



Greater Houston Chapter

Gateway to HFTP * <http://www.hftp.org>

Greater Houston Chapter Website <http://www.hftphouston.org>

August 2009

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August Meeting

Houston Country Club

One Potomac Drive

Houston, TX 77057

Host: Gabe Chavez

Directions:

<http://www.houstoncc.com/default.aspx?p=DynamicModule&PageId=213773&ssid=55557&vnf=1>

Speaker:

Tamera McNeal, TABC Compliance Auditor

Subject:

Manager's Compliance

Cost is \$40 Members

\$45 Non-members

Students \$20 per person

**Cancellations accepted 48hrs from Events Start time
Otherwise you will be billed**

Date: Thursday, August 20, 2009

Time: 6^{pm} - 7^{pm} Hors d'oeuvres

7^{pm} - 8^{pm} Dinner

8^{pm} -9pm Speaker

RSVP:

<http://www.hftphouston.org/Calendarlist.asp>
or email Eric Ehsan at President@HFTPHouston.org.

Dear Colleagues;

HFTP Greater Houston Chapter hosted a Regional Conference in Houston at University of Houston, Conrad Hilton College on July 17 and 18. The last Regional Conference held in the Greater Houston area was in 1991. In November 2008, HFTP Houston chapter's Board of Directors met and decided to host a Regional Conference in July 2009 and invite chapters from Texas, Louisiana and Oklahoma. It was a big task for us with no experience in hosting conferences of such magnitude. The idea was presented to Houston's HFTP membership and was welcomed by majority. Dr. Agnes DeFranco spoke to the University of Houston; Conrad Hilton College's Dean and arranged a Venue for this Regional Conference for us free of charge. Having a free of charge venue for the conference saved us a lot of time and money and put us ahead of the game to put our energy in arranging other aspects of the conference. Having a venue free of cost also allowed us to charge only \$150 for the whole conference including the coffee breaks and lunch which was a great value for the HFTP membership to accumulate 12 CPEs in one and a half days. We held this conference as planned and had representations from Houston, Dallas, San Antonio, Austin, New Orleans and Oklahoma. We would like to thank all our speakers, Jody Young, Jerry Trieber, Mark Lipsitt, Mike Maslanka, Jay Munisteri, Anna McFarland and Arlene Ramirez for their time and great presentations and our key note speaker Jules Sieburgh (President HFTP International). We would also like to thank HFTP's Chapter Relations Manager, Fritz Johnson for all the help and marketing he provided us for this conference.

We are planning to hold Regional Conferences every year revolving around different cities in Texas, Louisiana and possibly in Oklahoma. We may extend our invitation to New Mexico and Colorado in coming years. One of our focuses is and would be to involve our entire accounting department including AR, AP and Payroll personnel who often do not get opportunities to attend Regional and/or National Conferences. In the end, I would like to thank all of my Board members, Dr. Agnes DeFranco, Kristi Bush and Arlene Ramirez for all the hard work and planning to make this conference a success.

Best Regards

Asif Ehsan (Eric)

President

HFTP Greater Houston Chapter



‘They think they know everything!’

Helping all age groups get along

Resentment drives a wedge between older and younger workers

Each generation represented in the workplace comes with a different set of beliefs, experiences and working styles. But along with adding diversity, these differences often lead to conflict among the various age groups.

That’s the situation Johanna, a manager, found herself in when a veteran employee spoke out about his resentment toward younger workers.

Veterans vs. newbies

“Those kids are driving me bonkers!” Frank, an employee, said.

“Kids? I wasn’t aware we had any of those in the office,” Johanna said.

“You know who I’m talking about,” Frank said. “The newbies. They come in here and act like they rule the place. Next thing you know, I’m the one picking up after their mistakes.”

‘I know what works’

“Can you be a bit more specific?” Johanna asked.

“Well, Kyle for one,” Frank said. “He volunteered to be a group leader for our project.

“He thought he had great ideas, but when I told him they wouldn’t work, he refused to talk to me anymore.”

“Did you explain why his ideas wouldn’t work?” Johanna asked.

“Yeah – because I’ve been around long enough to know what works,” Frank said.

‘They’re all the same’

Johanna raised her eyebrows. “You know that’s not the kind of attitude that’s going to help you here,” she said.

“Well, I’m sorry, but they’re all like Kyle,” Frank said. “Think they know everything and deserve all the praise and perks.”

“Frank, don’t you think you’re being a little harsh?” Johanna asked. “I think our new workers have been doing a fantastic job so far.”

“I’m not surprised you think so,” Frank said. “A few of us have been talking about how this company seems to want the new generation of workers over us old-timers. The old way of things doesn’t seem to work.”

The big question

Johanna was concerned about Frank’s comments. It was clear the group of newer workers had yet to gel with the veterans. And while she understood people needed time to adjust, they still needed to be able to work together.

After all, the company wanted the veterans’ experience *and* the new workers’ fresh perspective.

If you were in Johanna’s situation, what would you do? One of the ideas offered below might provide some guidance.

What you need to know:

To help bridge generation gap:

- Match up veterans with newer workers for mentoring, and
- Ask workers to share their preferred communication and working styles

How Two Managers Would Solve the Above Communication Problem

1 Hold a forum for them to express their views

We'd bring the groups together for a breakfast or lunch, and ask for their feelings on the generation gap. This would give everyone a chance to explain the way they do things, and we could also figure out what exactly they're clashing on. Then we'd delineate expectations for the group – and reinforce that in spite of our differences, we're all here to accomplish the same goals. Through this get-together, hopefully we'd inspire a discussion that would help employees understand each other's differences.

*Joan Carroll, Director of HR
South Jersey Radiology Associates, Voorhees, NJ*

2 Look for ways to bring them together

Whenever we've faced this problem, we try to find some common ground between the groups. For example, since they have different feelings toward technology, we'd try to get the veteran workers to learn and take advantage of the new employees' computer skills. On the other side, we'd remind new employees that veterans have a great deal of experience that needs to be valued. Even if their way seems like the "old way," those methods and working styles are still necessary to achieve the finished product. I find that when you explain there's a reason behind everything, the groups work better with each other.

*Harriett Ryan, Personnel Director
Abbott & Cobb, Inc., Feasterville, PA*

Article from Communication Bulletin for Managers and Supervisors

*****New Officer Elections*****

The time has come to elect new officers for the upcoming fiscal year. If you have any nominations please contact Ursula at assistantcontroller@thebriarclub.com. We will vote at the September meeting and install the officers at our October meeting on the 15th at UH Hilton College.

UPCOMING MEETINGS

DATES

Aug 20th
September 24th
October 15th
November 19th
December

PLACES

Houston Country Club
Club @ Carlton Woods w/Golf
U of H Hilton
Woodlands Resort & Conf. Ctr
Social

SPEAKERS

OPEN
OPEN
Officer Installations
OPEN

We are still in need of venues and speakers.

Please contact:

Bret Myers for Venues 713-465-8381, bmyers@houstoncc.com

Amy Cheng for Speakers 713-673-5588, amyc@horizontire.com