

HR Connections

Volume 6, April 2012

Human Resource Leadership Association Quarterly Journal
"To provide Human Resource professionals with a venue to enhance their knowledge and to share their expertise within and outside the association."



Congratulations HRLA on achieving Membership Superstar Status for the second year in a row!

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A Message from our Chapter President



Janet O. Welch
SPHR

HRLA is off to a fantastic start to 2012!

- ◆ A motivating and well attended January meeting with Wally Hauck.
- ◆ February was HRLA's Open House - we had many new members join. Welcome!
- ◆ March was "Back to Basics" with a Team Building presentation by Loretta DeRosa.

And we are Growing!

An additional benefit that HRLA is now offering to our in-transition members is a networking group.

We are very fortunate in that Bonnie DeCosta has stepped forward and is now the Chair of HRLA's In Transition Group.

HRLA is very excited about this and believes that it will be a wonderful way for HR Professionals to network and share best practices for finding that next great job opportunity.

Please contact Bonnie at bldecosta@sbcglobal.net should you desire to participate and/or assist with this wonderful venture.

THANK YOU, Bonnie.

We sincerely appreciate you stepping forward.

Janet

SHRM Annual Conference

**Atlanta, GA
June 24—27th**

The SHRM Annual Conference is the world's most extraordinary event for creating, capturing and sharing knowledge with HR professionals from around the world.

Featured Speakers:

- ◆ Condoleezza Rice
- ◆ Tom Brokaw
- ◆ Jim Collins

Tuesday Night Show:

- ◆ Jerry Seinfeld

View details at
<http://annual.shrm.org>

Questions?

Both Janet Welch & Suzanne Himes are attending.

Contact:

president@hrlact.org or
s.himes@soundcommunityservices.org



**HRLA will be recognizing our Committee Members!
Please Save the Date and Plan on Attending**



Featured Speaker
John Kennedy

Leadership Development for 2012 and Beyond

What You Will Learn

- Current Business Challenges and their impact on leadership development.
- The gap between what employees want and what organizations and leaders deliver.
- Leadership development trends & best practices.
- Leadership competencies required in 2012.

Who Should Attend

Business Owners HR Professionals
Managers
Supervisors and Associate Supervisors



One of Our Fantastic Door Prizes - Kindle Fire!



1.0 General Credits
Pending

Holiday Inn, Norwich Breakfast Door Prizes Networking
Registration is now open \$25 HRLA Members; \$35 Guests
Sponsored by:
Champlain Wealth Management, Lee Hecht Harrison
Co-Presented with The
Greater Norwich Area Chamber of Commerce

**Senior Vice
President
for LHH's
Leadership
Consulting
Group**

As Senior Vice President for LHH's Leadership Consulting group, John Kennedy brings over 20 years of business experience in both Corporate HR roles and Consulting roles in the Financial Services, Healthcare and Manufacturing industry. Prior to joining Lee Hecht Harrison, John held regional HR positions with Ask Jeeves, created best practices and performed global consulting for Thomson Financial and served as a business analyst for Fidelity Investments and Harvard Management Company. John holds a M.Ed in Counseling Psychology, Cambridge College, an MBA from Northeastern University and a B.A. Psychology from Creighton University.



Benefit Trends in 2012

What You Will Learn

- Survey Results from the 2011 Employer Health Plan Survey
- Update on Health Care Reform
- Preparing for 2014 — Are You Ready? When the HCR legislation *really kicks in*



Featured Speaker
Marie Chalmers

Who Should Attend

HR Professionals
Managers
Controllers
Finance Personnel



1.0 Strategic

Credits Pending

Dinner Door Prizes Cash Bar Networking

Registration is now open \$40 HRLA Members; \$50 Guests
1/2 Price for HRLA Members In Transition

Sponsored by:

Mercer and BUCACCI Business Solutions

**Back
By
Popular
Demand!
Marie
Chalmers**

Marie is a Principal at Mercer and the Advisory Enterprise Market Leader in the Health and Benefits group in Boston, MA. Marie has been with Mercer for four years and prior to this she spent two years at Aon Consulting and 28 years at The New England serving as the Regional Marketing Director . She is a graduate of Boston College, a licensed Producer for Life, Accident & Health and a licensed Advisor for Property and Casualty and a Registered Representative and Principal of the National Association of Securities Dealers (NASD).



Multi-Generational Workforce



What You Will Learn

- Unique values and characteristics that each generation brings to the workplace
- Leveraging that information in order to effectively manage generational differences in key workplace dimensions (i.e., work style, communication, authority/leadership, etc)
- How successful management of generational differences impacts employee engagement

Featured Speaker
Bobbie Rich

Who Should Attend

HR Professionals

Managers

Supervisors



1.0 General Credits
Pending

Breakfast Door Prizes Networking

Registration is now open \$25 HRLA Members; \$35 Guests

Sponsored by:

Concentra and

Advanced Benefit Strategies, Inc.

Featured Speaker

Bobbie Rich

Bobbie is an award-winning business development and relationship manager with nearly 30 years of experience. Within that time frame she has also been responsible for the successful delivery of training programs over a wide range of topics. In her current role as an independent sales and training consultant, Bobbie is delighted to represent Learning Dynamics as well as the Emerge Leadership Group. Prior to this, she spent nine years at Right Management as a Vice President of Client Services where her responsibilities included new business development as well as managing on-going relationships with existing clients. Bobbie holds an MS in Medical Technology from California State University and a BS in Biology from Russell Sage College.



