

HFTP



Greater Houston Chapter

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

October 2008

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October Meeting & Installations

University of Houston

4800 Calhoun Rd.
Houston, TX 77004

Host:

Tanya Venegas

713-743-1839

Directions:

http://www1.hilton.com/en_US/hi/hotel/HOUUHHF-Hilton-University-of-Houston-Texas/directions.do

Speaker:

Arlene Ramirez

Cost is \$35 per person
Students \$17 per person

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

Date: Thursday, October 16th 2008

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 John Smith at President@HFTPHouston.org.

PRESIDENT'S LETTER

Dear Colleagues;

I hope that this letter finds all of you somewhat back to normal after Hurricane Ike. As we have a new Chapter President coming on line this month, this will be my final letter to our group. I hope that this will continue and that you find our newsletter useful and informative.

We'll be having our monthly meeting on October 16th at the University of Houston Conrad School. We will be finalizing our elections, installing new slate of officers and Arlene Ramirez will be delivering our educational presentation which was originally scheduled for September.

Rosa Tang will be emailing out the ballot for the election process. Ursula Cornish will tally the results and the installation will be done at the meeting. Please make sure to cast your vote.

It was good to see several members of our chapter at the annual convention. The convention had over 700 attendees which was very close to a record attendance. Please make plans to attend the 2009 convention in Las Vegas. It will be in September as well.

Please make plans to attend the Chapter Meeting on the 16th.

Yours in Hospitality,

John Smith, CHAE, CHTP



Tackling jealousy head on- before it kills morale, productivity

New employee's award fuels the rumor mill

New Employees can often provide fresh talent and energy to the staff. But sometimes a new hire's early success can cause tension within the ranks. That's the situation manager Dana Evans found herself in when a new employee caught heat from other employees for her good work.

Award got people talking

"I think we may have a problem with that new employee, Andrea," said fellow manager Molly Tumin as she took a seat in Dana's office.

"Andrea, the woman who was just named Employee of the Month?" asked Dana.

"That's the one," Molly said. "She's been doing great, and I didn't hear any complaints until she got that award."

"Let me guess: You're starting to hear some whining now."

Not everyone's impressed by her

"Well, at first it was just minor things," Molly said. "I overheard Jim and Elise whispering about her the other day. They weren't saying very nice things."

"Like what?" Dana asked.

"Oh, they complained she talked too loudly on the phone," said Molly, "and that she's a little *too* enthusiastic."

Could it be true?

"She is enthusiastic, that's for sure," said Dana. "It's not a bad thing, but I can see how some people might get turned off and think it's an act."

"Now it's getting worse," said Molly. "I'm hearing that she isn't coming in on time every day."

"If it's true, that's a much bigger issue. I don't know whether it's just a rumor or if it could actually be affecting her work."

"Well, regardless, it sounds like not everyone's happy that Andrea's so successful," said Dana. "We can't have all these rumors floating around. Andrea will hear about it eventually, if she hasn't already."

The big question

Dana noticed that not all of the employees had warmed to Andrea, but had hoped it might blow over. The other employees didn't have to like Andrea as long as they worked well together. But now that they were complaining about her, it was taking a toll on morale – and could be hurting productivity as well.

There might be truth to some of the rumors – but she also didn't want to lose a talented employee.

If you were in Dana's situation, what would you do?

What you need to know:

To keep jealousy from rearing its ugly head:

- Talk with all employees regularly about their job performance, and
- Work on team building to keep all employees engaged.

How Two Managers Would Solve the Above Communication Problem

1 Figure out who's spreading the rumors

The main issue I'd want to deal with is the rumors. We don't tolerate gossip here. I'd talk to Jim and Elise and whomever else I hear may have been involved in starting the rumor. Then I'd explain that this behavior isn't tolerated and it's not their job to track the comings-and-goings of another employee. Because of the nature of the complaint, I'd want to talk to Andrea and find out if lateness is an issue. And even though she's performing well, I'd want to be sure she's following company policies.

*Diane Kern, HR Director
Community Blood Council of NJ, Trenton, NJ*

2 Get to the bottom of it

My first step would be to investigate if these rumors are true. I'd sit down with Andrea and ask if there's a problem with her being here on time every day. If it turned out to not be an issue, then I'd address it with the employees who started the rumor. It's important for everyone to follow the same rules. Sometimes when one employee consistently comes in late, it can cause friction with the other employees. That's why I would first talk to Andrea about it – and then depending on the outcome, follow up with those who complained.

*Gloria Nelson, Office Manager
Nasby Agri-Systems Co., Fairmont, MN*

HOOK'EM FROM THE FIRST SLIDE: 8 TIPS

The Best kind of PowerPoint presentations are the ones that get the point across in a clear, engaging manner. But that's easier said than done. These guidelines can take presentations up a notch – and ensure the audience stays interested.

Improve your performance skills

- 1 Kick off presentations with a bit of humor to put the audience at ease. A cartoon can be a great choice, as long as it's appropriate and relevant.
- 2 Include no more than six lines of text per slide. It's hard for audiences to stay focused on more than that.
- 3 Start presentations with an image, and cap them off with the same image as a way of summing up the main points.
- 4 Avoid fancy effects and animations. You can tell an intriguing story without them.
- 5 Use at least 24-point text on slides. For less important info, stick to 18-point.
- 6 Experiment with different colors and styles to see what works best, but make sure it's readable. A simple font is best.
- 7 Create "secondary" slides at key points. These remind the audience what's been covered so far and how it fits into the whole presentation.
- 8 Name slide titles to reflect the message. For example: "2008 Profits Increase 30%" instead of just "2008 Profits."

