philadelphia, Singapore, Toronto, and Vancouver. This summer, he makes returns to the podium in Minnesota and San Francisco for two programs each. Other notable engagements include his first major opera production, Douglas Moore’s The Ballad of Baby Doe, with the Washington (DC) Opera and recent debuts with the New York Chamber Symphony, the Houston Symphony, and the New Japan Philharmonic. Born in Poughkeepsie, NY, in November 1959, Keith began his musical studies with piano lessons at the age of 7. He holds degrees from Furman University in Greenville, SC, and Carnegie-Mellon University in Pittsburgh.

All Keynote Addresses are located in the Mohegan Uncas Ballroom

THURSDAY EVENING
5:30 – 7:30pm

Exhibit Hall Reception

Pau Wau & Entertainment Extravaganza

At the conclusion of Dr. Cornel West's keynote address, dance with the Mohegan Sun Tribal Dancers as they lead you to a ceremonial Pau Wau in the convention center exhibit hall. A light buffet will be served as you enjoy the evening's mixture of food, entertainment and exhibitors.

Walk to the Nostalgic Rhythm of Beary Hobbs' Drifters!

Enjoy the Unique Concept and Sound of Recycled Percussion!

Thrill to Laura Witwer's Aerialist Performance High Above the Exhibit Hall!

Mohegan Pau Wau



The word "pow wow" comes from "pau wau" meaning medicine man. A pau wau usually lasts 2 or 3 days. It is a festival, a time when Indian families and friends travel hundreds of miles to gather together to honor the past and celebrate the future. It is a time of heritage and tradition.

At contemporary pau waus, Indians compete in all types of dances and singing contests. They are open to the public and feature Native American entertainment, food and crafts.

WEDNESDAY EVENING
5:00 – 8:00pm

Welcome Reception

Dinner & Entertainment in the Exhibit Hall

Be part of the extravaganza! Enjoy a variety of food stations, network with over 100 exhibitors and enjoy performances by BeatleMania LIVE! An evening of fun and business that can't be matched!

BeatleMania LIVE!



It's the incredible Broadway show performed all over the world. Take a musical trip through time with the Fab Four, playing and singing all their hits live featuring original instruments and costumes from every Beatles era. Down to the finest detail, the look, the sound, the mannerisms, this group is a heartbeat away from the four lads from Liverpool who changed the sound of music forever.

*You won't believe
your eyes and ears!*

Beary Hobbs' Drifters



Their 25 year history reads like the encyclopedia of contemporary popular music, beginning with their first release "There Goes My Baby," which sold over two million copies. Over the next ten years they had 29 hit records on the Billboard charts accounting for sales of nearly 200 million

singles and over 80 million albums in the United States alone. Come hear the hits that will spawn nostalgic memories including "This Magic Moment," "Some Kind of Wonderful," "Under the Boardwalk," "On Broadway" and many more!

Recycled Percussion



Take one part recycled tools, barrels, basement garbage, building site leftovers; add two parts recycled thoughts, inspirations, grooves and rhythms of the planet Earth and you have the recipe for the unique

musical group Recycled Percussion! This one-of-a-kind sound of music from trash lifts your feet and leaves you thoroughly funky!

Laura Witwer Aerial Artist



High atop the Mohegan Sun exhibit hall Laura Witwer will perform displaying her talents in a breathtaking, artistic aerialist act that will entertain and amaze you. Her original aerial silk act (tissu) has wowed audiences at night clubs, circuses, and theatrical venues throughout the world.

Thursday Evening Dine-Around

Enjoy our "dine-around" with preferred seating and advance reservations for your own custom group or for open conference attendee tables. Choose among the finest gourmet restaurants Mohegan Sun has to offer including:

- Bamboo Forest
- Longhouse, Pompeii & Caesar
- Rain
- Todd English's Tuscany
- Michael Jordan's Steakhouse and more!

Dine-around reservations are available on a first-come, first-served basis and may be reserved at the NEHRA Restaurant Reservation Booth outside the Mohegan Uncas Ballroom. Menus for all the restaurants will be available so you can find one that has the cuisine and price range you are looking for.



Evaluating Work Worth Paying For

PARTNERSHIP and PROVOCATION Track

Location: Salon A3

Ron Crossland
Vice Chair
tompeterscompany!

During this session, you will participate in a unique assessment of organizational systems described by Ron Crossland in his keynote address. Working with a small group, you will be asked to evaluate your organization numerically and anecdotally against eight powerful dimensions. If you are interested in experiencing an interactive assessment, this is the session to attend.

It's About Closure... and It's About Time! Looking Beyond Simple Settlement: Promoting Understanding Through Mediation

PARTNERSHIP and PROVOCATION Track

Location: Oneida/Penobscot

David Papa, SPHR
Manager, EEO Dispute Resolution
United States Postal Service

Can mediation really make a difference in an organization's culture and performance?

Learn how and why the U.S. Postal Service implemented the REDRESS™ mediation program to empower and recognize employees at all levels to take ownership of their own disputes and to empathize with each others' perspectives.

Flicker to Flame: Bringing Passion to Your Everyday Work, Your Career Choices and Your Life

PASSION and PROFESSIONALISM Track

Location: Salon A1

Hillary Harris
Prosperity Coach and
Intuitive Strategist
Founder, *Soul Purpose*

Does your career light you up inside and out? Is your work inspiring, exciting and a satisfying expression of who you are? Do you feel passionate about what you do... or have those once burning embers cooled and begun to fizzle out?

Life is too short not to be doing what you love. In this workshop, find out how to bring a spark of passion to that flicker and rekindle your career flame. Attend this unique presentation and:

- Discover how your career is a reflection of who you are and how you live life
- Define/redesign your concept of passion
- Learn how listening to your passions allow you to make clear and empowered choices
- Make your work effortless by operating from what is most important to you
- Create an aspiring vision for yourself, your work and your life that will enhance job performance

Confessions of an UnManager

PROJECTS and POLITICS Track

Location: Nipmuc/Shinnecock

Shane Yount
Senior Partner
Competitive Solutions, Inc.

See how managing less can improve the bottom-line, morale and productivity. Learn ten principles of UnManagement with entertaining, practical examples and anecdotes from real companies such as Disney, Cargill, Ford, M&M • Mars, Nortel and Harley Davidson. Also hear about trials and tribulations associated with the changing roles of managers and staff.

Building and Leading a Values-Based Organization

PURPOSE and PERFORMANCE Track

Location: Passamaquoddy/Brothertown

Lauren Mackler
President
Lauren Mackler & Associates

In a time when Americans' need for a sense of meaning and satisfaction in their work life is increasing, many companies continue to unconsciously promote work practices and behaviors that foster employee discontent, mistrust, and apathy, due to too much focus on the bottom line, and too little focus on the individuals expected to carry out the work.

This interactive workshop is for managers and employees wanting to help their company become a more values-based enterprise, fostering greater employee satisfaction, retention, and results.

Keeping the Keepers

Location: Salon A2 SMALL BUSINESS Track

Karen Heitzman, SPHR
Consultant
The Heitzman Group
Laurie A. Margolies
Principal
LAM & Associates

Major shifts continue to occur in the workplace concerning retention and productivity. The issues we will be facing in 2003 will require agility and adaptability to stay out in front.

Here you'll learn what small to mid-size organizations can do to keep the keepers. This session will explain why it is important to address organizational and individual needs such as career advancement, organizational values, compensation, sensitivity to personal issues, security, and the use of work flexibility to attract and retain your company's most valuable employees.

Sowing Tomorrow's Weeds? The Mental Models of HR Strategists

PARTNERSHIP and
PROVOCATION Track

Location: Nipmuc/Shinnecock

Chester S. Labeledz, Jr.
Managing Director, People Strategy
The ToPS Group

Sally Russell
Manager, Training and Development
Smith & Nephew Endoscopy

HR often is perceived in a mere fire-fighter role and not afforded a seat at the strategy table. Does a lack of systemic analysis of the long-term, not-always-intended consequences of your initiatives reinforce these concerns? Attendees will consider how to reduce the risk that today's initiatives will cause them and their organizations unforeseen problems in the future.

Employment Law Update: It Never Stops

PASSION and
PROFESSIONALISM Track

Location: Salon A1

Michael R. Brown, Esq.
Seyfarth Shaw

Sally Adams, Esq.
Seyfarth Shaw

You will want to attend this annual review of what is "hot" in employment law. Michael R. Brown and Sally Adams of Seyfarth Shaw will be discussing pending federal and new England state legislation and the top ten trends in 2002 for human resources professionals to include:

1. ADA: The Good News and the Bad News
2. Increasingly Common and Expensive Class Action Litigation
3. The Rise of Reductions in Force
4. Arbitration Update: the Devil is in the Details
5. Affirmative Action: A Hot Issue in an Election Year
6. The New Republican National Labor Relations Board
7. Unions are Winning more Elections: Will 2002 See Total Membership Increase?
8. Workplace Privacy After September 11th
9. Changing the Way Group Health Plans Handle Health Care Information: The New HIPAA Regulations
10. Employment Litigation and the "Market Multiplier"

This session never fails to convince those who attend, that there is something new which they did not know about.

Brand Inside, Brand Outside, Brand You: A New Approach to Inspired Performance

Location: Salon A2

Julie Anixter
tompeterscompany!

PASSION and
PROFESSIONALISM Track

Become obsessed with being the best and being known for excellence, individually and organizationally. Infuse passion and spirit into the workplace. Assess the talent, skills and tools you need to produce great results.

Come here to:

- Understand the importance of doing work that matters and work worth paying for
- Learn how to create greater distinction for yourself, your projects and your organizations
- Design a personal brand strategy to deliver inspired performance and added value with every assignment
- Learn to unleash the passion you have within your organization
- Develop a brand promise that supports your organization's brand promise and that is personally satisfying

Wow! Projects The Innovation Imperative

PROJECTS and
POLITICS Track

Location: Salon A3

Ron Crossland
Vice Chair
tompeterscompany!

Innovation, like quality, results from deploying a set of disciplined behaviors throughout the organization. Like quality, it is everyone's responsibility, yet most workplaces are designed to drive out innovation as if it were a plague. Learn how to overcome those nasty innovation blockers known as the boss, time, money, and individual self-confidence.

The Competency Momentum: Linking Competency Based Systems to Total Performance Management

PURPOSE and
PERFORMANCE Track

Location:
Passamaquoddy/Brothertown

Kim J. McCauley
Manager, Human Resources
Boston Beer Company

Tracy Burns-Martin
Manager, Human Resources
Boston Beer Company

continued.....↑

27
Concurrent
Sessions
Thursday
3:00-4:15pm

Organizations in the 21st century focus on human performance as a way to impact the bottom line.

- Learn how to discuss with senior management the value of a competency based program through a combination of qualitative and quantitative measurements
- Learn how to design a roll out strategy that places heavy emphasis on gaining buy in and involvement throughout the organization
- Examine the ROI at Boston Beer Company; statistical measurements that support shareholder expectations

Bonding, Building and Boards

SMALL
BUSINESS Track

Location: Oneida/Penobscot

Laurence Stybel
President
Stybel Peabody & Associates, Inc.

Helping CEOs be more effective in managing their boards can be a key bonding exercise between the chief HR officer and the CEO. Few CEOs are comfortable with the group dynamics issues so familiar to HR professionals. It is this failure to deal with group dynamics issues at the board level that often dooms CEOs.

You will learn the drivers of board members so that meaningful dialog can be achieved between CEOs and chief HR officers regarding board of director dynamics. You'll learn how positioning the chief HR officer as a valued resource to the CEO on board issues, is a way of increasing the prestige of the position, and the entire function.

Negotiating is Only for Wheeler Dealers, Right?

PARTNERSHIP and
PROVOCATION Track

Location: Pequot/Paugusset

Paul G. Fox

President

Fox Performance Training

Negotiating is only for wheeler dealers and salespeople, right? Wrong! Anyone who works with other people, especially HR folks, must be adept at negotiating. If you need to get something done with another person, you rarely order them to do it... you negotiate! This session will show you how to replace interpersonal tension, pressure, and anxiety by using an effective new process and negotiation skills.

A Matter of Choice: A Play on Workplace Ethics

Location: Salon A2 PASSION and
PROFESSIONALISM Track

Emma Palzere-Ray

Artistic Director

PlaysforLiving

Explore ethical issues in the workplace by taking a look at MetroCom, a fictional high tech corporation stressed by possible merger, layoffs and employees' personal struggles.

The play, followed by facilitated discussion and interactive dialogue with the characters, will help you:

- Identify the differences between the unethical, immoral and illegal
- Explore solutions to HR issues around ethics
- Practice coaching employees through difficult situations

Century 21 Diversity Strategies

PASSION and
PROFESSIONALISM Track

Location: Salon A3

Marilyn Mays

Vice President, Employee Relations

Fidelity Investments

Thelma Kailiwai

Director, Global Diversity

Raytheon Company

Robert Soper

Senior Vice President, Administration

Mohegan Sun

continued.....↑

Moderator

Linda A. Arsenault

Human Resources Development Mgr.

Compaq Computer Corporation

Thelma Kailiwai will describe Raytheon's worldwide employee networks, each of which addresses a spoke in Raytheon's diversity wheel, including women, Hispanics, Asian/Americans, African Americans, gays/lesbians, disabled people, young engineers and scientists.

Marilyn Mays will discuss Fidelity's diversity mindset in designing, promoting and delivering non-traditional benefit offerings that appeal to a broad employee population.

Bobby Soper will speak about the tremendous progress Mohegan Sun has made in hiring and promoting Native Americans and what the tribe and its casino have done to foster a strong relationship with the local community.

Moderator Linda Arsenault will share obstacles, challenges and wins related to diversity initiatives in a large high-tech organization and will recommend practical first steps along with techniques for gaining senior management's buy-in and role modeling.

We're in Charge: Making a Case for Collective Leadership

PROJECTS and
POLITICS Track

Location: Oneida/Penobscot

Dr. Joseph Raelin, Ph.D.

Professor

Boston College

Ready for a fresh, relevant way to define leadership? Dr. Raelin introduces an exciting new way, which he refers to as acting "leaderfully." Ripe for the requirements of our 21st century organizations, leaderful replaces the conventional heroic leadership model by focusing on the four C's of leadership: concurrent, collective, collaborative, and compassionate.

How Are We Doing? Auditing "The Right HR Stuff"

PURPOSE and
PERFORMANCE Track

Location:

Passamaquoddy/Brothertown

Mary Fitzer

Principal

MMF Consulting Services

Do you sometimes wonder how your HR department is measuring up?

This presentation will describe how to conduct a comprehensive outcomes and effectiveness review of your organization's HR strategy, programs, policies and results. It will help you determine whether your HR function is measuring – and doing! – the right things, and will provide some helpful tips and tools for conducting a successful HR audit.

Reward and Recognition Programs: Putting it All Together

SMALL
BUSINESS Track

Location: Salon A1

Thomas B. Wilson

President

Wilson Group, Inc.

To retain and engage high performers, many companies have successfully implemented a broad-based rewards and recognition program that builds awareness, support and enthusiasm for the companies' goals and objectives. In this presentation, you will receive the information you need to develop a meaningful and effective recognition program or improve an existing one.

