

HFTP



Greater Houston Chapter

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

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

February 2009

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February Meeting

Bentwater Country Club

Directions:

[http://www.bentwaterclub.com/club/scripts/view/view_directi
ons.asp?GRP=9055&NS=PUBLIC&APP=60](http://www.bentwaterclub.com/club/scripts/view/view_directi
ons.asp?GRP=9055&NS=PUBLIC&APP=60)

Speaker:

Meeting with TX A&M Student Chapter

Subject:

Orientation

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, February 19, 2009

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

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,

It seems like yesterday when we were celebrating the New Year (2009) and yet we are already in the middle of February. Time flies especially when we are busy and having fun. The HFTP Houston Chapter had a very informative meeting held at Holiday-Inn Select Kirby in January when we invited Debbie Forsythe from Social Security Administration. She explained the Social Security Benefits in detail and gave us some resources to verify Social Security for employees and who to contact in Texas if we have any questions.

In the meantime, your board along with some very enthusiastic and dedicated members was also working on holding a much needed Regional Conference in Texas. The last Regional Conference held in Texas was in 1992 and we are trying to revive this tradition and make it an annual event. We are going to invite all chapters from Texas and Louisiana to participate in this effort and make this conference a success. We have already decided on the Venue and date for this conference. It will be held at University of Houston Conrad Hilton College on Friday, July 17th and Saturday, July 18th. HFTP Board of Directors and I would like to thank you Agnes DeFranco, Tanya Venegas, Helen McDonald and Arlene Ramirez on securing the venue for us. I personally would like to thank all the board members for their continuous support and effort to make this conference a reality. There is still much work to be done including Selecting Speakers, Educational Topics, Time Tables and much more. We are requesting participation from our members and members of other Texas and Louisiana chapters to help us put together the logistics of this conference.

The February Meeting will be held at Bentwater Country Club on 02/19/2009. We will be welcoming our newest Texas A&M Chapter and its members. This meeting will be an informative orientation-like meeting where we'll all introduce ourselves and discuss and answer any questions that the Texas A&M chapter members will have. I would like to thank James Doolittle for hosting this meeting on such short notice.

Please RSVP on our website, www.hftphouston.org or send an email to Ursula Cornish, payables@thebriarclub.com or myself at controller@thebriarclub.com, so we can tell our host how many members will be attending. If anyone is having a login issue or need a new login, please contact Ursula Cornish. See you all at Bentwater on Thursday, 02/19/2009.

Best Regards,
Asif Ehsan (Eric)

Socializing not required – but is curmudgeon hurting morale?

He just wants to do his work and leave

You can't expect everyone to be friends in the workplace. And it's not a job requirement. But when employees isolate themselves from others, it can impact morale and even create tension with co-workers.

That's the situation manager Jennifer Karrell found herself in when an employee complained he was being shut out by co-workers – just because he didn't hang out with them during breaks.

'Tired of social networking'

"Should I move in and start living here full-time, too" employee David Barrow asked after storming into Jennifer's office.

"You could, but I'm not sure your desk is comfortable enough to sleep on," Jennifer joked. "Are you OK, David?"

"No, I'm not," David said. I'm tired of all this social networking stuff. Just because I'm not part of the 'in-crowd' here, I'm being punished."

'Not a team player'

"What do you mean, you're being punished?" Jennifer asked.

"I overheard Bill and Tom call me a curmudgeon," David said. "They said I'm not a team player...that I'm too focused on my own success.

"All because I don't 'hang out' with them all the time. I'm here to work, not make friends with everyone!"

'I do my job and leave'

"Whoa, whoa, calm down," Jennifer said. "You don't have to be friends with everyone, but a little socializing now and then doesn't hurt."

"I'm not that kind of person," David said. "I like to come in, do my job, and leave."

"You can't bury yourself in work all the time," Jennifer pointed out. "Everyone needs a break. Plus, a little chitchat with your co-workers might help you de-stress."

"I don't know," David said. "After hearing what those guys said about me, I'm not sure I want to be friends with them anyway."

The big question

David was the kind of person who cared more about getting his work done than having friends in the workplace. But being able to work well with others was important, too. And David wasn't doing well on that front. Jennifer didn't want him to be excluded-but didn't know how to bring him out of his shell.

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

What you need to know:

When an employee isolates himself or herself from co-workers:

- Host an informal meeting to help employees get to know each other, and
- Put the employee in charge of a project where he or she has to work with others as a team.

How Two Managers Would Solve the Above Communication Problem

1 Let his work speak for itself

As long as David's doing his work and helping his team succeed, he's not required to hang out with his co-workers. I'd encourage him to have a healthy professional relationship with them. But outside of that, it's not a concern. If they think he's not a team player, that's their problem – not his. He just has to prove his work is getting done, and he's holding up his end of the responsibilities. Eventually, that'll speak for itself and show that he is, indeed, a team player.