Source: <http://snipurl.co/2sve1>

All Articles are from Communication Bulletin for Mgrs and Supervisors

The Best Defense Against Workplace Bullies? No Tolerance

Spreading rumors, excluding others, unnecessary critiques - sounds a bit like high school, doesn't it?

Unfortunately, that kind of bullying happens in the workplace every day - and can lead to lawsuits, high turnover and absenteeism.

Here's how to control bullying behavior before it takes a bite out of morale.

A strong policy

- Respond to complaints about bullying immediately.
- Publish an anti-bullying policy and distribute to all staffers. It doesn't have to be lengthy. It should be posted in shared employee areas, such as the break room or on a bulletin board.
- Set expectations in interviews. Let new hires know they're expected to act professionally in the workplace.
- Ask staffers for feedback on how they feel about their interactions with you and other managers. An anonymous survey should get the most truthful responses.

Source: <http://snipurl.com/2sun3>

Upcoming Meetings

DATES

November 20th

December 18th

PLACES

St. Regis Hotel

Social Event

SPEAKERS

We are still in need of venues and speakers.

Please contact:

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

Eric Ehsan for Venues 713-622-3667, controller@thebriarclub.com

FILL IT IN

4 letter words 6 letter words

ARIA ASPIRE
TREK ELDEST
RARELY

5 letter words

BASIL SHAPES
BROKE SHERRY
ENDED SLEIGH

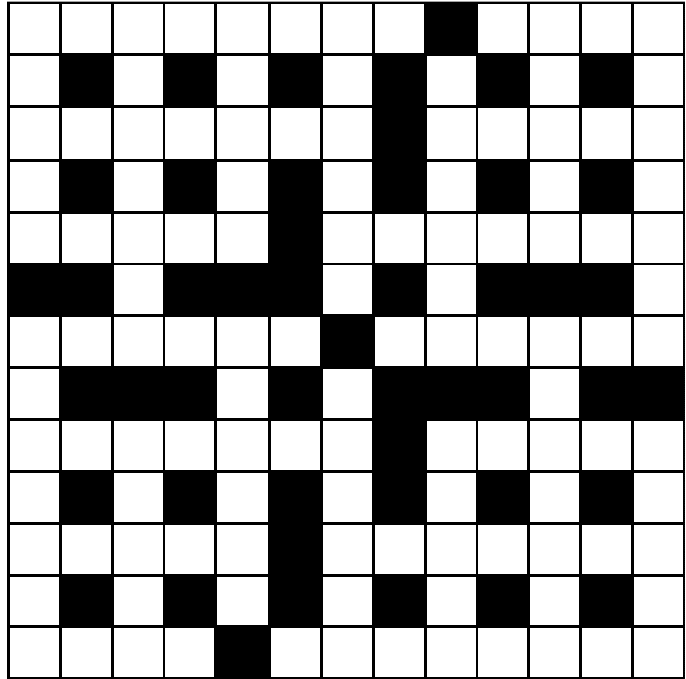
EQUAL
IGLOO
LITHE
LIVID
OLIVE
PAUSE
RAVEN

7 letter words

ADDRESS
INSIPID
LOCATED
PROSPER
SCIENCE
STUDENT
UMPIRES
VACCINE

8 letter words

DECLARED
INVOLVED



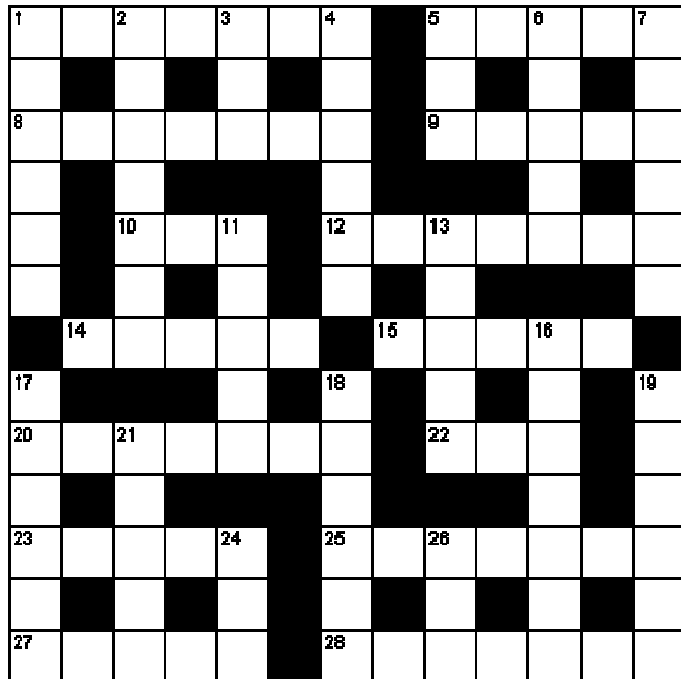
CATCH PHRASE

Across

1. ___ speak louder than words (7)
5. Pieces of ___ (5)
8. Trade ___ (7)
9. The Holy ___ (5)
10. ___ the lion (3)
12. Lead by ___ (7)
14. A little rough around the ___ (5)
15. Last but not ___ (5)
20. Time is of the ___ (7)
22. Tic-Tac- ___ (3)
23. A ___ playing field (5)
25. Sorely ___ (7)
27. ___ your bets (5)
28. Many happy ___ (7)

Down

1. Question and ___ (6)
2. ___ pink (7)
3. The ___ and only (3)
4. You can't beat the ___ (6)
5. Chicken and ___ (3)
6. ___ the nettle (5)
7. Fortune ___ (6)
11. A drop in the ___ (5)
13. Secret ___ (5)
16. Helter ___ (7)
17. Health, ___ and happiness (6)
18. ___ late than never (6)



19. Jack of all ___ (6)
21. ___ by the bell (5)
24. Let sleeping dogs ___ (3)
26. ___ his match (3)