Executive HR Track Thursday & Friday

Pre-registration required

Voice of the Leader: An Analysis of Leadership Bench Strength and Development Strategies

Two part session

Thursday, October 3

Part I: 11:00am – 12:00pm

Part II: 3:00pm – 4:15pm

Location: Abenaki

Jessica Sweeney-Platt
*Managing Director
Corporate Leadership Council*

Here you will receive a special briefing by the Corporate Leadership Council on their compelling strategy study titled *The Voice of the Leader: A Quantitative Analysis of Leadership Bench Strength and Development Strategies*, which examines specific strategies for strengthening an organization's bench of leadership talent. The research provides important insights into leaders' development needs and priorities based on a survey of 8,000 leaders at 31 organizations across six industries and seven countries. It examines – and answers – the five fundamental questions related to strengthening the leadership bench:

- Which characteristics and skills drive effective leadership?
- How strong is the leadership bench in these critical skills and characteristics?
- Which development strategies are most effective, and for whom?
- How good are companies at providing leaders with the development experiences they need?
- Which development strategies most improve bench strength?

Findings and their implications will be discussed during this session.

Words of Wisdom

Thursday, October 3

10:15 - 11:30am

Location: Abenaki

Arthur E. Banks
*Chief Operating Officer
Blue Cross & Blue Shield of MA*

James C. Curvey
*Vice Chairman
Fidelity Investments*

M. Anne Szostak
*Executive Vice President
FleetBoston Financial Corporation*

Moderator

Dr. Fred K. Foulkes, Ph.D.
*Professor, Organizational Behavior
Boston University School of
Management*

The theme of this panel is words of wisdom about HR effectiveness and career development from three senior line executives who have moved from HR to top line management positions. The discussion will focus not only on transitioning from HR to line management but also on the contributions the panelists now desire from their respective company's HR function.



**Private Executive
HR Reception
will be in the
Schaghitcoke Room
on Friday from
11:30am – 12:00pm**

Pre-registration required for all Executive HR Track seminars and reception listed on this page. Please go to the NEHRA registration desk for the details.

Convention Bookstore

Thursday & Friday

An extensive library of books you've heard about and wanted to read, as well as new titles, are available here for browsing and purchasing. Books written and recommended by convention speakers are a special feature.

Audiotape Store

Thursday & Friday

If you enjoyed a workshop and would like to share the presenter's ideas with colleagues back at the office, or if you weren't able to attend a session that you heard was great, stop by our convention audiotape store where you'll find tapes of many of the sessions.

Silent Auction

Thursday & Friday

Each year, NEHRA awards numerous \$2,500 scholarships to college students preparing for careers in HR. Support this important endeavor and treat yourself to a well-deserved dinner on the town, sporting event or weekend getaway. Please refer to your silent auction brochure (found in your registration bag) for auction items, minimum bids and closing times.

Special thanks to Gatti/Xavier Associates for the hard work they provide on the silent auction all year long. Without their dedication, the silent auction would not be possible.

Silent Auction Hours

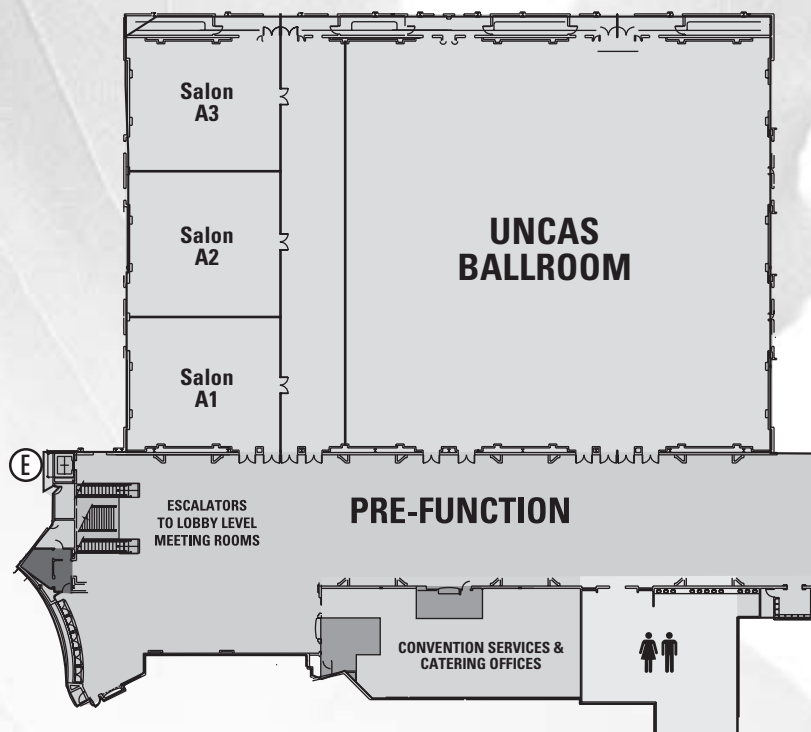
Wednesday — 1:00 – 5:30pm

Thursday — 8:30am – 5:45pm

Friday — 7:45am – 12:00pm

Emergency/First Aid

In case of an emergency, look for the closest "house phone" in the casino or conference center. Call the operator and tell him/her where and what the emergency is. Also, there are numerous security personnel on duty 24 hours a day. If you can't see a house phone, look for a uniformed security officer.



On-going convention features are located in the pre-function area outside the Uncas Ballroom.

Lost & Found

Any items found in the Conference Center or Exhibit Hall should be turned in to the NEHRA Registration Desk. After the conference, any items that have not been claimed will be turned over to hotel/casino security. Items found in the hotel or casino should be turned in to hotel/casino security. If you lose an item, please check with NEHRA Registration and if it is not there, go to hotel/casino security.

Message Board

There will be a message board in the NEHRA Registration Area. In case of an emergency, anyone trying to reach you can call the Mohegan Sun Hotel at 1-860-862-8000, and ask to be connected to the NEHRA Registration Desk. One of the NEHRA staff will take the message and post it on the message board.

Pre-conference Activities

Special Interest Groups (SIGs) Receptions

Wednesday, October 2
2:15 – 3:15pm

Kick off the conference at an informal networking reception for NEHRA's special interest groups including: Small Business HR; My HR Network; Creative Work Options Network (CWON); Staffing SIG; Benefits SIG; VP Connections; Gay, Lesbian, Bi-Sexual, Transgendered and Friends; Not-for-Profit SIG; Hispanic SIG; Bio/High Tech SIG and others.

The Human Resource Leadership Association (HRLA) of Eastern Connecticut Reception

Wednesday, October 2
2:15 – 3:15pm

Connecticut HR Professionals are invited to this pre-conference welcome reception hosted by HRLA. Please join us for an hour of refreshments, networking and more!



Celebrate and Learn the Mohegan Culture!

Mohegan Sun Employee Center Tour

Wednesday, October 2,
1:00 – 3:00pm

At the core of Mohegan Sun's operation is a highly trained workforce of more than 7,000 people who consistently deliver a first-class customer experience. Come learn and experience HR Mohegan style.



Mohegan Sun Cultural Tour "The Secret Guide"

Wednesday, October 2,
1:30 – 2:30pm

Every nation has a spirit. Mohegan Sun is a place where the rocks and trees tell tales of a far off time. Here, beside the Thames River, the Mohegans have lived for centuries. During your stay in Mohegan territory, we invite you to learn the ancient ways by experiencing the tribe's stories and symbols. Mohegan tradition and culture inspired the interior design of the facilities.



Mohegan Tribal Dancers

At the onset of each keynote session, the Mohegan Tribal Dancers will welcome the audience by performing traditional dances in full regalia. Each dance is a metaphor that symbolizes cultural legends and spiritual values of the Mohegan way.

The dancers' brightly colored feathers move in harmony with the heartbeat of the drum. The drum and its singers sing for the Creator, setting the beat and tone. The elegance and grace of the dancers mesmerizes with song and beauty. Mohegan culture teaches respect for life, understanding of each other, respect for the land and its relationship to all living things.



*Experience
the
Mohegan Way*

Special Interest Group Roundtable Discussions

During Thursday Luncheon in the Grand Ballroom

In the grand ballroom, during lunch on Thursday, there will be special tables designated to discuss various topics. All are invited to join in – just look for a topic of interest, sit down and let the conversations flow!

Watch for these topic tables:

Compensation

Share information and ideas with a community of HR professionals interested in compensation issues.

Moderator

David Peterson
Clark/Bardes Consulting

Creative Work Options Network

Discuss the challenges, responsibilities and opportunities relating to flexible schedules and other creative work options.

Moderator

Rita Allen
Gatti & Associates, Inc.

Diversity

For HR professionals who are interested in diversity issues. Join the discussion to share your ideas and learn from others.

Moderator

Ed Mangahas

Ethics

For HR professionals who are interested in ethic issues. Join the discussion to share your concerns, questions, successes and insights related to ethical issues in the workplace

Moderator

Harry Sobel
Sobel & Raciti Associates, Inc.

Gay, Lesbian, Bisexual, Transgender & Friends Network

Diversity spans many different areas, including sexual orientation. Discuss ways your organization can create a culture that is supportive of all employees, including GLBT.

Moderator

Bob Fleming
Harvard Pilgrim Health Care

Hispanic

The Hispanic SIG is a group of human resources professionals addressing the interests of Latino Americans in the workplace.

Moderator

Phyllis Barajas
HR, Management and Diversity Consultant

International

For HR Professionals with a particular interest in international issues. Join the discussion to share your thoughts on compensation and benefits, cross-cultural business practices, start-ups and major global HR trends.

Moderator:

Jim Freedman
The Studley Group

My HR Network

My HR Network is specifically for HR professionals in the first five years in the field. Discussion may range from sharing of policies to benefits packages to creative recognition programs.

Moderator

Beth Banks
*Harvard University JFK School of
Government*

Small Business HR

Are you wearing many hats – one of those being HR? Then you'll probably be right at home with this group, where you can discuss issues and solutions specific to small businesses.

Moderator

Lisa Barnes
Know More Management Group

VP Connection

If you are a vice president or director of HR, VP Connection is your place for an engaging conversation.

Moderator

Maryanne Peabody
Stybel, Peabody & Associates

Students

Are you a student interested in human resources? If so, join the discussion and meet other students with your same interest.

Moderator

Joelle Montecalvo
Harvard School of Public Health

Training & Development

Share information and ideas related to training and development with other human resources professionals.

Moderator

Jack Fox
Jack Fox Associates

Staffing

For human resources professionals concerned with employment/staffing issues. Join the discussion to share your ideas and learn from others.

Moderator

Patty Flaherty
The Davis Companies Inc.

PLATINUM

BostonWorks

Boston Works — The candidates you want and how to get them!
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targeted job fairs, Career TV, specialty publications, and more.



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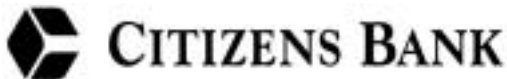
GOLD

AON *Aon Consulting*

AON Consulting Worldwide is among the top employee benefits and HR consulting firms in the world. More than 7,700 employees in over 140 offices providing HR, employee benefits, compensation and management consulting services.



BLR, a nationally recognized publisher of understandable, affordable, regulatory and legal compliance and training information, publishes approximately 250 different books, newsletters, booklets, and CD-ROM products, serving human resources, safety and health, and environmental management professionals.



Citizens Financial Group, a \$53 billion commercial bank holding company headquartered in Providence, RI is one of the nation's 20 largest commercial banks. With more than 710 branches, 1,495 ATMs and 12,000 employees. Please visit us at www.citizensbank.com



Dice is the largest technology job board on the web. By exclusively listing jobs we drive qualified job seekers to our site! The result? Your jobs filled quickly by qualified candidates.



Ernst & Young is a professional services firm that helps companies identify and capitalize on business opportunities. 84,000 people in 130 countries worldwide provide audit, tax, corporate finance, transactions, human resources and other critical business performance services.



Fidelity Investment's Corporate & Employee Services Group provides a broad range of plan administration and employee services including stock plan administration, Workplace 529, and workplace educational services.

LEE HECHT HARRISON

Lee Hecht Harrison is the leading global career services company specializing in providing outplacement, leadership development/coaching and career development services. We have expertise managing complex, global assignments where consistency and quality are key differentiators.



Monster is the leading global online careers site, connecting the most progressive companies with the most qualified career-minded individuals, and offering innovative technology and superior services that give them more control over the recruiting process.



Founded in 1945, Seyfarth Shaw is one of the nation's largest labor and employment law firms. Seyfarth Shaw recently launched Seyfarth Shaw at Work, an ancillary business that offers leader-led and e-learning legal based training to the corporate market.



The Studley Group companies- Transition Solutions, Hrco, Learning Gorilla and The Center for Applied Business Ethics- offer complete HR solutions through the convenience of one source. Our reputation for service and quality is unsurpassed.



Veritude customizes temporary staffing solutions for outstanding companies. With over 15 years of experience, Veritude's on-site managed staffing services include integrated solutions to assist companies in the deployment of contingent labor to meet their business goals.