*Sandra Moore, Budget & Personnel Manager
University of Pittsburgh, Pittsburgh*

2 Address the matter in a staff meeting

I'd call a staff meeting and address the situation. Then I'd ask the team members how things could improve for everyone. We'd have to come to an agreement about how we could provide a little something for everyone (some quiet time, some time for social interaction, etc.). Above all, I'd want them to feel comfortable, so as a team we would figure out how we could best do that. By addressing this publicly, we'd get to the bottom of the matter and sort out what everyone wanted.

*Sherrie Lee, Director of Nursing Education
Iredell Memorial Hospital Education Department, Statesville, NC*

NEW MANAGER BLUES: WHEN FORMER CO-WORKERS TURN THEIR BACKS

THEY AREN'T COMMUNICATING, FOLLOWING ORDERS

Talented employees are often tapped to fill management positions within the company. But that doesn't always mean their staffs are ready to follow them. That's the situation new manager Dee Roberts found herself in when her former co-workers refused to accept her in a supervisory role.

"Treating me differently"

"I'm so tired of this!" Dee said, throwing up her hands. "No matter what I do, they hate me!"

"Who hates you?" fellow manager Dustin Carter asked.

"Since I got promoted into management, the staff's treated me differently," Dee said. "When I ask someone to do something, they shrug me off."

"It can take time for people to adjust," Dustin said.

"Well, I've heard a few of them say I didn't deserve the promotion."

No communication

"Some of them might be frustrated because they've been here longer than you," Dustin said. "But like it or not, you're their supervisor now and they have to respect that."

"I wish that were true," Dee said. "But I'm beginning to think they're never going to get over this. They don't talk to me, they don't respond to my e-mails. I don't find out

about important information, like employees missing meetings, until it's too late. Enough is enough!"

A mistake?

"I know it's tough," Dustin said, "but I'm guessing it's no picnic for them either. You worked alongside them, and now that you have to manage them, they resent that."

"I know it's not ideal, but I really thought it would work out," Dee said. "I was so excited to be promoted, but now it just seems like a big mistake."

The big question

Dee always had a good relationship with her co-workers. But now that she was managing them, the entire atmosphere had changed. Under normal circumstances, the employees communicated well – but it seemed they were trying to distance themselves from her.

And while she could understand their resentment, she needed their respect to be a successful manager.

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

What you need to know:

If employees are unhappy with a co-worker's recent promotion:

- Invite them to share their concerns one-on-one, and
- Ask them for their ideas often so they know their talents are valued as well.

How Two Managers Would Solve the Above Communication Problem

1 Ask employees for feedback in one-on-one sessions

I'd give them a little time to adjust to see if it was just a temporary response. If they hadn't warmed up to me after a few weeks, I'd meet with each employee individually. I'd ask them to explain how they felt about my new role and why our usual modes of communication haven't been working lately. These one-on-one conversations tend to be successful because it's a good, non-threatening way to figure out what's working and what's not, and work through problems with employees.

*Gail Briles, Corporate Training Manager
Technimark, Inc., Asheboro, NC*

2 Get to know the staff from this new position

As a new manager, one of the first things you need to do is get to know your staff. It sounds like Dee already knows them from when she was on the same level, but being a manager changes everything, so I'd sit down with employees and ask them about their style of work, as well as what motivates them and what doesn't. And I'd ask the most important question: "What do you need from me?" It's just as important for them to learn my management style, and I'd want to establish myself as someone looking out for their best interests. By reaching out to see what they need, I'd be opening the door for more communication.

*Glori Roth, HR Manager
Benson Industries, LLC, Portland, OR*

***BOTH ARTICLES ARE FROM COMMUNICATION BULLETIN FOR MANAGERS AND SUPERVISORS**

Can you work out the name of each actor or actress from the following anagrams? Name lengths are shown in brackets.

ACTORS:

- OMIT CURSE (3,6)
- A PAL ICON (2,6)
- COOL EGO ENERGY (6,7)
- GERMAN FOREMAN (6,7)
- LESS RELEVANT TO SLY (9,9)
- WILL USE CRIB (5,6)
- INERT BROODER (6,2,4)
- COOL RAINDROP IDEA (8,2,6)
- MONK HATS (3,5)
- BIG MELONS (3,6)
- JAW DUEL (4,3)
- SCOWL ANTIDOTE (5,8)

ACTRESSES:

- LENGTHY PART WOW (7,7)
- RAINY WONDER (6,5)
- WARY UNIVERSE EGO (9,6)
- IN FINE TORN JEANS (8,7)
- NO ALIENS DARLING (7,8)
- REALLY HERB (5,5)
- IDOL NICKNAME (6,6)
- NO EAGLE IN JAIL (8,5)
- SEEN AT A RICH JET-ZONE (9,4-5)
- TWEAK TINSEL (5,6)
- ROBUST JAILER (6,6)
- TRY REM SLEEP (5,6)

Upcoming Meetings

DATES

- February 19th
- March 24th
- April 16th
- May 15th

PLACES

- Bentwater CC
- River Oaks CC
- Hilton Americas
- The Briar Club

SPEAKERS

- Orientation
- Forum w/ CMAA
- Open
- 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 713-577-6003, amy_cheng@hilton.com