

BUSINESS EXPO 2001

THE WINDS OF CHANGE

TED OWEN, Keynote Speaker
San Diego Business Journal, President and Publisher
Luncheon 11:30 – 1:00p.m.

WEDNESDAY, MAY 9, 2001

DEL MAR HILTON
(5 Freeway at Villa De La Valle)

- q 2 Morning Workshops 8:30A.M. & 10:00 A.M.
8:30am- Renee Huston, EDD, "Say Goodbye with Style", downsizing today
10:00am - author Marshall Lightner, "Adjusting the Sails", Resilience Development
\$50.00 ** For Reservations contact: Wendy Evers, 760-944-7002
** Includes Continental Breakfast, handouts, interactive audience, and luncheon with keynote speaker

- q Lunch Only, Keynote speaker & visit HR Exhibitor Expo: \$25.00
**Make Reservations on Website www.ncpasd.org or call 760-438-1809 X 104

- q HR Exhibitor Booth Space: \$200.00 / Nonmember \$300.00
All Day Business Expo 8:00 a.m. to 1:30 p.m. Booth includes table and skirt, 2 chairs, continental break fast, luncheon and lots of networking!
For Reservations contact: Wendy Evers 760 - 944-7002 or send check & application to:
NCPA 5620 Paseo del Norte, #127-307, Carlsbad, CA 92008

NCPA is proud to announce our keynote speaker for our Annual Business Expo 2001 is Ted Owen, San Diego Business Journal. Ted is president and publisher of the weekly business newspaper. As chief executive officer he is responsible for both the administrative as well as the editorial phases of the paper. He is the host of a half hour television show entitled "San Diego Business in Focus", a free flowing positive discussion of the economic base of the region, shown on KSWB 5 and all major cable networks. Ted Owen believes in giving back to the community and is a volunteer on over 15 committees and boards throughout San Diego.

NCPA is announcing Business Sponsors for the Annual Business Expo 2001, May 9th. The cost is \$250. and includes your weblink on our website, your name on all advertising, and your name in the newsletter. As a non profit organization, costs have gone up and we need a little extra support. Please call Wendy Evers # 760-944-7002 or send your check to NCPA 5620 Paseo Del Norte #127-307, Carlsbad, CA 92008. Thank you and see you at the Expo!

President's Pen

by John Vermeren

I've seen the Mountain.

Our Strategic Planning Session went great. What a creative, energetic, and selfless Board of Directors we have. Here's a glimpse of the future:

Online "Expert System"

A place you can go to for answers to the most frequently frustrating questions an HR Professional runs into on a regular basis.

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Bigger / Better Business Exposition

More booths, new solutions for old HR problems, and speakers that will inspire you.

Summer Social

Remember how much fun we had at the Pacific Grand Palisades two years ago? Harp Music, Beautiful Views, Delicious Paella, and Excellent Sangria. It doesn't get much better than that. But, wait, it does! Wait till you see what Dave has cooked up for this year.

ASK NCPA

How about a new Newsletter Column called "Ask NCPA". A forum for members to ask questions and learn answers. Gosh, maybe we'll use this forum to collect the questions and answers for our online expert system.

NCPA Certification - Attend 10 Meetings and 1 Seminar a Year and earn NCPA Certification. Wait till you see the award!

Additional Salary Surveys
Quarterly Seminars
Community Outreach
President's Advisory Council
And more.....

Looking for Ways to Enhance the Performance Review Process? Try a 360 Feedback System and do it right!
by John Caspole

How much time does the average manager spend with their supervisor?

Managers say less than 5%! The balance of their time is spent with peers, direct reports and clients. Feedback from the team is invaluable in achieving goals, building morale, and employee retention.

A 360 Feedback System tells a manager how peers, direct reports and the boss perceive the manager's performance in the hard to measure, but critical areas like communication, leadership, relationships, task management and more.

The keys to making 360 Feedback systems successful are the following:

- Proper positioning with managers as a developmental resource.
- Start at the top of the company and lead by example.
- Selecting input from people the manager respects.
- The boss understanding this is a developmental resource.
- A plan to offer training in areas the need development!
- Commitment to measure progress.

A good 360 is designed to give feedback in a way that is positive with suggestions for improvement that can be put in effect every day! It expands the traditional boss/subordinate performance to a global picture. It serves as a compass for the manager to know where development is needed and a gauge to measure progress.

Given on an annual basis it allows the manager to get feedback in key areas that are being developed. Many companies use it as a 180 review for a new manager. It is a great resource when selecting training programs for managers.

360 Feedback Systems are available from many excellent resources and consultants within the NCPA community. They have been used successfully by both large and small companies for over 10 years.