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414	Accuworld/Inlingua International 433 S Main St Ste 304 W Hartford, CT 06110 Tel: 860-561-7252 Fax: 860-561-7250	Susan E. Joyce Executive Director sjoyce@inlinguahtfd.com www.inlingua.com	Leader in language and cross-cultural training, translation and interpretation with over 320 worldwide locations and over 30 years of experience. Call us today at 1-800-832-0302.	<ul style="list-style-type: none"> ■ Diversity Programs ■ Education Programs ■ Employee Communications ■ Handbooks ■ International HR ■ Management Consulting ■ Organizational Development ■ Relocation Services ■ Testing and Assessment ■ Training and Development
614	Advance Notice, Inc. P O Box 593 Peabody, MA 01960 Tel: 978-531-6722 Fax: 978-532-1607	Jim Kalogeros Vice President salesjk@careerscape.com www.careerspace.com	Creativity, service and results. Since 1984, human resource professionals have come to rely on Advance Notice Advertising for recruitment advertising and communications solutions that work.	<ul style="list-style-type: none"> ■ Career Fairs ■ Diversity Programs ■ Employee Communications ■ Handbooks ■ Internet Recruiting ■ Promotional Products and Gifts ■ Recognition Programs ■ Recruitment Advertising ■ Strategic Planning
317	Advance Records Management Services 249 North St Danvers, MA 01923 Tel: 888-869-2767 Fax: 978-777-0145	Lori Sousa Records Specialist lsousa@armsrecords.com www.armsrecords.com	Advanced Records Management, (ARMS) provides customized, quality records management solutions and a fireproof vault for Media storage and tape rotation programs. ARMS is a division of Wakefield Distribution Systems, an industry leader in logistic solutions.	<ul style="list-style-type: none"> ■ Contract Services ■ Management Consulting ■ Outsourced Services ■ Strategic Planning
607	Advantage Human Resourcing 185 Asylum St Fl 37 Hartford, CT 06103 Tel: 860-278-7872 Fax: 860-278-0578	Brian Aumeller Director, Client Services baumeller@advhr.com www.advhr.com	A leading provider of professional and support level talent for Administrative/ Clerical positions, Creative Services, Customer Support, Finance & Accounting, HR, I.T., and Sales & Marketing. 14 Locations from MA through VA. Reach Advantage at 1-800-WORKING!	<ul style="list-style-type: none"> ■ Contingency Placement ■ Executive and Retained Search ■ Financial Services ■ Outsourced Services ■ Payroll Services ■ Temporary Placement Services
927	American Arbitration Association 133 Federal St Fl 11 Boston, MA 02110 Tel: 617-451-6600 Fax: 617-451-0763	Melinda A Pursuitt Assistant Vice President pursuitem@adr.org www.adr.org	For over 76 years, the American Arbitration Association has been dedicated to the development and widespread use of prompt, effective and economical methods of dispute resolution.	<ul style="list-style-type: none"> ■ Education Programs ■ Handbooks ■ International HR ■ Leadership Development ■ Management Consulting ■ Policies and Procedures ■ Training Development ■ Workplace Violence Issues
205 Gold Sponsor	AON Consulting, Inc. 99 High St Fl 14 Boston, MA 02110 Tel: 617-457-4608 Fax: 617-426-8070	Matthew F. Shadrick Vice President matthew_shadrick@aoncons.com www.aon.com	AON Consulting Worldwide is among the top employee benefits and HR consulting firms in the world. More than 7,700 employees in over 140 offices providing HR, employee benefits, compensation and management consulting services.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Compensation ■ Employee Communications ■ International HR ■ Management Consulting ■ Retirement Planning ■ Surveys: Compensation/ Benefits
814	Ascentis Software P O Box 53330 Bellevue, WA 98015 Tel: 800-229-2713 Fax: 425-462-1313	Mike Hayes VP Sales & Marketing info@ascentis.com www.ascentis.com	Ascentis Software develops HR Office; solutions that improve employee satisfaction and administration efficiency, reduce costs of benefits and provide quick payback for small to midsize organizations. Features include flexible benefit plan management and manager self-service.	<ul style="list-style-type: none"> ■ HRIS
520 Bronze Sponsor	Banknorth Group, Inc. 61 Main St Andover, MA 01810 Tel: 978-749-2396 Fax: 978-749-2425	Karen A. Rosenau Senior Vice President HR krosenau@banknorth.com www.banknorth.com	At Banknorth Group, Inc. ensuring your peace of mind is our number one priority. We're committed to delivering all the financial products and advice you need in one place, with the personalized service you deserve.	<ul style="list-style-type: none"> ■ Financial Services

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601 Bronze Sponsor	Bentley College 175 Forest St Waltham, MA 02452 Tel: 781-891-2800 Fax: 781-891-3449	David W. Novak Senior Program Director dnovak@bentley.edu www.bentley.edu	Bentley College, an independent nonsectarian coeducational institution offers the HR Management Program for individuals who want to begin a career or enhance their management knowledge, and the Senior HR Professional Development Program, for senior HR executives.	<ul style="list-style-type: none"> ■ Career Planning ■ Change Management ■ Education Programs ■ Management Consulting ■ Performance Management ■ Retirement Planning ■ Strategic Planning ■ Training and Development
110	Bernard Hodes Group 215 1st St Cambridge, MA 02142 Tel: 617-576-2131 Fax: 617-576-2361	Patricia (Pat) Magrath VP, Business Development pmagrath@bo.hodes.com www.hodes.com	We work exclusively in Human Resources Communications to help you find, hire and keep the talent so critical to your success. That singular focus enables us to consistently deliver smart solutions and strengthen your employer brand.	<ul style="list-style-type: none"> ■ Diversity Programs ■ Employee Communications ■ Internet Recruiting ■ Recognition Programs ■ Recruitment Advertising
613	Best Software/ Dresser Associates, Inc. PO Box 7212 Scarborough, ME 04070 Tel: 866-885-7212 Fax: 207-885-0816	Mark F. Dresser President mfdresser@dresserassociates.com www.dresserassociates.com	Dresser Associates is the #1 solution provider of Best Software Human Resources Management Systems (HRMS). Best Software's Abra Suite is the industry leader in delivering powerful, easy-to-use solutions to businesses of all sizes.	<ul style="list-style-type: none"> ■ HRIS ■ Payroll Services ■ Sexual Harassment
604	Blue Heron Coaching 54 Pondview Circle Belchertown, MA 01007 Tel: 413-323-7790 Fax: 413-323-0061	Henry Lederman Founder henry@blueheroncoaching.com www.blueheroncoaching.com	Coaching Executives and Professionals to achieve and sustain new levels of success in any aspect of their personal or business lives.	<ul style="list-style-type: none"> ■ Coaching ■ Assessment Tools ■ Change Management ■ Education Programs ■ Employee Communication ■ Leadership Development ■ Performance Management ■ Time Management ■ Training and Development ■ Work/ Life Programs
718	Bostonbean Coffee Co. 23 Draper St Woburn, MA 01801 Tel: 800-448-2739 Fax: 781-933-1302	Ralph Parsons Keurig Sales Manager rparsons@hitbrew.com www.bostonbeancoffee.com	Bostonbean Coffee Company is a full service provider of office refreshment services and products. We specialize in quality products and superior service. Visit us in booth #718 for a cup of coffee.	<ul style="list-style-type: none"> ■ Contract services ■ Outsourced services
301 & 303 Platinum Sponsor	Boston Works 135 Morrissey Blvd Boston, MA 02125 Tel: 888-566-4562 Fax: 617-929-2490	Lauren Chacon Director of Sales advertise@bostonworks.com www.bostonworks.com	Boston Works- The candidates you want and how to get them! We offer newspaper ads in the Boston Globe, online listings, industry targeted job fairs, Career TV, specialty publications, and more. Call 888-566-4JOB (4562)	<ul style="list-style-type: none"> ■ Career Fairs ■ Career Planning ■ Internet Recruiting ■ Recruitment Advertising
609	BrassRing 1528 S. Elcamino Real Ste 100 San Mateo, CA 94402 Tel: 888-747-4473 Fax: 650-349-9413	Eileen Burkhardt Sales Executive info@brassring.com www.brassring.com	BrassRing, the largest provider of Talent Relationship Management (TRM) solutions, provides enterprise-level systems that help Global 1000 companies drive competitive advantage through talent.	<ul style="list-style-type: none"> ■ Career Fairs ■ Diversity Programs ■ International HR ■ Internet Recruiting
800 Bronze Sponsor	Bright Horizons Family Solutions 200 Talcott Ave South Watertown, MA 02472 Tel: 617-673-8169 Fax: 617-673-8609	Hilary Johnston Director of Client Services hjohnston@brighthorizons.com www.brighthorizons.com	Bright Horizons Family Solutions is the world's leading provider of employer-sponsored child care, early education and work/life solutions. The company operates more than 450 child care centers and serves more than 350 clients worldwide.	<ul style="list-style-type: none"> ■ Child Care/ Elder Care ■ Work/ Life Programs

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304 Gold Sponsor	Business & Legal Reports, Inc. PO Box 6001 Old Saybrook, CT 06475-6001 Tel: 860-510-0100 Fax: 860-510-7220	Andree Mowen Sales amowen@blr.com www.blr.com	BLR, a nationally recognized publisher of understandable, affordable, regulatory and legal compliance and training information, publishes approximately 250 different books, newsletters, booklets, and CD-ROM products, serving human resources, safety and health, and environmental management professionals.	<ul style="list-style-type: none"> ■ Affirmative Action ■ Compensation ■ Employee Communications ■ Handbooks ■ Health and Safety ■ Policies and Procedures ■ Sexual Harassment ■ Surveys: Compensation/ Benefits ■ Training and Development ■ Workers' Compensation
617	Cambridge College 1000 Massachusetts Ave Cambridge, MA 02138 Tel: 617-868-1000 (ext. 147) Fax: 617-349-3561	Jim McDaniel Admissions mcdaniel@idea.cambridge.edu www.cambridge.edu	Cambridge College, located between Central and Harvard Squares, is a diverse teaching and learning community accredited through the New England Association of Schools and Colleges. We offer undergraduate, graduate and Certificate of Advanced Graduate Study Degrees.	<ul style="list-style-type: none"> ■ Change Management ■ Diversity Programs ■ Education Programs ■ Management Consulting ■ Organization Development ■ Training and Development
605	CareGroup Occupational Health Network 70 Parker Hill Ave Boston, MA 02120 Tel: 617-754-6604 Fax: 617-754-6465	Lucinda Bianco Director, Business Development lbianco@caregroup.harvard.edu www.occhealth.caregroup.org	We work in partnership with organizations to keep valuable employees well. The Mount Auburn Hospital EAP provides professional counseling, management consultation, and onsite training nation-wide. We also provide a full range of medical services and consultation.	<ul style="list-style-type: none"> ■ Child Care/Elder Care ■ Diversity Programs ■ Employee Assistance Programs ■ Health and Safety ■ Management Consulting ■ Sexual Harassment ■ Training and Development ■ Workers' Compensation ■ Work/Life Programs ■ Workplace Violence Issues
705	CCHKnowledgePoint New Canaan, CT 06840 Tel: 203-966-3698 Fax: 203-966-3748	Chris Burns burnsc@cch.com www.hr.cch.com	CCHKnowledgePoint is a leading provider of employment law and human resources information and software, including HR Management library, employment practices guide, HR Assistant, HR tool kit, employee benefits management and CCH shared learning Web-based Training Courseware.	<ul style="list-style-type: none"> ■ Compensation ■ Health and Safety ■ Payroll Services ■ Sexual Harassment ■ Unemployment Compensation ■ Workers Compensation ■ Workplace Violence Issues
802	Ceridian/HR Comply 100 Executive Way Ponte Vedra, FL 32082 Tel: 800-643-5999 Fax: 904-273-0696	Bob Hudson Vice President Sales@HRCOMPLY.com www.HRCOMPLY.com	Ceridian/HR Comply, an electronic publisher with internet products including three product lines: HR Comply- electronic HR compliance systems; Discrimination and Harassment Training Systems- internet, LAN and paper-based training products; Employment Law Books and posters.	<ul style="list-style-type: none"> ■ Employee Assistance Programs ■ Handbooks ■ Legal Services ■ Payroll Services ■ Policies and Procedures ■ Sexual Harassment ■ Testing and Assessment ■ Training and Development ■ Workers' Compensation ■ Work/ Life Programs
108 Gold Sponsor	Citizens Bank One Citizens Dr Riverside, RI 02915 Tel: 401-282-4968 Fax: 401-456-7995	Karen Pitman Human Resources Generalist karen.pitman@citizensbank.com www.citizensbank.com	Citizens Financial Group, a \$53 billion commercial bank holding company headquartered in Providence, RI is one of the nation's 20 largest commercial banks. With more than 710 branches, 1,495 ATMs and 12,000 employees. Please visit us at www.citizensbank.com	<ul style="list-style-type: none"> ■ Financial Services
716	Competitive Solutions	INFO	INFO	<ul style="list-style-type: none"> ■ INFO

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403 Bronze Sponsor	Corporate Real Estate Services 70-80 Lincoln St Boston, MA 02111 Tel: 617-457-3327 Fax: 617-457-3355	Dorothy Steinbeiser Vice President/Director dorothy.steinbeiser@hunneman.com www.yourrelocationconclierge.com	Corporate Real Estate Services, a division of Coldwell Banker Hunneman, offering corporate/employee relocation programs. Including policy development & consulting, homesale & home-finding assistance, temp. housing and rental programs.	<ul style="list-style-type: none"> ■ Relocation Services
719	Corporate Relocation Services 37 Dexter Dr North Basking Ridge, NJ 07920 Tel: 888-833-2228 Fax: 908-630-9997	Michael Drew VP, Business Development mdrew@crsontheweb.com www.crsontheweb.com	Corporate Relocation Services® (C.R.S) is a global relocation management services provider to corporations and government agencies. Services include program management, transferee services, move management, destination services and specialized services that are personalized, responsive and proactive.	<ul style="list-style-type: none"> ■ Child Care / Elder Care ■ Financial Services ■ Relocation Services
309 & 311 Silver Sponsor	DBM 111 Huntington Ave Ste 1310 Boston, MA 02199 Tel: 866-266-5771 Fax: 617-267-2011	www.dbm.com INFO	Selection, Development, Retention, Transition,-DBM is the worldwide leader providing strategic solutions to help organizations during all the phases of the employment cycle. More than 200 offices in 45 countries. Visit us at booths # 309 & 311.	<ul style="list-style-type: none"> ■ Career Planning ■ Change Management ■ International HR ■ Leadership Development ■ Management Consulting ■ Outplacement Services ■ Performance Management ■ Retirement Planning ■ Strategic Planning ■ Training and Development
703	Deploy Solutions 100 Lowder Brook Dr Ste 1100 Westwood, MA 02090 Tel: 877-463-3756 Fax: 781-461-9034	salesinfo@deploy.com www.deploy.com	Deploy Solutions provides strategic workforce management solutions to Global 2000 companies. Deploy's products enable these companies to develop their recruiting, hiring and retention processes into a long-term competitive advantage.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Career Planning ■ HRIS ■ International HR ■ Internet Recruiting ■ Organization Development ■ Strategic Planning
618	DeWolfe Relocation Services, Inc. 80 Hayden Ave Lexington, MA 02421 Tel: 781-402-5063 Fax: 781-863-0233	Lynn King Vice President, Client Services lspringer@dewolfe.com www.dewolfe.com	DeWolfe Relocation Services, Inc. is a full service relocation company providing: policy development and counseling, household goods movement, destination and departure services, rental services, international services, cross cultural training, expense reimbursement, mortgages and insurance.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Benefits Plans ■ Education Programs ■ Employee Assistance Programs ■ Financial Services ■ Policies and Procedures ■ Relocation Services
514 & 516 Gold Sponsor	Dice 4101 N W Urbandale Dr Urbandale, IA 50322 Tel: 877-386-3323 Fax: 515-280-1452	Sales Department sales@dice.com www.dice.com	Dice is the largest technology job board on the web. By exclusively listing jobs we drive qualified job seekers to our site! The result? Your jobs filled quickly by qualified candidates.	<ul style="list-style-type: none"> ■ Internet Recruiting ■ Recruitment Advertising
704	Emmanuel College 400 The Fenway Boston, MA 02115 Tel: 617-735-9802 Fax: 617-735-9708	Suzanne Sergi Director, Enrollment Management & Corporate Outreach sergis@emmanuel.edu www.emmanuel.edu	Emmanuel College offers Accelerated Masters Programs in Management, HR Management, and a Graduate HR Certificate designed to address strategic issues faced by HR professionals today. Emmanuel's programs provide academic theory and practical insight to experienced practitioners.	<ul style="list-style-type: none"> ■ Education Programs ■ Leadership Development

