

HFTP



Greater Houston Chapter

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June 2009

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June Meeting

Doubletree Guest Suites

5353 Westheimer

Houston, TX 770

Host: Blanca McBryar

Directions:

http://doubletree1.hilton.com/en_US/dt/hotel/HOUSYDT-Doubletree-Guest-Suites-Houston-by-the-Galleria-Texas/directions.do

Speaker:

Steve Felson

Subject:

"Firing the To Do List"

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, June 18, 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;

It is already June, mid of the year. For those of us whose fiscal year ends in September, preliminary preparation and discussions for next year's budget has already begun.

Schedules are probably being distributed to Department Heads and rules are being laid down for the presentations of the budgets. I can say most of the above for my club and I know it is going to be a busy season for us at The Briar Club.

I also would like to thank you all who joined us at The Briar Club for May 2009 meeting. Lydia Westbrook did a good job keeping all of us engaged and provided some valuable information regarding US Travel Industry's Trends and Issues. Participation was less than normal due to schools being out in May and no participation from our student chapters. HITEC is starting on Monday, June 21 in Anaheim, California and I am sure a lot of us will be very excited to be there. I also know that due to current economic conditions some of us will not be able to attend HITEC this year.

Finally, please RSVP for June meeting which will be at the Double Tree on June 18, 2009, thanks to Blanca McBryar. As you all know that our Regional Conference is only a month away and registration process has already started. We should use our June meeting as a platform to collect registration forms and fees for this conference. Please bring your registration forms and make sure to enroll all your accounting employees in this conference. This conference is a great opportunity for most of us since it is held in Houston and is very economical and affordable for all us. Please also make sure to register for the July Social Event, which this year, will be a part of our conference. I almost forgot to congratulate our own Alan Gallo for winning the Houston Business Journal's 2009 Mid Cap Private Company Division's "CFO of the year" award. Congratulations Al, you made us proud!

See you all on June 18, 2009 at Double Tree Galleria and do not forget to RSVP and bring your registration forms for our Regional Conference.

Regards,
Eric Ehsan

The Moody Employee: Dealing with Personality Problems

Figuring out what's to blame

Many difficult employees produce quality work in spite of their personality issues. That makes disciplining this kind of employee even more complicated. That's the situation manager Liza Estolano found herself in when a solid performer threatened staff morale with her volatile moods.

Never know what to expect

"I'm plain fed up!" employee Steven Hicks said after taking a seat in Liza's office. "I've always made an effort to be nice to Jackie, since she sits near me. "But lately, she's been driving me crazy. I can never tell what she's going to do or say next."

"What do you mean?" Liza asked.

"Sometimes she's super sweet and will do anything you ask, or she'll come over and say something nice for no reason," Steven said. "And other times, if you even say 'Hello' to her, she gives you a mean look or snaps back some nasty reply."

Still a good worker

"Jackie's been with us a long time—and sure, she's never been afraid to show how she feels," Liza said. "But that's never interfered with her work."

"Well, it's interfering with *my* work," Steven said, "or at least my ability to do it well. It's tough to stay positive during these times, but having someone like that around sure isn't helping."

Which Jackie today?'

"Have you thought of talking to her about it?" Liza asked.

"No, because it's hard to tell which Jackie will show up each day," Steven said. "I'm afraid to say anything to her, for fear I'm going to get screamed at. I've seen it happen to other people. It's not pretty."

"We can't have people getting screamed at," Liza said. "I'll see what I can do."

The big question

Liza knew Jackie was a bit temperamental, especially when things didn't go her way. But she also had a long track record of success. If Steven's claims were true, this was a real problem. Liza couldn't risk having another member of her staff yelled at again. At the same time, if Jackie had always been this way, it'd be harder for her to change. Liza didn't want morale to sink any lower—but she also wanted to keep Jackie on as a hard-working employee.

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

WHAT YOU NEED TO KNOW:

To deal with moody employees:
Ask them, "Is there something wrong?", and
Offer to speak with them about any issues they're having.

How Two Managers Would Solve the Above Communication Problem

Set down rules of courtesy and respect

I'd sit down with Jackie for a one-on-one chat—and find out if she was dealing with anything that might call for some advice or counseling outside of work. I'd also remind her to be courteous to her co-workers, even if she's not having a good day. She needs to remember its company policy to treat all co-workers and managers with respect. As long as she's able to accept this constructive criticism, I wouldn't press the issue any further—after all, Jackie's personality has never interfered with her ability to do a good job.

*Janet Johnson, HR Director
Tazewell County Health Department, Tremont, IL*

2 Ask for concerns and offer help

I'd take the time to observe Jackie on my own, and see if there was any truth behind Steven's statements. If so, then I'd talk to her and explain I'd noticed she hasn't been acting like herself lately. Then I'd ask if everything was OK, and if there was anything I could do to help. It's especially important during these times to keep an eye out for moody, stressed-out employees. Supervisors should make an effort to talk to them and offer assistance—that way employees don't feel like they're being reprimanded. And often, they'll open up about problems they're having, it can be very therapeutic.

*Carolyn Baumel, VP/Human Resources Officer
Citizens Bank of Northern CA, Nevada City, CA*

Article from Communication Bulletin for Managers and Supervisors

UPCOMING MEETINGS

DATES

June 18th
July 17-18
Aug 20th
September 17th
October 15th
November 19th
December

PLACES

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

SPEAKERS

Steve Felson
Regional Conference
OPEN
OPEN
OPEN
OPEN

We are still in need of venues and speakers.

Please contact:

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Amy Cheng for Speakers 713-577-6003, amy_cheng@hilton.com