John Caspole is President of Assessment Specialists. His company is a resource to management in areas of selecting, coaching, motivating, training and giving feedback to managers and employees. For more information he can be contacted at 760-434-9877 or John.Caspole@aol.com

Legislative Update

CALIFORNIA SUPREME COURT RULES ON A RBITRATION AGREEMENT

BY LOU STORROW

A California appellate court has added some structure to the analysis of the overtime exemptions available under California labor law. In *Rose v. Farmers Ins. Exchange*, decided March 5, 2001, the Court used the federal analysis of the "role" of the employee in the enterprise to determine whether claims adjusters were entitled to the administrative exemption. According to the Court, the executive, administrative and professional exemptions are determined under a 3-prong test: Compensation, Role and Duties.

First, exempt employees must be paid on a salaried basis and must earn at least two times minimum wage for full time (40 hours a week) employment. That means \$26,000 a year under the current minimum wage.

Next, the administrative employee's primary Role must be directly related to the management policies or general business operations of the employer or the employer's customers, as opposed to the production activities of the enterprise. That is, the administrator is one who is concerned with the business affairs of the enterprise (matters of overall policy, methods of doing business generally, long-term planning, allocating resources on a enterprise-wide scale), and not the person who helps produce the commodity – whether product or service – that the business exists to market.

There are limited exceptions, such as a consulting business where the consultants help clients with business administration – there, the

employees who produce the "product" the firm markets, they are also engaged in activities "related to the business operations... of the employer's customers," so that they fit the regulatory definition of the administrative exemption.

The Court, by the way, held that Farmers' claims adjusters were not exempt administrators because they didn't pass the "Role" test, and because they probably also would not pass the Duties test, in that they

had only limited authority to make decisions.

As always, consult your counsel if you have questions about classification of employees – we all know misclassification can prove costly.

- May 9TH - Business Expo at the Hilton Del Mar
- June 13TH - Legal Update at the Windmill Restaurant Carlsbad
- July 11TH - Sunset Social at the Grand Pacific Hotel Carlsbad

April Meeting

Wednesday April 11, 2001
 RSVP : (760) 438-1809, ext.104
 No later then Friday 4/6/01

Membership Update!

Our **NCPA 2001 Membership Directory** will be available shortly. The new updated format will be a welcome resource for everyone.

Thank you to the Membership Committee for their commitment and drive during our old member round up. Your efforts were appreciated and rewarding.

Values like NCPA are hard to find. Why not share the value with a friend? Bring a guest that registers in April and you receive a \$20.00 credit towards our May Business Expo 2001 ...

"The Winds of Change"

For information on new memberships and the benefits you receive, please visit our website at www.ncpasd.org or call Mardi Montague at 760-438-1809 ext. 119.

More Legal

NLRB Decision

By Lou Storrow

US Supreme Court Declares Employee Arbitration Enforceable

The U.S. Supreme Court has weighed in on the side of the enforceability of arbitration agreements for employees. In the case of *Circuit City v. Adams*, the Court held that a California employee of Circuit City could be forced to agree to arbitrate federal and state discrimination claims, including claims under Title VII and the Fair Employment & Housing Act, under the Federal Arbitration Act. The Ninth Circuit had held that employees were excluded from coverage of the FAA, but the Supreme Court overruled that holding in its ruling in the *Circuit City* case, which was issued March 21. It remains to be seen how this case interplays with the *Armendariz* case, in which the California Supreme Court set out standards of fairness for employee arbitration agreements.

South County Personnel Association

ASTD - San Diego Chapter
www.astsandiego.com

Society for Human Resource Management
www.sdshrm.org

ASTD - San Diego Chapter

Members Accessing Listings:

Obtain a copy of the listings at the monthly meeting or logon at www.ncpasd.org.

User Name: members

Password: 3y2kj4ba

Fax or mail your resume directly to employers. Your Cover letter should indicate that you are responding to an NCPA Job Bank listing. *NCPA Membership Is required to access the Job Bank. **For additional information please contact:: bsmith @abacusstaffing.com (858) 625.6200*

10 SECRETS TO SUCCESS

Investor Business Daily has spent years analyzing leaders and successful people in all walks of life. Most have 10 traits, that, when combined, can turn dreams into reality.

- 1 How you think is Everything: Always be positive. Think success, not failure. Beware of a negative environment.
2. Decide upon your true Dreams and Goals: Write down your specific goals and develop a plan to reach them.
3. Take Action: Goals are nothing without action. Don't be afraid to get started now. Just do it!
4. Never stop Learning: Go back to school or read books. Get training and acquire skills.
5. Be persistent and Work Hard: Success is a marathon, not a sprint.

Never give up !

6. Learn to Analyze Details: Get all the facts, all the input. Learn from your mistakes.
 7. Focus your Time and Money: Don't let other people or things distract you.
 8. Don't be afraid to Innovate; be Different: Following the herd is a sure way to mediocrity.
 9. Deal and Communicate with People Effectively: No person is an island. Learn to understand and motivate others.
 10. Be Honest and Dependable; Take Responsibility: Otherwise
- Numbers 1-9 won't matter.

Recopied fom Investor's Business Daily

Check out our web site! www.ncpasd.org

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