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BOOTH	COMPANY	CONTACT	DESCRIPTION	SERVICES PROVIDED
616	Employee Services, Inc. 315 Main St Ste 204 Reading, MA 01867 Tel: 781-944-2288 Fax: 781-944-2288	Carol Klein Vice President Client Services carolklein@theEAP.com www.theEAP.com	Employee Services, Inc. is an Employee Assistance Plan administrator providing counseling and work/life services to over 250,000 members throughout the US and Canada. We also offer employer assistance consulting and training services which improve productivity and reduce cost.	<ul style="list-style-type: none"> ■ Employee Assistance Programs
905 Gold Sponsor	Ernst & Young LLP 200 Clarendon St Boston, MA 02116 Tel: 617-859-6152	Thomas P. Flannery, PhD tom.flannery@ey.com www.ey.com	Ernst & Young is a professional services firm that helps companies identify and capitalize on business opportunities. 84,000 people in 130 countries worldwide provide audit, tax, corporate finance, transactions, human resources and other critical business performance services.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Benefit Plans ■ Change Management ■ Compensation ■ Financial Services ■ International HR ■ Leadership Development ■ Performance Management ■ Policies and Procedures ■ Strategic Planning
917	Eye Care Excellence 100 Charles River Plz Ste 700 Boston, MA 02114 Tel: 617-248-6633 Fax: 617-248-8655	Lauren Graham Team Leader lgraham@ecene.com www.eyecarex.com	Eye Care Excellence (ECE) offers vision care programs with flexible affordable benefit designs, local commitment to the physician community, and an extensive network of eye care professionals across the U.S.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Health and Safety
114	F1 Boston 290 Wood Road Braintree, MA 02184 Tel: 781-228-2081 Fax: 781-228-2011	Maureen Ridings Manager, Corporate Sales mridings@f1boston.com www.f1boston.com	Our entertainment complex includes: Full service corporate conference rooms, private lounge areas, 6,000 sq. ft. of exhibition/event space, Billiards Lounge. Complete on-site catering, Two indoor European-style Kart tracks. Best of Boston 2002	<ul style="list-style-type: none"> ■ Career Fairs ■ Contract Services ■ Education Programs ■ Entertainment ■ Professional Organizations ■ Promotional Products and Gifts ■ Strategic Planning ■ Stress Management ■ Training and Development
700 Bronze Sponsor	Facilitations, Ltd 3 Post Office Sq Acton, MA 01720 Tel: 978-263-8589 Fax: 978-263-0039	Marlene Wachtell President maw@facilitations.com www.facilitations.com	Corporate Branded Merchandise-Reward employees, thank customers, increase sales with our creative marketing solutions. Logoed items for service/incentive awards, safety/ motivation programs, meetings, business gifts, company store catalogs, etc. YOUR solution source for Promotional Products!	<ul style="list-style-type: none"> ■ Career Fairs ■ Promotional Products and Gifts ■ Recognition Programs ■ Recruitment Advertising
410 & 412 Gold Sponsor	Fidelity Investments 82 Devonshire St Boston, MA 02109 Tel: 617-563-8571	Jay Dawson Vice President, Corporate & Employee Services Group jay.dawson@fmr.com www.fidelity.com	Fidelity Investment's Corporate & Employee Services Group provides a broad range of plan administration and employee services including stock plan administration, Workplace 529, and workplace educational services.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Employee Assistance Programs ■ Financial Services ■ Outsourced Services ■ Payroll Services ■ Retirement Planning
911	FUN Enterprises, Inc. PO Box 34 South Weymouth, MA 02190 Tel: 781-340-0180 Fax: 781-340-0193	AC Anders Director of Corporate Sales ac@funent.com www.funent.com	FUN Enterprises Inc. has an outstanding reputation in supplying clients with first class FUN! Our expertise is in providing quality entertainment programs at economical prices for your employee and client appreciation functions.	<ul style="list-style-type: none"> ■ Entertainment ■ Recognition Programs
405 Silver Sponsor	Gatti/Xavier Associates 266 Main St Medfield, MA 02052 Tel: 508-359-4153 Fax: 508-359-5902	Rita Allen Vice President rallen@gattih.com www.gattih.com	The Gatti/Xavier partnership provides clients with powerful recruiting options not available anywhere else. They include the direct placement of human resource professionals, candidate research, full or modified search, outsourced employment and diversity search. Call us today!	<ul style="list-style-type: none"> ■ Contingency Placement ■ Executive and Retained Search
406	Genesys Software Systems, Inc. 5 Branch St Methuen, MA 01844-1999 Tel: 978-685-5400 Fax: 801-761-2015	Lisa Rowan Director, Marketing info@genesys-soft.com www.genesys-soft.com	State-of-the-art Payroll/HR, Benefits, and Learning Management solutions. Products are web-based, available in-house, outsourced or hosted, and supported by named account representatives. Also Employee Self-service, online W2s, check production and year-end services.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Education Programs' ■ HRIS ■ Outsourced Services ■ Payroll Services ■ Training and Development

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BOOTH	COMPANY	CONTACT	DESCRIPTION	SERVICES PROVIDED
521 Bronze Sponsor	Hale and Dorr LLP 60 State St. Boston, MA 02109 Tel: 617-526-6970 Fax: 617-526-5656	Neil Jacobs Chair, Labor and Employment Department Senior Partner neil.jacobs@haledorr.com www.haledorr.com	Hale and Dorr is a nationally and internationally recognized full-service law firm. The firm's Labor and Employment practice counsels clients to maximize their business objectives under current labor and employment laws. Visit us at www.haledorr.com	<ul style="list-style-type: none"> ■ Employee Communications ■ Legal Services ■ Organization Development ■ Performance Management ■ Policies and Procedures ■ Sexual Harassment ■ Training and Development ■ Workplace Violence Issues
913	Health Resources 190 North Main St Natick, MA 01760 Tel: 508-650-6888 Fax: 508-655-9922	Patricia Dzindolet Vice President pdzindolet@hlthres.com	Health Resources creates unique solutions that improve the health productivity and customer satisfaction of our clients. We have a solid track record helping clients reduce healthcare costs through our international Employee Assistance/Work Life and Occupational Health Services.	<ul style="list-style-type: none"> ■ Diversity Programs ■ Employee Assistance Programs ■ Health and Safety ■ Leadership Development ■ Organization Development ■ Policies and Procedures. ■ Stress Management ■ Training and Development ■ Work/ Life Programs ■ Workplace Violence Issues
504 Bronze Sponsor	Herald Media, Inc. jobfind.com 254 Second Ave Needham, MA 02494 Tel: 781-433-7858 Fax: 781-433-7889	Dan Degan Account Executive dan.degan@jobfind.com www.jobfind.com	Herald Media offers a comprehensive recruiting solution, combining the strength of New England's major metropolitan newspaper, the Boston Herald; 87 community and suburban papers, Community Newspaper Company; and the number one local online recruitment site jobfind.com	<ul style="list-style-type: none"> ■ Career Fairs ■ Recruitment Advertising
418	High Performance Leadership PO Box 965 Durham, NH 03824 Tel: 603-868-5507 Fax: 603-868-5507	Peter Hughes President peterhughes@attbi.com www.advancedleadership.com	HPL is an organizational development consulting firm specializing in leadership and team development, change management, 360 assessments and process redesign.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Change Management ■ Education Programs ■ Leadership Development ■ Management Consulting ■ Organization Development ■ Performance Management ■ Strategic Planning ■ Surveys: Opinion/ Culture ■ Training and Development
211	Hobbs Group Employee Benefits 15 Broad St Boston, MA 02109 Tel: 617-557-7547 Fax: 617-523-5841	William A. Schlag Principal bschlag@hobbsgroup.com www.hobbsgroup.com	Hobbs Group Employee Benefits is an actuarial and employee benefits consulting firm providing a broad range of health and welfare consulting services to employers nationwide. Our national health Employee benefits resource center is headquartered in Boston.	<ul style="list-style-type: none"> ■ Health & Welfare Benefits Plans
909	Hometown-Jobs PO Box 596 Brookline, NH 03033 Tel: 603-673-6305 Fax: 603-386-6300	Judy Milkowski President/ CEO info@Hometown-Jobs.com www.Hometown-Jobs.co	Free job-board postings (limited time offer) delivering local New England talent. Only job-board allowing you to schedule interviews online. Placement staffing, finding the right person for the right job. Certified professional consultants; projects of any size.	<ul style="list-style-type: none"> ■ Contract Recruiting ■ Contract Services ■ Executive and Retained Search ■ Internet Recruiting
308 & 310 Bronze Sponsor	HotJobs 286 Congress St Boston, MA 02210 Tel: 617-531-8723 Fax: 617-531-8900	Chris Eaton Regional Sales Manager ceaton@hotjobs.com www.hotjobs.com	HotJobs, a subsidiary of Yahoo!, is a leading recruiting solutions company. HotJobs one of the leading career domains, was voted the "Best General Purpose Job Board for Job Seekers" in a survey of job seekers conducted by WEDDLE'S.	<ul style="list-style-type: none"> ■ Career Fairs ■ Internet Recruiting ■ Recruitment Advertising
713	HRStaffers.com 20 Waterview Blvd Parsippany, NJ 07054 Tel: 866-782-3347 Fax: 866-677-1790	Greg Vos President careers@hrstaffers.com www.hrstaffers.com	HRStaffers.com is your ultimate career and job posting internet site. Local jobs and local candidates for New England human resources departments	<ul style="list-style-type: none"> ■ Career Planning ■ Internet Recruiting ■ Recruitment Advertising
615	International SOS 8 Neshaminy Interplex Ste 207 Trevose, PA 19053 Tel: 215-244-1500 Fax: 215-244-2227	Dave Sarafinas Director, Regional Sales david.sarafinas@internationalsos.com www.internationalsos.com	International SOS is the world's largest medical and security assistance company and leading provider of remote site medical services, employing more than 2,600 professionals in our Alarm Centers, International Clinics and remote medical facilities worldwide.	<ul style="list-style-type: none"> ■ Employee Assistance Programs ■ Health and Safety ■ International HR

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BOOTH	COMPANY	CONTACT	DESCRIPTION	SERVICES PROVIDED
720	Jackson Lewis LLP 177 Broad St, Fl 8 Stamford, CT 06904 Tel: 203-961-0404 Fax: 203-324-4704	Michael J. Soltis, Esq. soltism@jacksonlewis.com www.jacksonlewis.com	Jackson Lewis LLP is one of the country's largest law firms dedicated exclusively to representing management on workplace issues. 350 attorneys in 20 offices bring a national perspective to the nuances of regional business environments.	<ul style="list-style-type: none"> ■ Legal Services
606 Bronze Sponsor	JWT Specialized Communications 500 W Cummings Pk Ste 2800 Woburn, MA 01801 Tel: 781-932-6885 Fax: 781-9333807	Bonnie Kirshtein Client Development Director bonnie.kirshtein@jwtworks.com www.jwtworks.com	An award-winning agency with 50 years employment branding experience. With 25 US offices and a global network, JWT Specialized Communications provides strategic solutions for clients in all industries, and in every corner of the globe.	<ul style="list-style-type: none"> ■ Diversity Programs ■ Employee Communications ■ Internet Recruiting ■ Promotional Products and Gifts ■ Recognition Programs ■ Recruitment Advertising ■ Strategic Planning ■ Surveys: Opinion/ Culture
709	Kelly Services 40 Speen St Framingham, MA 01701 Tel: 508-620-1771 Fax: 508-620-1784	Mark Siegal Regional Vice President mark_siegal@kellyservices.com www.kellyservices.com	Kelly Services is an international leader by providing successful staffing solutions to businesses around the world. Kelly provides the services of over 750,000 people to more than 200,000 customers worldwide.	<ul style="list-style-type: none"> ■ Temporary Placement Services
305 Silver Sponsor	Keystone Partners 1 Boston Pl Ste 2010 Boston, MA 02108 Tel: 617-720-7300 Fax: 617-742-0704	Elaine Varelas Managing Partner, Business Development evarelas@keystonepartners.net www.keystonepartners.net	Keystone Partners is New England's leading career management firm. Keystone's dedicated divisions are strategically positioned to handle any career-transition situation, any leadership development challenge, anywhere in New England, as well as around the world.	<ul style="list-style-type: none"> ■ Career Planning ■ Change Management ■ Leadership Development ■ Organization Development ■ Outplacement Services ■ Performance Management ■ Training and Development
306	King & Bishop 275 Wyman St Waltham, MA 02454 Tel: 781-890-8824 Fax: 781-890-1082	Tina Kerkam Vice President, Marketing and Business Dev. tkerkam@kingbishop.com www.kingbishop.com	King & Bishop is a fully-integrated consulting firm consulting to companies on the management of their Human Capital.	<ul style="list-style-type: none"> ■ Contract Recruiting ■ Contract Services ■ Handbooks ■ Leadership Development ■ Management Consulting ■ Outplacement Services ■ Outsourced Services ■ Sexual Harassment ■ Surveys: Compensation/Benefits ■ Surveys: Opinion/Culture
806	Kronos Incorporated 297 Billerica Rd Chelmsford, MA 01824 Tel: 800-225-1561 Fax: 978-256-5887	Bill Larkin VP, Marketing HR/Payroll info@kronos.com www.kronos.com	Kronos Incorporated is a single-source provider of integrated HRMS solutions. Kronos products and services help organizations align their people, processes, and technology to improve individual productivity and boost overall business performance. Learn more at www.kronos.com	<ul style="list-style-type: none"> ■ Benefits Plans ■ Compensation ■ Employee Communications ■ Health and Safety ■ HRIS ■ Performance Management ■ Policies and Procedures ■ Surveys: Opinion/Culture ■ Time Management ■ Training and Development
100 & 102 Gold Sponsor	Lee Hecht Harrison, Inc. 1500 West Park Dr Suite 210 Westborough, MA 01581 Tel: 508-836-4490 Fax: 508-836-0262	David Rogers Vice President, Business Development david_rogers@lhh.com www.lhh.com	Lee Hecht Harrison is the leading global career services company specializing in providing outplacement, leadership development/coaching and career development services. We have expertise managing complex, global assignments where consistency and quality are key differentiators.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Career Planning ■ Change Management ■ Leadership Development ■ Outplacement Services ■ Training and Development
919	Linkage, Inc. One Forbes Rd Lexington, MA 02421 Tel: 781-402-5454 Fax: 781-372-1593	Keith McKinnon Manager, Exhibit Sales kmckinnon@linkage-inc.com www.linkageinc.com	Linkage Inc. is one of the leading international providers of educational programs and consulting services focused on cutting-edge Human Resource, Organizational and Leadership Development issues. Each year Linkage hosts over 20 major conferences and 100 training programs throughout the world	<ul style="list-style-type: none"> ■ Assessment Tools ■ Change Management ■ Education Programs ■ Leadership Development ■ Management Consulting ■ Performance Management ■ Organization Development ■ Training and Development
507	L.L. Bean Corporate Sales 15 Casco St Freeport, ME 04033 Tel: 800-832-1889 Fax: 800-832-1889	Christine Rice Senior Buyer/ Merchandiser crice@lbean.com lbean.com/corporatesales	L.L. Bean Corporate Sales can help you with corporate gifts and incentives. Choose from custom embroidery, silk-screening, monogramming and engraving. L.L. Bean gift certificates are also an ideal solution for employee recognition programs. Volume discounts available.	<ul style="list-style-type: none"> ■ Promotional Products and Gifts ■ Recognition Programs

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BOOTH	COMPANY	CONTACT	DESCRIPTION	SERVICES PROVIDED
816 Silver Sponsor	Manchester, Inc. 255 State St Boston, MA 02109 Tel: 888-475-1437	Mimi McGrath Vice President, Client Services mimi.mcgrath@manchesterusa.com www.manchesterusa.com	Manchester is a management consulting firm that assists companies in aligning strategic objectives with practices related to the acquisition, deployment, development, retention, and transition of talent. Manchester is proud to be a part of the MPS Group (NYSE:MPS)	<ul style="list-style-type: none"> ■ Assessment Tool ■ Change Management ■ Management Consulting ■ Organization Development ■ Outplacement Services ■ Performance Management ■ Testing & Assessment
708	Mass Buying Power 1076 Washington St Hanover, MA 02339 Tel: 781-829-4900 Fax: 781-829-0150	Jeffrey B Tatro Officer Manager massbuy@massbuy.com www.massbuy.com	Mass Buying Power provides discounts on major consumer products and services to employees and their family through its extensive network of vendors. Group membership includes over 1200 corporations, businesses, hospitals, universities, and credit unions.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Financial Services ■ Legal Services
921	MassLive.com PO Box 2703 Springfield, MA 01101 Tel: 413-584-9277 Fax: 413-584-9325	Ruth Niermeyer General Manager advertise@masslive.com www.masslive.com	MassLive.com, affiliated with the Springfield Union News, is the source for the best local jobs in Western Massachusetts. Post jobs, search our candidate database of 26,000+ local candidates and start filling your career opportunities today.	
810	McLaughlin Trans.	INFO	INFO	<ul style="list-style-type: none"> ■ INFO
925	Merrill Lynch W 115 Century Rd Paramus NJ 07652 Tel: 201-967-4802 Fax: 201-262-0988	Lori M. Ross Certified Financial Manager Sr. Financial Advisor	The Ross Group at Merrill Lynch offers retirement planning programs, including 401K, 529 Plans, defined benefit, deferred compensation, corporate financial planning and ESOP custom tailored to your company. For a free analysis of your current program call 1-800-336-8881.	<ul style="list-style-type: none"> ■ Financial Services
603	Monad Trainers Aide, Inc. 163-60 22 Ave Whitestone, NY 11357-4030 Tel: 800-344-6088 Fax: 718-352-1305	Carol Richman President carol@monadtrainersaide.com www.monadtrainersaide.com	Female owned, Monad Trainers Aide is "The Last Stop Shoppe."The place to look first for HRD/Training video, computer and audio based formats. Plus the widest choice of titles per topic; and unmatched customer service.	<ul style="list-style-type: none"> ■ Change Management ■ Diversity Programs ■ Employee Communications ■ Leadership Development ■ Organization Development ■ Performance Management ■ Sexual Harassment ■ Time Management ■ Training and Development ■ Workplace Violence Issues
503, 501, 600 & 602 Gold Sponsor	Monster 5 Clock Tower Pl Ste 500 Maynard, MA 01754 Tel: 888-MONSTER	moreinfo@monster.com www.monster.com	Monster is the leading global online careers site, connecting the most progressive companies with the most qualified career-minded individuals, and offering innovative technology and superior services that give them more control over the recruiting process.	<ul style="list-style-type: none"> ■ Internet Recruiting ■ Relocation Services ■ Training and Development
804	Morgan Stanley 45 William St Ste 130 Wellesley, MA 02481 Tel: 800-767-7462 Fax: 781-431-6777	Frank Rossi & John Foley Associate VPs- Retirement Planning Specialists, Rule 144 Specialists frank.rossi@morganstanley.com john.foley@morganstanley.com www.morganstanley.com	We offer a comprehensive array of financial products and services including defined contribution plans, retirement planning, cashless option exercise and restricted stocks services, financial planning, college planning, and personal trust services. Call us for details.	<ul style="list-style-type: none"> ■ Financial Services ■ Retirement Planning
215	Mosse & Mosse Associates, Inc. 50 Salem St, Bldg B Lynnfield, MA 01940 Tel: 781-224-1709 Fax: 781-224-1724	George E. Mosse President gem@mosseandmosse.com www.mosseandmosse.com	Mosse and Mosse Associates provides employee benefit consulting and brokerage services. The firm provides financing and benefit plan design solutions for Healthcare, Welfare, and Pension benefit Plans. Target market is middle to large market employers.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Financial Services ■ Outsourced Services ■ Retirement Planning
711	Murphy, Hesse, Toomey & Lehane 300 Crown Colony Dr Quincy, MA 02169 Tel: 617-479-5000 Fax: 617-479-6469	Michele Ruggere-Clary Marketing Coordinator mclary@mhtl.com	A full-service law firm representing business, individual and governmental clients. Members of the firm have been practicing law for almost four decades handling labor, employment, municipal, employee benefits, education, corporate, real estate, litigation and personal matters.	<ul style="list-style-type: none"> ■ Legal Services ■ Training and Development

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316	Nationwide Advertising Service 112 Water St Boston, MA 02368 Tel: 617-723-1875 Fax: 617-227-1938	Tara Godel Regional Manager tgodel@hrads.com www.hrads.com	Nationwide Advertising Service is a full-service agency specializing in Human Resource advertising, communications and promotions. NAS is part of McCann-Erickson Worldgroup, a \$21 billion management and communications company.	<ul style="list-style-type: none"> ■ Recruitment Advertising
Bronze Sponsor	New Directions, Inc. 66 Long Wharf Boston, MA 02110 Tel: 617-624-3359 Fax: 617-523-7775	Patricia D. Smith Vice President psmith@newdirections.com www.newdirections.com	New Directions, Inc. with a highly personalized partnership, we help senior executives and professionals find and create full-time opportunities; business ownerships; consulting practices; board directorships; and through our <i>Life Portfolio Program™</i> , balanced lifestyles of several pursuits.	<ul style="list-style-type: none"> ■ Outplacement
420	New England Center, UNH 15 Strafford Ave Durham, NH 03824 Tel: 800-909-6937 Fax: 603-862-0692	Tracey A. Landry Business Development Mgr. nec.info@unh.edu www.newenglandcenter.com	The New England Center, is your total solution for training and OD needs. Customized programs, expert facilitation, comfortable meeting space, awesome food, tree-views from your guestrooms and an outrageously cool location. Why look elsewhere?	<ul style="list-style-type: none"> ■ Change Management ■ Diversity Programs ■ Education Programs ■ Entertainment ■ Leadership Development ■ Management Consulting ■ Organization Development ■ Performance Management ■ Strategic Planning ■ Training and Development
619 & 621	Northeast Motivation 650 Ten Rod Road North Kingstown, RI 02852 Tel: 401-295-2300 Fax: 401-295-2676	W.C.S. "SKIP" MAYS, III President skipmays@neastgroup.com www.neastgroup.com	Northeast Motivation provides a complete spectrum of employee recognition and motivational tools ranging from custom jewelry awards to top brand merchandise to extensive recognition banquets to inexpensive "thank you" gifts.	<ul style="list-style-type: none"> ■ Leadership Development ■ Promotional Products and Gifts ■ Recognition Programs ■ Surveys: Opinion/ Culture ■ Training and Development
519	Northeastern University 269 Ryder Hall Boston, MA 02115 Tel: 617-373-4111 Fax: 617-373-2325	Marjorie Duffy Director, Business Administration Programs m.duffy@neu.edu www.neu.edu	Northeastern University, University College Part-time Educational and Professional Development Programs in Human Resource Management, Graduate Certificate in HRM, SHRM Learning System in Preparation for PHR/SPHR, HR Fundamental Course	<ul style="list-style-type: none"> ■ Change Management ■ Career Planning ■ Contract Services ■ Education Programs ■ Leadership Development ■ Organization Development ■ Training and Development
116	Nuvosoft, Inc. 32 Fairview Ave Watertown, MA 02472 Tel: 617-924-2010 Fax: 617-924-9309	Gin O'Leary Vice President, Sales & Marketing goleary@nuvosoft.com www.nuvosoft.com	Nuvosoft is the HR technology resource to look for maximizing your ERP investment. We understand HR, the processes, the technology. Transform your HR processes to the Web through employee, manager self-service and more.	<ul style="list-style-type: none"> ■ HRIS
517	OI Partners, Inc. 200 Baker Ave Concord, MA 01742 Tel: 978-369-8050 Fax: 978-371-1939	Stephen Ford Managing Partner sford@oipartners.net www.oipartners.net	OI Partners and Fitzgerald, Stevens & Ford provides a "Better Human Experience for a Better Business Outcome" in transition, leadership and executive coaching to accelerate leadership development, enhance employee loyalty, manage change in 26 countries.	<ul style="list-style-type: none"> ■ Leadership Development ■ Organization Development ■ Outplacement Services ■ Relocation Services ■ Testing and Assessment ■ Training and Development
408	Omnilaw Legal Plans 12 E 41 st St New York, NY 10017 Tel: 212-683-5253 Fax: 212-683-0104	Michael Solomon Senior Vice President msolomon@omnilawlegalplans.com www@omnilawlegalplans.com	Omnilaw is one of the largest providers of employer-sponsored group legal and financial benefits programs. Through voluntary, employer-paid, or contributory plans. Omnilaw offers legal and financial services and insurance that covers your employees' needs.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Childcare/Eldercare ■ Education Programs ■ Employee Assistance Programs ■ Financial Services ■ Legal Services ■ Retirement Planning ■ Stress Management ■ Work/Life Programs
506 Bronze Sponsor	Pappas & Pappas Consulting 14 West Plain St Wayland, MA 01778 Tel: 508-651-8886 Fax: 508-655-5399	Karen Pappas Managing Partner Karen@pappas2.com www.pappas2.com	Pappas & Pappas Consulting is a privately held company headquartered in Wayland, Massachusetts. Our Managing Partners, Karen Pappas and David Pappas, have a combined total of over 32 years of experience in staffing and employment.	<ul style="list-style-type: none"> ■ Contingency Placement ■ Contract Recruiting ■ Contract Services ■ Executive and Retained Search ■ International HR ■ Internet Recruiting ■ Outplacement Services ■ Outsourced Services ■ Strategic Planning ■ Temporary Placement Services

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518	People Synergies 156 Front St Marion, MA 02738 Tel: 508-748-5627	Patrick O. McBride Curator of Talent Pat@peoplesynergies.com www.peoplesynergies.com	People Synergies is New England's leading management advisory team providing creative and cost-effective Human Resource solutions. We provide <u>in-depth</u> services in: Human Capital Management, Recruitment, Retention, Design and Delivery, Web-based Payroll and Benefits Processing and Contract and Outsourced Solutions	<ul style="list-style-type: none"> ■ Contingency Placement ■ Contract Recruiting ■ Executive and Retained Search ■ Internet Recruiting ■ Leadership Development ■ Management Consulting ■ Outsourced Services ■ Payroll Services ■ Recruitment Advertising ■ Testing and Assessment
307	Peopleclick Two Hannover Sq Fl 7 Raleigh, NC 27601 Tel: 877-820-4400 Fax: 919-645-2801	Rosi Derka Sales Operations inquiry@peopleclick.com www.peopleclick.com	From recruitment management, performance management, and career planning to succession planning and EEO/Affirmative Action compliance, Peopleclick provides comprehensive solutions to efficiently build a productive and diverse workforce. Peopleclick. Works for me!	<ul style="list-style-type: none"> ■ Affirmative Action ■ International HR ■ Internet Recruiting ■ Outsourced Services ■ Performance Management
717	PerfectSoftware 200 Connecticut Ave Norwalk, CT 06854 Tel: 203-852-9100 Fax: 203-855-0111	John Izzo Director, Marketing sales@perfectsoftware.com www.perfectsoftware.com	See EVENTRIX, our new process integration system that automates your HR process and hrWindows, our flagship HRIS for middle market companies. Our HR software includes benefits management, employee and applicant tracking and many other features designed to cut your HR processing time in half.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Compensation ■ HRIS ■ International HR
313	Performance Programs, Inc. 20 Research Pkwy Old Saybrook, CT 06475 Tel: 800-565-4223 Fax: 860-388-6862	Paul M. Connolly, Ph.D. President paul@performanceprograms.com www.PerformancePrograms.com www.surveyfeedback.com	Specialists in Survey and Test Measurement for Organizations since 1987: validated and customized 360 feedback measures; personality testing for screening, selection and development; employee opinion and culture surveys; exit surveys; customer satisfaction surveys.	<ul style="list-style-type: none"> ■ Leadership Development ■ Management Consulting ■ Organization Development ■ Surveys: Compensation/Benefits ■ Surveys: Opinion/Culture ■ Testing Assessment ■ Training and Development
207	Precision Fitness Equipment, Inc. 217 W Central St Natick, MA 01760 Tel: 800-733-2324 Fax: 508-655-8580	David Ramsey Sales Representative pfdav@aol.com www.pfe-inc.com	Since 1988 Precision Fitness Equipment has been helping companies gain, maintain, and retain employees. Exercise helps to alleviate stress, improve employee morale, and decrease medical expenses.	<ul style="list-style-type: none"> ■ Health and Safety ■ Stress Management
812	Pre-Paid Legal Services, Inc. 11 Paddock St Wilmington, MA 01887	Rose Gershon Vice President of Group Marketing- MA Independent Associates gershons3r@cs.com www.planaccessgroup.com	Your employees' personal legal problems cost your company thousands of dollars in lost productivity, increased absenteeism and increased health costs. Visit our booth to learn about one of the fastest growing voluntary benefits in the U.S. today.	<ul style="list-style-type: none"> ■ Legal Services
315	Pre-Paid Legal Services, Inc.	Michael DiPietro		
620	Randstad 10 Post Office Sq Boston, MA 02109 Tel: 617-350-6336 Fax: 617-338-1142	Dawn McAuliffe Market Manager dawn.mcauliffe@us.randstad.com www.us.randstad.com	Randstad is the world's third largest employment firm. We have locations throughout Europe, Canada, and the U.S. We offer a full spectrum of employment opportunities in a wide variety of disciplines. We put people to work.	<ul style="list-style-type: none"> ■ Career Planning ■ Contract Recruiting ■ Payroll Services ■ Reference Checking
701	Reardon Associates 27 Cambridge St Burlington, MA 01803 Tel: 781-270-4400 Fax: 781-229-6814	Paul Reardon Vice President preardon@reardonassociates.com www.reardonassociates.com	Reardon Associates a recruiting firm that fills positions in the following fields: HR, Accounting/ Finance, IT, Manufacturing/Materials and Administrative Support. Services include direct and contract placement. Established in 1964 with offices in Burlington and Dedham, MA.	<ul style="list-style-type: none"> ■ Contingency Placement ■ Contract Recruiting ■ Executive and Retained Search ■ Temporary Placement Services

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BOOTH	COMPANY	CONTACT	DESCRIPTION	SERVICES PROVIDED
209	Recruiter.net, Inc 392 Fore St Portland, ME 04101 Tel: 207-774-1411 Fax: 207-774-1418	Nate Smith Director, Business Development Nate.smith@recruiter.net www.recruiter.net	Recruiter.net is the provider of Projectix™, a leading web-based Applicant Tracking System. Projectix™ manages hiring processes; tracking Candidates, Resumes, Requisitions, Interviews, Offers and more. Customizable Projectix™ solutions power recruiting efforts for companies of all sizes.	<ul style="list-style-type: none"> ■ Assessment Tools ■ HRIS ■ Internet Recruiting ■ Testing and Assessment
402	Relocation Outsource, Inc. 267 Libbey Pkwy Weymouth, MA 02189 Tel: 781-682-6210 Fax: 781-682-6224	J.T. Price Vice President jprice@relooutsource.com www.relooutsource.com	ROI offers a unique, no cost benefit to corporate employees. Our PRO-grams assist your employees in all aspects of the moving process including broker qualification, mortgage assistance, purchase and sale negotiation, mover selection, etc.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Outsourced Services ■ Relocation Services
203 & 302 Platinum Sponsor	Right Management Consultants 155 Federal St Boston, MA 02110 Tel: 617-556-9140 Fax: 617-451-0853	Nancy Wilber Managing Principal nancy.wilber@right.com www.right.com	Right Management Consultants, the world's leading career transition and organizational consulting firm offers a range of career transition services and consults with clients to design customized solutions for organizational performance, leadership development and talent management.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Career Planning ■ Change Management ■ Leadership Development ■ Organization Development ■ Outplacement Services ■ Performance Management ■ Surveys: Opinion/Culture ■ Testing and Assessment ■ Training and Development
715	Schoolhouse Capital, LLC. 100 Franklin St Fl 9 Boston, MA 02110 Tel: 617-664-6172 Fax: 617-669-7911	Ben Halpern Manager, Marketing bhalpern@shc.ssga www.theeducationplan.com	Schoolhouse Capital, LLC., a wholly owned subsidiary of State Street Corporation, was formed to provide integrated financial solutions to the education marketplace. The premier product The Education plan, is a 529 college savings plan.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Education Programs ■ Financial Services ■ Work/Life Programs
415 Gold Sponsor	Seyfarth Shaw Two Seaport Ln Ste 300 Boston, MA 02210 Tel: 617-946-4800 Fax: 617-946-4801	Lisa Damon Managing Partner ldamon@seyfarth.com www.seyfarth.com	Founded in 1945, Seyfarth Shaw is one of the nation's largest labor and employment law firms. Seyfarth Shaw recently launched Seyfarth Shaw at Work, an ancillary business that offers leader-led and e-Learning legal based training to the corporate market.	<ul style="list-style-type: none"> ■ Affirmative Action ■ Diversity Programs ■ Legal Services ■ Sexual Harassment ■ Training and Development ■ Workplace Violence Issues
314	Skoler, Abbott & Presser, P.C. 1 Monarch Pl Ste 2000 Springfield, MA 01144 Tel: 413-737-4753 Fax: 413-787-1941	John H. Glenn Partner jglenn@skoler-abbott.com www.skoler-abbott.com	With offices in Springfield and Worcester, Massachusetts, Skoler, Abbott & Presser, P.C., is among the largest law firms in New England specializing in the practice of labor relations law exclusively for management, serving both public and private sector employers.	<ul style="list-style-type: none"> ■ Legal Services
505	Sobel & Raciti Associates, Inc. 16 Boston Post Rd Wayland, MA 01778 Tel: 800-227-2195 Fax: 508-358-6121	Harry J. Sobel, Ph.D. President hsobel@sobelandraciti.com www.sobelandraciti.com	Sobel & Raciti Associates provides comprehensive EAPs, work-family programs and OD consultation to companies throughout New England. LifeScope, a fully integrated service, offers a broad spectrum of employee services in partnership with other human resources initiatives.	<ul style="list-style-type: none"> ■ Employee Assistance Programs ■ Organizational Development ■ Stress Management ■ Training and Development ■ Work/Life Programs
721	Sodexo PASS 33 Newton St Newton, MA 02461 Tel: 617-632-2648 Fax: 617-630-9517	Christina Mason Business Manager, Development cmason@sudexhopassUSA.com www.sodexhopassUSA.com	Sodexo PASS offers a full-service system to manage the administration and substantiation of Transportation Benefits. We bring together employers, employees, and service providers to offer a simple, flexible solution to outsource the management of benefits.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Outsourced Services
500	SoftScape, Inc. 526 Boston Post Road Wayland, MA 01778 Tel: 508-358-1072 Fax: 508-358-3072	Tom Campbell Vice President, Sales & Marketing tcampbell@softscape.com www.softscape.com	Softscape is the leader in Human Resource applications to Fortune 1000 companies. Specializing in software development and technical consulting, Softscape creates and implements web-based applications for Performance Management, Multi-rater feedback, Succession Planning and Compensation Management.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Compensation ■ Education Programs ■ HRIS ■ Leadership Development ■ Management Consulting ■ Organization Development ■ Performance Management ■ Surveys: Compensation/Benefits ■ Training and Development

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St — Ti

BOOTH	COMPANY	CONTACT	DESCRIPTION	SERVICES PROVIDED
404	Sterling Testing Systems 254 W 31st St New York, NY 10001 Tel: 212-736-5100 Fax: 212-736-0683	Richard Seldon President rseldon@sterlingtesting.com www.sterlingtesting.com	Sterling Testing Systems, established in 1975 is the nation's premier web-based pre-employment screening company. Headquartered in New York, Sterling employs 400 people nationwide and specializes in consumer credit reports, criminal background checks, reference/education verification and drug testing.	<ul style="list-style-type: none"> ■ Reference Checking ■ Testing Assessment ■ Pre-employment Screening
419	Success Advertising 945 Concord St Framingham, MA 01701 Tel: 508-620-4526 Fax: 508-620-4527	Alan Lovitz Regional Vice President alan@successmass.com www.successadv.com	Success Advertising is a full-service employment communications company. Our services include: print, internet, radio, cinema, transit and college recruitment advertising; collateral materials such as brochures, direct mail, job fair materials and employee referral programs.	<ul style="list-style-type: none"> ■ Diversity Programs ■ Employee Communications ■ Internet Recruiting ■ Recruitment Advertising
707	Teambonding.com 18 Washington St # 200 Canton, MA 02021 Tel: 781-793-9700 Fax: 781-784-4887	David Goldstein Client Services Manager david@teambonding.com www.teambonding.com	Teambonding.com is a team building and training company that uses "play" as it's most powerful learning tool. Our innovative, interactive programs focus on a wide range of topics. Unique programs, indoors or out!	<ul style="list-style-type: none"> ■ Employee Communications ■ Entertainment ■ Leadership Development ■ Outsourced Services ■ Recognition Programs ■ Training and Development ■ Work/Life Programs
213	The Ayers Group, CPI 370 Lexington Ave New York, NY 10017 Tel: 212-889-7788 Fax: 212-889-5735	Bill Ayers President, CEO bill.ayers@ayers.com www.ayers.com	The Ayers Group, Career Partners International is a full cycle human resources consulting firm specializing in Career Transition, Human Resources Outsourcing, IT Consulting, Organizational Effectiveness Consulting, and Staffing Services. Visit our Web site at www.ayers.com.	
416	The Browne Center 240 Dame Rd Durham, NH 03824 Tel: 603-868-1772 Fax: 603-868-1826	Vincent Litterini Program Director vlitterini@brownecenter.com www.brownecenter.com	The Browne Center for Innovation learning has been providing training and facilitation since 1986. Programs range from 1-day teambuilding to 2-week executive leadership training. All programs are tailored to your organization's needs.	<ul style="list-style-type: none"> ■ Leadership Development ■ Management Consulting ■ Organization Development ■ Performance Management ■ Surveys: Opinion/Culture ■ Training and Development
120 & 122	The Hartford Courant 285 Broad St Hartford, CT 06115 Tel: 860-241-3606 Fax: 860-241-3939	Jennifer Tracy Marketing Account Manager jtracy@courant.com	The Hartford Courant is the single most powerful media vehicle in the state, delivering twice as many active and passive job seekers as all other in-state newspapers combined.	<ul style="list-style-type: none"> ■ Diversity Programs ■ Internet Recruiting ■ Recruitment Advertising ■ Career Planning
104 & 106 Gold Sponsor	The Studley Group 60 Walnut St WellesleyHills, MA 02481 Tel: 781-239-1666 Fax: 781-237-5679	Fred M. Studley Chairman and CEO studley@studleygroup.com www.studleygroup.com	The Studley Group companies- Transition Solutions, HRCO, Learning Gorilla and The Center for Applied Business Ethics- offer complete HR solutions through the convenience of one source. Our reputation for service and quality is unsurpassed.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Career Planning ■ Contingency Placement ■ Contract Recruiting ■ Contract Services ■ Executive and Retained Search ■ Leadership Development ■ Outplacement Services ■ Outsourced Services ■ Training and Development
407 Bronze Sponsor	The Warren Conference Center & Inn 529 Chestnut St Ashland, MA 01721 Tel: 508-881-0659 Fax: 508-881-1515	Robert Brosseau Director, Training robertbrosseau@warrencenter.com www.warrencenter.com	A world class conference facility, where the training and consulting staff designs innovative, results driven training and development programs that enable high performance teams, promote leadership, facilitate change and drive peak performance.	<ul style="list-style-type: none"> ■ Change Management ■ Diversity Programs ■ Entertainment ■ Leadership Development ■ Management Consulting ■ Organizational Development ■ Performance Management ■ Strategic Planning ■ Stress Management ■ Training & Development
118	Tiffany & Company 100 Huntington Ave Boston, MA 02116 Tel: 617-266-0052	Amanda Garda Sales Coordinator agarda@tiffany.com www.tiffany.com/business	Tiffany & Co. Serves the business community with business gifts and specially designed recognition programs. Tiffany's combination of superior design and cutting edge technology produces milestone programs that are second to none.	<ul style="list-style-type: none"> ■ Recognition Programs

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Tm — Ve

BOOTH	COMPANY	CONTACT	DESCRIPTION	SERVICES PROVIDED
502	tmp.worldwide 3 Clock Tower Place Ste 400 Maynard, MA 01154 Tel: 978-823-2699 Fax: 978-823-2667	Robin Elkins Director, Business Development bostonsales@tmp.com www.tmp.com	TMP Worldwide Advertising & Communications is a global HR communications business and HR solutions provider offering a single source for companies to recruit and retain the talent they need from intern through CEO.	<ul style="list-style-type: none"> ■ Contract Recruiting ■ Employee Communications ■ Executive and Retained Search ■ Internet Recruiting ■ Recognition Programs ■ Recruitment Advertising
417	Training Dynamics 175 Main St Ste 506 White Plains, NY 10601 Tel: 914-948-8065 Fax: 914-948-8064	Karen Robilotta Partner krobilotta@trainingdynamicsweb.com www.trainingdynamicsweb.com	Training Dynamics is <i>the training company with a difference!</i> Join clients like American Express, Con Edison and Pfizer in providing top-notch training in management, communication, customer service, sales and career development to your employees.	<ul style="list-style-type: none"> ■ Leadership Development ■ Training and Development
611	Transition Services, Inc. 177 Broad St Stamford, CT 06901 Tel: 203-975-2170 Fax: 203-399-3410	Marci Micciantuono Vice President www.tsolution.com	Transition Services, Inc., (TSI), focuses exclusively on severance design, implementation and administration services. This process results in both significant cost savings to your company and a high level of benefit and service to displaced employees.	<ul style="list-style-type: none"> ■ Compensation ■ Outplacement Services ■ Outsourced Services ■ Unemployment Compensation
312	TriNet 470 Atlantic Ave Fl 4 Boston, MA 02210 Tel: 888-874-6388 Fax: 510-352-6480	Jim Prouty Director, Major Accounts info@trinet.com www.trinet.com	TriNet offers the simplicity of a single-vendor solution for outsourcing benefits, payroll, and human resources support. Its online and in-person services allow HR professionals to focus on strategy rather than administration	<ul style="list-style-type: none"> ■ Benefits Plans ■ Employee Assistance Programs ■ Employee Communications ■ Handbooks ■ HRIS ■ Outsourced Services ■ Payroll Services ■ Policies and Procedures ■ Reference Checking ■ Worker's Compensation
515	Truescreen, Inc. 1105 Industrial Hwy Southampton, PA 18966 Tel: 888-276-8518 Fax: 216-396-1237	Mary Bradley Sr. Business Developer mbradley@truescreen.com www.truescreen.com	Truescreen, Inc. provides high quality employee screening and drug testing services in a user-friendly, technology-enhanced environment. Our services are backed by our ISO 9001:2000 certified workflow processes and are customized to meet each client's specific needs.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Legal Services ■ Reference Checking
915	Ultimate Software 2 Ashley Dr Newton, NH 03858 Tel: 603-378-9491 Fax: 603-378-9490 2000 Ultimate Way Weston, FL 33326	Benjamin R. Filmore Northeast Business Development Manager benjamin_filmore@ultimatesoftware.com www.ultimatesoftware.com	Ultimate Software is a leading provider of web-based payroll and workforce management solutions. UltiPro features comprehensive HR, Payroll and reporting functionality-plus a web portal for less overall cost than other systems.	<ul style="list-style-type: none"> ■ Compensation ■ Employee Communications ■ HRIS ■ Outsourced Services ■ Payroll Services ■ Time Management ■ Training and Development ■ Workers' Compensation
		<p><<< Am I adding another address here??? Please confirm. There was no indication to remove the other one.</p>		
112	USI Consulting Group 95 Glastonbury Blvd Glastonbury, CT 06033 Tel: 860-633-5283	Paul Martino Chief Marketing Officer Paul_Martino@usicg.com www.usicg.com	USI Consulting Group is one of the nation's largest employee benefit consulting and outsourcing firms in the U.S., delivering customized solutions for mid to large size organizations.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Employee Communications ■ Financial Services ■ HRIS ■ Legal Services ■ Outsourced Services ■ Retirement Planning ■ Strategic Planning ■ Surveys: Compensation/Benefits ■ Work/Life Programs
907	Value Recognition	INFO?	INFO?	<ul style="list-style-type: none"> ■ INFO?
400 Gold Sponsor	Veritude , A Fidelity Investments Company 82 Devonshire St Boston, MA 02109 Tel: 800-597-5537 Fax: 617-476-9814	Gary Noke Vice President, Sales inquire@veritude.com www.veritude.com	Veritude customizes temporary staffing solutions for outstanding companies. With over 15 years of experience, Veritude's on-site managed staffing services include integrated solutions to assist companies in the deployment of contingent labor to meet their business goals.	<ul style="list-style-type: none"> ■ Temporary Placement Services

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Wa — Ya

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710	Waddell & Reed 400 W Cummings Park Ste 3650 Woburn, MA 01801 Tel: 781-933-2067 Fax: 781-933-4385	Chris Pazienna Financial Advisor cpazienna49768@wradvisors.com www.wradvisors.com	Waddell & Reed offers in-house financial planning services to enhance employee work life balance. We also implement retirement plans such as 401k, SIMPLE and profit sharing. Employees are supported with educational seminars and on-site financial advice.	<ul style="list-style-type: none"> ■ Benefits Plans ■ Education Programs ■ Employee Communications ■ Financial Services ■ Retirement Planning
421 Silver Sponsor	Webhire, Inc. 91 Hartwell Ave Lexington, MA 02421 Tel: 781-869-5388 Fax: 781-869-5050	Paul Alves Regional Account Executive palves@webhire.com www.webhire.com	Over 10,000 HR professionals use Webhire to hire the best talent- quickly, easily, and efficiently. Streamline your recruiting processes to find the best talent on the Internet with Webhire- The #1 Choice in the Recruiting Solutions.	<ul style="list-style-type: none"> ■ Internet Recruiting ■ Outsourced Services
923 Bronze Sponsor	WFD Consulting 200 Talcott Ave West Watertown, MA 02472 Tel: 617-673-3100 Fax: 617-926-6443	Julie Thistlethwaite Director, Business Development julie.thistlethwaite@wfd.com www.wfd.com	WFD Consulting's expertise in creating more effective workplaces has helped hundreds of companies in the global arena become more profitable by fostering employee commitment and retention. WFD Consulting provides consultation in assessment and strategy development.	<ul style="list-style-type: none"> ■ Assessment Tools ■ Child Care/Elder Care ■ International HR ■ Management Consulting ■ Organization Development ■ Policies and Procedures ■ Strategic Planning ■ Surveys: Opinion/Culture ■ Training and Development ■ Work/Life Programs
808	William Raveis National Relocation Management 7 Trap Falls Rd Shelton, CT 06484 Tel: 203-925-4560 Fax: 203-929-1847	Eric Nyitray Director, Business Development nyitray@raveis.com www.raveis.com	William Raveis National Relocation Management is a full service relocation provider that specializes in helping small and medium sized companies with their mobility needs. Beyond the typical relocation services, we offer a unique ??????? in service, Home-Link.	<ul style="list-style-type: none"> ■ Relocation Services
401	Willmott & Associates, Inc. 95 Sockanosset Crossroad Ste 107 Cranston, RI 02920 Tel: 401-943-5556 Fax: 401-943-5575	David Zito President dzito@willmottri.com www.willmott.com	The WILLMOTT companies provide talent acquisition services in three areas: <ul style="list-style-type: none"> ■ Human Resource Search, Placement, and Consulting & Contracting ■ Talent Acquisition Solutions including research, direct sourcing and staffing Project Management ■ Retained Search 	<ul style="list-style-type: none"> ■ Contingency Placement ■ Contract Recruiting ■ Contract Services ■ Executive and Retained Search ■ Internet Recruiting
706	Yankee Magazine Community Partners P.O. Box 523 Dublin, NH 03444 Tel: 603-563-8111 x149 Fax: 603-563-8659	Nancy Trafford Senior Program Manager nancyt@yankeepub.com www.yankeemagazine.com	YMCP - Yankee Magazine's Community Partners Business Friend program lets your company support charitable causes without writing a check! Visit Booth 706 to learn more about this innovative cause-related marketing program.	<ul style="list-style-type: none"> ■ Cause-Related Marketing

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NEHRA Board of Directors and Senior Advisors

Calvin A. Ballard



Cal Ballard is vice president, executive search with Xavier Associates in North Easton, MA. Previously he was senior vice president of human resources at Citizens Bank of Rhode Island, senior vice president of human resources for the leasing services division of AT&T Capital Corporation, vice president and senior employee relations officer at Citibank and director of personnel at Capital Cities/ABC in New York City. Cal holds a BA from Howard University in Washington, DC. He formerly was a director of the National Alliance of Business and the Rhode Island Urban League.

Bruce Bonnevier, PhD

Bruce Bonnevier, PhD is vice president of human resources for the Shipley Company in Marlborough, MA. Previously, Bruce held various HR management positions with Rohm and Hass company, including director of international HR, business HR manager, and senior organization development consultant. Bruce holds a PhD in human and organizational systems from the Fielding Institute. He has a MS in dynamics of organization from the University of PA, an MA in statistics and operations research from Pennsylvania State University, and a BS in mathematics and statistics from Pennsylvania State University. Bruce is president elect of NEHRA.

Russell J. Campanello

As chief people officer at NerveWire, Russell J. Campanello leads the development of the company's culture, insuring that it is reflected in the processes, structure and style of the firm. In addition, he develops programs focused on the ongoing development of NerveWire colleagues and the leadership team, and insures that NerveWire continues to attract and retain world-class talent. A leading thinker and speaker on the changing role of human resources in business,



Russ also served as senior vice president of human resources at Genzyme Corporation where he led the re-design of the HR function and expanded the reputation of the company in the bio-tech industry. Prior to joining Genzyme, he was vice president of human development and organizational productivity at Nets Incorporated, and vice president of HR at Lotus Development Corporation. Russ was named as one of the 25 workplace visionaries of the past 75 years by Workforce Magazine. He is also a past recipient of Upside Magazine's Human Resources Executive of the Year. Russ attended Suffolk's Executive MBA program, and holds a B.S. degree in Business Administration from the University of Lowell.

Susan Lawson Cann

Sue Cann is vice president at Aon Consulting where she works closely with health and welfare and actuarial consultants in developing communication programs for Aon's clients. In addition to consulting experience, she has served as manager of human resources communications for the Raytheon Company. A graduate of Bridgewater State College, she holds a BA in history. She served five terms as an elected member of the Melrose School Committee; in 1995 she served as chairman. She is also a member of the International Association of Business Communicators and the Council of Communication Management. Sue is Secretary of NEHRA.



Carmon Cunningham

Carmon Cunningham brings unique and varied experience to NEHRA's board of directors. He is currently vice president of technology and communications at Jobs for the Future, Inc. Previously, he was director of alumni relations at the Massachusetts Institute of



Technology Sloan School of Management, and manager of strategic alliances and business development at Digital Equipment Corporation. Carmon is president of the Boston chapter of the National Black MBA Association and is on the boards of the Big Brothers Association of Boston, Concerned Black Men of Massachusetts, and Isis Associates. Carmon holds a Bachelors Degree in Economics from Pacific University and his Masters of Business Administration from Boston University.

Jean M. Hood, SPHR

Jean Hood currently serves as associate vice president for human resources at Rhode Island School of Design. Prior to this appointment, she held senior level human resources positions at Harvard University, The Urban Institute in Washington, D.C., Boston University and Emerson College. In addition to her higher education and non-profit experience, Hood worked for several years in the private sector as assistant managing director for Lord and Taylor in Dallas, TX. Jean received her Bachelor of Science degree in management from Lesley College. She is a trained mediator with a particular interest in the dynamics of communication styles in conflict resolution.



NEHRA Board of Directors and Senior Advisors

John T. Kovach



John Kovach currently serves as vice president, executive leadership and global human resources at Raytheon Company with responsibility for the implementation of executive development, succession planning and key talent identification programs. He is also responsible for all Raytheon's Global HR processes. Prior, he served as vice president of HR for Lucas Varity Automotive and as managing director of HR for Nvovo Pionone SPA (subsidiary of GE) where he enjoyed a twenty-four year career. John has a Bachelor's degree in Psychology from Gannon College in PA and a Master's in Counseling Psychology from the University of Santa Clara, CA.

Marilyn Mays



Marilyn Mays, vice president of human resources at Fidelity Investments, is a results-oriented human resources professional and strategic partner who develops and highly values client-centered relationships. Prior to her current position, Marilyn was director of employee relations and work-life programs-workforce resources at Fidelity and senior vice president of employment/employee relations at First Commerce Corporation (BankOne). Marilyn has been co-chair of NEHRA's diversity committee for the past two years. A community volunteer, she has also been active in the Leadership Foundation, and The Partnership. She is currently a cohort in LeadBoston. Marilyn holds a B.S. in Management from Mississippi State University as well as her Masters of Business Administration.

Janice W. Miller



Janice Miller is senior vice president of human resources for the Private Wealth Management Group of Fidelity Investments. Jan is responsible for providing human resources leadership in the areas of staffing, organizational and management development, compensation and employee relations, as well as the development and delivery of human resources policies and practices. Previously, she was senior vice president of human resources for Fidelity Administration and Government Affairs/Corporate Affairs/Strategic Initiatives. Prior to joining Fidelity, Jan was director of North American HR operations for Lotus Development Corporation, director of employment, organizational and management development for Delaware North Companies in Buffalo, NY, and she held various HR management positions with Sky Chefs, Inc. Jan earned her MBA from Simmons College Graduate School of Management in Boston.

Robert C. Norris



Robert Norris has held a variety of positions with increasing responsibility, with over 15 years experience in high growth technology companies. He has held positions as director of human resources at Into Networks and senior human resource manager for Analog Devices. Prior to that, he was responsible for the East Coast HR operations for NEC Electronics. Bob holds a bachelors degree in education from Northeastern University and taught school before changing careers to human resources.

Brian P. O'Connell



Brian O'Connell is vice president of human resources and administration for Fresenius Medical Care North America. In this role, he is responsible for all of the human resources functions including resource staffing, benefits, compensation, education and development, HRIS, and employee relations for over 21,000 employees. He also has responsibility for corporate headquarters office services and facility management. Prior to joining Fresenius Medical Care in 1998, Brian provided consulting services to high-tech clients with requirements in recruitment, retention and reward systems. From 1993-1997, he was vice president of human resources for EMC Corporation and held several other senior human resources management positions. Brian has an MA in personnel administration from Michigan State University and a BS in mathematics education from the State University of New York.

Ingrid Rasch



Ingrid Rasch has been senior vice president of human resources for Stop & Shop Supermarket Company since 1998. Ingrid has been involved in human resources management for the past seventeen years - she was the director of strategic partnerships and director of human resources and administration for Mosaix, Inc., in Redmond, WA; director of human resources for Paccar Automotive in Bellevue, WA; and she was director of human resources for Microsoft Corporation. Ingrid has her Executive MBA, doctoral studies in Molecular Genetics, an MA in Zoology, an M. in Education and a BA in Germanics. Ingrid is fluent in German and is a member of NEHRA's Senior Executive Forum and the Human Resources Management Group.

Joan M. Robbio



Joan Robbio is senior vice president, human resources at Lahey Clinic in Burlington, Massachusetts. She previously held the position

of assistant vice chancellor, human resources and director of compensation at the University of Massachusetts Medical Center in Worcester. Joan is a graduate of the University of Massachusetts with a BS degree in business administration. She has completed coursework at Cornell University and the University of Michigan. She has served on the Board of Youth Services in the town of Arlington for over 20 years.

Marnee J. Walsh



Marnee Walsh is director of human resources for the Archdiocese of Boston. She has over 20 years of experience in staffing, training and

development, employee relations, and equal employment opportunity. She has been involved with the design, development, and implementation of a variety of employee relations programs to ensure an equitable and competitive working environment. Marnee previously held HR positions at Boston Edison, Boston University, Rogers and Sands, Inc., and was president of the consulting firm, Marnee J. Walsh & Associates. Marnee is president of NEHRA.

Michael S. Walsh



Mike Walsh is currently vice president of human resources at Vertex Pharmaceuticals, Inc. in Cambridge, MA. He was formerly with Genzyme

Corporation as Vice President, Human Resources and prior to that was with BioSurface Technology, Inc. as vice president, human resources. He has over twenty years of experience in human resources with the last nine in the biopharmaceutical industry. Mike received his bachelors' degree from the University of Vermont in Education and has completed advanced course work in counseling. Mike is treasurer of NEHRA.

Senior Advisory Board

Michael R. Brown



Michael Brown, is a partner in the Chicago-based law firm Seyfarth Shaw. He works in their Boston office. He has over 35 years of experi-

ence representing management in labor relations and employment law. He is a graduate of Bowdoin College and Columbia University School of Law. After serving with the National Labor Relations Board, Mike entered private practice in 1966. He is an associate editor of *Developing Labor Law*, published by the Bureau of National Affairs, Inc., and is a member of the faculty of Bentley College and Suffolk University Law School. He is NEHRA's legal advisor.

Robert W. Burke



Robert Burke is recently retired from his position as senior managing director and chief of human resources for Putnam Investments in

Boston. He was a member of Putnam's operating committee, a small group of senior executives that help manage the firm on a day-to-day basis. His previous experience includes senior HR positions with Goldman Sachs and Company and the Federal Reserve Bank of New York. Bob received an MBA from New York University and a bachelor's degree in economics from Colby College. He is a senior advisor to the NEHRA board.

Fred K. Foulkes



Fred Foulkes, director of the Human Resources Policy Institute at Boston University's School of Management,

is one of the most highly respected HR professionals in the country. A distinguished professor and researcher, he also has experience as a human resources practitioner. He is a consultant to several large companies and leads and participates in many company executive development programs. Fred received an AB degree from Princeton University and MBA and DBA degrees from Harvard University. He was a member of the Harvard Business School faculty prior to joining the faculty of Boston University, where he teaches courses in human resources management, strategic management and labor and personnel relations. He is a senior advisor to the board.

64 Keynote Speakers' Biographies



William Bridges, Ph.D.

William Bridges is an internationally-known speaker, author, and consultant who helps individuals and organizations deal more productively with change. The most recent of his ten books is *The Way of Transition* (2001), a partly autobiographical study of coming to terms with a profound change and renewing oneself after it. For more than twenty years, he has guided thousands of individuals and hundreds of organizations through the maze of organizational transition. Educated originally in the humanities at Harvard, Columbia, and Brown Universities, he was (until his own career change in 1974) a professor of American Literature at Mills College, Oakland, CA. In 1993, *The Wall Street Journal* listed him as one of the top ten independent executive development presenters in American.



Ron Crossland

Ron Crossland is Vice Chair of Tom-peterscompany!. He has worked with talent from the boiler room to the boardroom, a range of experience that has taught him that regardless of position, individuals' work matters. He has helped individuals, teams, and organizations develop better leaders, create more innovation, forge better internal and external relationships, and inspire greater performance. Ron's interest in human behavior began while earning a BS in Electronic Engineering Technology. He learned in the high-tech lab that innovation and results came from teamwork as much as individual intellect. This propelled him to earn his MBA, majoring in organizational behavior and development. He has applied his lessons in the business world, both as a four-time entrepreneur and while holding management positions at AT&T.



Keith Lockhart

In February 1995, Keith Lockhart was named 20th conductor of the Boston Pops Orchestra becoming only the third conductor to lead the orchestra since 1930, when Arthur Fiedler began his tenure. He has conducted more than 500 concerts and made 49 television shows. Keith has also led two Boston Pops performances at Carnegie Hall, 16 national tours, and three overseas tours of Japan and Korea. As a guest artist, he has conducted the major symphony orchestras of Chicago, Cleveland, Dallas, Los Angeles, Montreal, New York, Philadelphia, Singapore, Toronto, and Vancouver. This summer, he makes returns to the podium in Minnesota and San Francisco for two programs each. Other notable engagements include his first major opera production, Douglas Moore's *The Ballad of Baby Doe*, with the Washington (DC) Opera and recent debuts with the New York Chamber Symphony, the Houston Symphony, and the New Japan Philharmonic. Born in Poughkeepsie, NY, in November 1959, Keith began his musical studies with piano lessons at the age of 7. He holds degrees from Furman University in Greenville, SC, and Carnegie-Mellon University in Pittsburgh.

Keynote Speakers' Biographies



Cokie Roberts

Cokie Roberts is the chief congressional analyst for ABC News and the co-anchor of the ABC news Sunday morning broadcast, *This Week With Sam Donaldson & Cokie Roberts*. She covers politics, congress and public policy for ABC News reporting for *World News Tonight* and other ABC News broadcasts. In addition to her work for ABC, Ms. Roberts serves as a news analyst for National Public Radio, where she was the congressional correspondent for more than ten years. Ms. Roberts is the author of the national best-seller, *We Are Our Mother's Daughters*. Along with her husband, Steven V. Roberts, Ms. Roberts writes a weekly column syndicated by United Media in major newspapers around the country. Her Op-Ed columns have appeared in *The New York Times* and *The Washington Post*; she has also written for *The New York Times Magazine* and *The Atlantic*.



Erik Weihenmayer

A former middle school teacher and wrestling coach, Erik is one of the most exciting and well-known athletes in the world. Despite losing his vision at the age of 13, Erik has become an accomplished mountain climber, skydiver, and skier. Erik's feats have earned him ESPN's ARETE Award for courage in sports, induction into the National Wrestling Hall of Fame, and most recently IDEA Award from the largest association of health and physical fitness professionals and the Lifetime Achievement Award from the Glaucoma Foundation. In addition to being a world-class athlete, Erik is also the author of the book *Touch the Top of the World*. Erik speaks to audiences around the country on topics that include overcoming life's challenges, achievement, the importance of teamwork, and his daily struggle to never let go of the goals and dreams that you establish for yourself.



Cornel West

Cornel West went to Harvard University where he graduated magna cum laude in three years in 1973. West then went on to Princeton University where he received an M.A. in 1975 and his Ph.D. in 1980. He returned to Princeton in 1987 as professor of religion and director of the Afro-American Studies Department. After helping build that department, West moved to Harvard where he now serves as Professor of Afro-American Studies and Philosophy of Religion. Recently promoted to university professor, a title held by only 14 of Harvard's 2,200 faculty members, he is one of the first black scholars to be appointed to the university's highest faculty post. Dr. West has written numerous articles and fifteen books, including *The American Evasion of Philosophy, Jews and Blacks, The Future of the Race and Restoring Hope*.

66 Convention Committee Members

2002 HR Invention Convention Committee

Without the diligent work of committee members, events like the 2002 HR Invention Convention could not be possible. NEHRA extends its sincere gratitude to the members of the 2002 HR Invention Convention committee.

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Sally Adams

Sally L. Adams concentrates her practice in employment litigation and labor matters at Seyfarth Shaw. Sally represents clients in all phases of complex employment disputes involving claims of discrimination, harassment, wrongful termination, and violation of restrictive covenants. She represents private and public sector employers in state and federal court and administrative actions, collective bargaining, arbitrations and other alternative dispute resolution proceedings. She also counsels employers on a variety of employment-related issues, including personnel policies and handbooks, FMLA and MMLA compliance, accommodations for disabilities, non-compete agreements, and internal investigations. She is certified by the Massachusetts Commission Against Discrimination as a trainer in preventing discrimination, fostering diversity and accommodating people with disabilities.

Julie Anixter

Julie Anixter is managing director of new media and R&D for the *tompeterscompany!*, where she leads the company's R&D team to develop the systems, products and programs that help clients use our solutions across all media in the current, changing landscape of organizational life. Consultant, designer, trainer, speaker, trend-spotter, and facilitator, Julie specializes in developing successful partnerships at the intersection of client business issues, educational needs, and the corresponding application of design and new media - or, as she likes to call it "bringing big ideas to big audiences" through the design of compelling experiences. She has also educated and motivated thousands of people throughout the world in the areas of leadership, communications, sales, and innovation.

Arthur E. Banks

Art Banks joined Blue Cross Blue Shield of Massachusetts in March 1991 as senior vice president of human resources. In 1996, Art was given the additional responsibility of business planning for the corporation and facilities management/purchasing. In 1999, Art was promoted to executive vice president. In 2001, health care cost management, medical affairs, and provider relations also were placed under his leadership, and Art was appointed chief operating officer responsible for core revenue and costs areas of the company. Mr. Banks received his master's in public administration from Pennsylvania State University in 1969 and his bachelor of arts in political science from the University of New Hampshire in 1965.

William Bridges, PhD

William Bridges is an internationally-known speaker, author, and consultant who helps individuals and organizations deal more productively with change. The most recent of his ten books is *The Way of Transition* (2001), a partly autobiographical study of coming to terms with a profound change and renewing oneself after it. For more than twenty years, he has guided thousands of individuals and hundreds of organizations through the maze of organizational transition. He is a frequent keynote speaker at conferences and large employee meetings in the United States and abroad. Educated originally in the humanities at Harvard, Columbia, and Brown Universities, he was a professor of American Literature at Mills College, Oakland, CA. In 1993, *The Wall Street Journal* listed him as one of the top ten independent executive development presenters in America.

Michael R. Brown

Michael Brown is an attorney concentrating in labor and employment law representing the interests of management at Seyfarth Shaw. For more than thirty-five years, he has represented both union and non-union employers in various industries. His area of practice includes collective bargaining, union prevention, agency and court litigation and general labor and employment counseling. Mike is an adjunct professor of labor law at Suffolk University School of Law; a member of the faculty at Bentley College, Division of Continuing Education; and an Associate Editor of *Developing Labor Law*, published by the Bureau of National Affairs. He is legal advisor to NEHRA and a Fellow of the College of Labor and Employment Lawyers. He is a graduate of Columbia Law School.

Tracy Burns-Martin

As the human resources manager for The Boston Beer Company (BBC), Tracy is responsible for general human resources policy, training and development, performance management, compensation and benefits strategy, employee relations and succession planning. In 1998, Tracy arrived at BBC in the role of employment manager and was promoted to the role of human resources manager in 2000. In this role, Tracy leads the effort in succession planning and played a key role in the design and implementation of a customized 360-degree feedback program, affectionately named "Beermarks". Tracy recently completed a master's degree in training and development from Lesley University.

Ronald G. Crossland

Ron Crossland is vice chair of Tompeterscompany!. He has worked with talent from the boiler room to the boardroom, a range of experience that has taught him that regardless of position, individuals' work matters. He has helped individuals, teams, and organizations develop better leaders, create more innovation, forge better internal and external relationships, and inspire greater performance. He has applied his lessons in the business world, both as a four-time entrepreneur and while holding management positions at AT&T. His work for multinational companies has earned him over three million miles of travel to fifteen countries.

Mary M. Fitzer

Mary M. Fitzer is founder and principal of MMF Consulting Services, a human resources and compensation consulting practice. Most of Mary's 25 years of HR experience have been as a practitioner in a wide variety of organizations, including St. John's University, The Research Institute of America, and Aetna, where she gained national attention for non-traditional approaches to valuing work. Her consulting clientele covers a wide array of profit and non-profit organizations of all types and sizes, including health care, insurance, education, financial and human services with projects ranging from HR strategy development to employee and pay surveys, performance management systems, pay structures, business planning and comprehensive HR audits. Mary has bachelors and masters degrees from St. John's University, and frequently writes and speaks on HR business topics.

Paul G. Fox

Paul G. Fox is president of Fox Performance Training, founded in 1986, located in East Windsor, Connecticut. He custom designs and conducts training programs on behavioral interviewing, negotiation, presentation skills and management. All his programs are highly interactive and application oriented. Paul has presented full day seminars on behavioral interviewing for NEHRAs Professional Development program. Paul has over 25 years experience working with managerial and professional level staff in a wide variety of industries. His diverse background and experience enable him to present "No Fluff Training" that focuses on the essential skills people need to be successful in their job and life.

Hillary Harris

Hillary Harris, founder of SOUL PURPOSE, is a prosperity coach and intuitive strategist. She works with individual clients, in both personal and professional arenas, to discover their soul purpose, uncover their true passion and distinguish the blocks that stand in the way of achieving goals. She works with small businesses to create and powerfully operate from an inspired vision such that each employee, and the company as a whole, functions with purpose, effectiveness, and the ability to attract prosperity and positive flow. What her clients get is the freedom to finally follow their hearts, attain extraordinary results and live life passionately and with ease! In addition to coaching, Hillary is a sought after speaker, seminar leader and facilitator.

Karen Heitzman, SPHR

Ms. Heitzman has over 15 years of experience in the field of human resources development as a manager, consultant, entrepreneur, skilled facilitator and trainer. She has worked within a wide range of industries, including high-tech startups, manufacturing, retail, finance, temporary employment, outplacement and public utilities. Karen's approach to consulting utilizes an entrepreneurial spirit with a fundamental capacity to think outside the box. Creating logic from chaos and keeping abreast of current HR trends and developments allows her to deliver uniquely tailored solutions to her clients. She has the vision, leadership, energy and organizational skills to meet the challenges of today's changing marketplace.

Chet Lebedz

Chet Lebedz has over 20 years of experience in the HR field. Chet graduated with an A.B., summa cum laude, from Boston College, majoring in mathematics and philosophy. He earned a J.D., cum laude, from the University of Michigan Law School, and an M.S. in taxation from Boston University. He has practiced benefits and compensation law, and has directed corporate or business unit employee benefits, executive compensation, human resources, information technology, safety, security and environmental remediation functions.

Lauren Mackler

Since 1982, Lauren Mackler has helped individuals and organizations master the challenge of change, turn personal and professional aspirations into reality, and take themselves or their companies to the next level of success. A consultant, coach, facilitator and motivational speaker, Lauren has appeared on national television and radio in conjunction with her work in the United States and Europe. Prior to founding Lauren Mackler & Associates, she led Anderson's people strategy and human resource management consulting practice, served as vice president of organizational development at Boston Financial Data Services, and had a coaching and consulting practice for several years in Europe.

Laurie A. Margolies

Laurie A. Margolies, principal of LAM & Associates, brings over twenty-five years of human resources and management experience to her consulting practice, offering strategic intervention to organizations confronting business challenges. Laurie's expertise in strategic analysis, facilitation and athletics gives her a unique perspective and allows her to identify issues, explore alternatives and help her clients find the most effective solutions for their business problems. Known for her ability to communicate about serious and delicate issues, she is skilled at combining organizational analysis with practical individual action plans that work.

Kim J. Mcauley

As director of human resources at The Boston Beer Company since 1996, Kim has guided the company to becoming a world-class employer of choice. As a key member of the executive management committee, she is responsible for domestic and international employees, overall compensation and benefits strategies and execution, and organizational development and succession planning. Since arriving at The Boston Beer Company (BBC), Kim has been instrumental in revamping the traditional benefits package into a cutting-edge, value-based benefits program, a customized competency based HR program, which links all business goals to the HR discipline. She also led the creation of a key performance indicator (KPI) tracking system for the human resources department, the first every utilized at BBC.

Emma Palzere-Rae

Emma Palzere-Rae manages all artistic elements of PlaysforLiving. She has 20 years experience working in various areas of professional theater including artistic administration, playwriting, directing and producing. As an actress, she has appeared off-Broadway, at regional and stock theaters, and can be spotted in various films, commercials and soaps. She is a B.F.A. (cum laude) graduate of Emerson College in Boston with a major in theater and minors in creative writing and speech communications. Emma is listed in *Who's Who in Entertainment*.

David Papa, SPHR, has been employed with the United States Postal Service for almost 18 years, the last 11 of which have been as a human resources professional. For approximately nine years, he served as a labor relations specialist representing the agency in arbitration, EEOC, and MSPB hearings before being tasked with implementing a mediation program for the agency's internal EEO complaints process. As EEO/ADR specialist in the Middlesex Central District, he was responsible to implement REDRESS mediation throughout the central and eastern Massachusetts areas of the agency. David was named the manager of EEO/Dispute Resolution in the summer of 2000, Dave received his SPHR certification in May of 2001.

Joseph A. Raelin, PhD

Joseph A. Raelin, PhD is professor of management at the Boston College Wallace E. Carroll School of Management. He received his PhD from the State University of New York at Buffalo. His research has centered on executive and professional education and development. He is a prolific writer having produced over 75 articles appearing in the leading management journals. He is also a management consultant with over twenty-five years of experience working with a wide variety of organizational clients. Most recently, he has been providing leadership development for his client companies while concurrently helping them set up action learning programs. Joe is also a founding faculty member of The Leadership for Change Program at Boston College.

Sally Russell

Sally Russell is the manager of training and development at Smith & Nephew Endoscopy in Andover, Massachusetts. At Smith & Nephew, in addition to managing the leadership training function she supports the information technology group as the HR business partner. She is also the project manager for: global opinion survey, 360 degree feedback process, new hire orientation, and Performance Management. She is certified to teach Achieve Global programs, Blessing White's Managing Personal Growth, Creative Problem Solving and the Myers Briggs Personality Indicator. She has facilitated many teams in process improvement using TQM tools and creative problem solving.

Laurence J. Stybel

Larry is co-founder of Stybel Peabody Lincolnshire. Founded in 1979, the firm helps companies manage the senior executive assignment cycle: CEO Board retained searches, CEO-level coaching, and helping senior executives craft new chapters in their professional lives. Larry received his doctorate in organization behavior from Harvard University. In August, 2001, Harvard Business Review published three articles by Larry Stybel and Maryanne Peabody on managing the senior executive assignment cycle.[™] These articles were submitted by Harvard Business Review as its nominee for a magazine industry competition.

Jessica Sweeney-Platt

Jessica Sweeney-Platt is a managing director with the Corporate Executive Board, a membership-based, for-profit research firm serving over 1,700 of the world's leading organizations. Jessica began her career with The Health Care Advisory Board, where she researched and wrote syndicated strategy studies. As a director for the Governance Committee, Jessica presented the company's health care research findings to approximately 300 hospitals and health systems across the country. Jessica currently serves as managing director of Member Education for the Corporate Leadership Council, the Corporate Executive Board's 900-member human resources practice. In this capacity, she is responsible for writing and delivering presentations based on the council's strategic research studies.

Thomas Wilson

Tom Wilson has an extensive career in consulting and management. Prior to forming the Wilson Group, of which he is president, he was the vice president and national director of reward systems for Aubrey Daniels & Associates, the leading consulting firm specializing in utilizing behavioral sciences to improve productivity. He holds a master's degree in management from Vanderbilt Owen School of Management. Tom is an international authority in the field of reward systems and frequently presents to national and regional conferences on building high performance organizations and implementing organizational change.

Shane Yount

Shane Yount is a highly respected performance improvement consultant in the areas of strategic business solutions, business focused process implementation, and employee and leadership development. Shane's formula for success incorporates previous executive level experiences, the ability to effectively listen, coach and facilitate organizations to achieve their true high performance potential. Popular on the lecture and leadership development circuit, Shane energizes his audience through the power of real life situations and innovative business solutions that all leaders and employees can implement. His experience, in potentially the toughest workplace in America, enables all who encounter his approach to see the benefits and payoffs of implementing high performance teams. Shane is the author of several training programs and implementation modules that are currently being taught in corporations throughout the country.

Conference Attendee Sponsors

Many HR professionals have been directly affected by these tough economic times, by being laid off or having to drastically cut their hours. NEHRA is very grateful to the following companies who made it possible for one or more HR professionals to attend the 2002 HR Invention Convention.

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