HRLA's Annual Summer Social



Join us for an evening of elegance at the Water's Edge Resort and Spa. Enjoy a cocktail hour with cash bar, hors d'oeuvres and networking followed by a presentation by our featured speaker.

Do not forget your business cards — our door prizes include an iPad 2, dinner for two at Flay's Bar Americain and much more!

One of our Great Door Prizes!



Featured Speaker
Dr. Peter Diplock



General Credits
Pending

Hors d'oeuvres Door Prizes Networking Cash Bar

Registration is now open for HRLA Members & Guests!
Co-hosted by: The Eastern Ct. Chamber of Commerce
\$40 for HRLA Members and
Eastern Ct. Chamber of Commerce Members
\$45 for Guests \$20 for HRLA In Transition Members

Sponsored by: Pequot Health Care and Leadership Dynamics, Inc.

Featured Speaker

Dr. Peter Diplock

Dr. Peter C. Diplock is the Associate Director of the Center for Continuing Studies at the University of Connecticut as well as an Associate Professor at the Center where he teaches graduate online Human Resource Management courses. He has consulted with organizations in the field of public education and the health industry, and has taught Organizational Behavior, Organizational Change, Strategic Human Resource Management, and Negotiations and Relationship Management in Global Supply Chains at the graduate and executive level in the U.S., Russia, and Tunisia.

Dr. Diplock earned his Ph.D. in Organization Studies with a minor in Human Resource Management at the University of Massachusetts, Amherst.

Breaking Blocks & Building Bridges

Highlights of a Team Building Presentation

Stage 1: Forming

Group Members

Don't yet know roles or other members

On best behavior; polite/small talk; gather info, don't do much work

Leader

Be directive! Group dependent on you; provide structure, ground rules

Give concise vision, common goal, clear deadline; set tone; model behavior

Recommended Training

Personality/communication assessments (DiSC, etc)

Basic communication classes including listening, Interpersonal skills

Writing

Sample Activity

DiSC related (team tee-shirts), and/or conversations with card on forehead



Featured Speaker:

Loretta R DeRosa

Stage 2: Storming

Group Members

Power struggles; conflict/infighting; cliques form

Jockeying for position, challenging leader

Leader

Be a coach; need solid negotiation skills; surface differences, generate ideas

Guide, refocus on goals to unite group & move forward

Recommended Training

Respect in the Workplace

Feedback

Conflict Resolution & Negotiation

Stress management

Sample Activity:

Team bicycle building



Stage 3: Norming

Group Members

Cohesion; stop challenging, start supporting each other; find common ground

Info flows more freely; less conflict, more spontaneous...fun

Leader

Act as facilitator (members get sidetracked, waste time on unimportant issues)

Help build consensus, break up log jams; give feedback; focus on purpose

Recommended Training

Problem Solving

Decision Making

Time Management - Managing Multiple Priorities

Meeting Management

Sample Activity:

Create a team vision



Continued from previous page

Breaking Blocks & Building Bridges

Highlights of a Team Building Presentation



Stage 4: Performing

Team Members

The Effective Team - Can function as a unit, produce deliverables
Open discussions; little conflict - resolved quickly

Leader

Oversees, identifies team movement to different stage
Offers support; gives new challenges, encourages new goals

Recommended Training

Change Management

Presentation Skills

Delegation

Ongoing

Sample Activity

Building/testing paper airplanes w/changes to fulfill contract



Stage 5: Transforming

Team Members

Group may disband when goals achieved, during re-org, etc
May show signs of separation anxiety; can affect future team formations

Leader

Facilitate well wishes among members. recognize efforts, achievements
Evaluate what happened and capture best practices

Recommended Training

Ongoing, as indicated

Sample Activity

Celebration and individual 1 sheet positive comments from all members

View the PowerPoint presentation
of the March Event **CLICK HERE**



“Thank you”
to HRLA Photographer
Ilie Saracovan



New Members



- ◆ Linda Audet
- ◆ Philhemina Boone
- ◆ Brian Fagan
- ◆ Laura Giordano
- ◆ Jeff Hamilton
- ◆ Tamela Higgins, SPHR
- ◆ Allison Johnson
- ◆ Lissa Kowalski
- ◆ Patricia LaPierre, SPHR
- ◆ Laurie LePine, SPHR
- ◆ Robert Levy
- ◆ Brigid Marks
- ◆ John Miller
- ◆ Linda Ann Morales
- ◆ Martha O'Brien
- ◆ Kelly Reynolds
- ◆ Lorraine Scheetz
- ◆ Julie Wojnar, PHR



Each quarter, HRLA will focus on a member and get to know them. Have you ever wondered what each member does and how they got into the Human Resources field? We'll provide you with a glimpse into other HRLA members and invite you to read about them. This Month our Featured Spotlight is Jennifer Warmath! Please welcome her as our newly appointed Vice-President of Marketing for HRLA!

Meet Jennifer Warmath, HRLA's new Vice President of Marketing!

Jennifer joins us from Mohegan Sun where she began her Human Resources career in 2007 and became PHR certified in June of 2011.

Currently an Employee Relations Specialist, Jennifer handles a range of issues including employee grievances, misconduct and performance concerns, terminations and the proper interpretation and application of company policy.

Prior to her work in H.R., Jennifer worked in a variety of communication and marketing capacities that included regional marketing, corporate communications and local television news.

While a college undergraduate at the University of Connecticut, Jennifer studied abroad in Cape Town, South Africa and worked as a staff reporter for a local newspaper.

With this new role, Jennifer will be able to merge her love of marketing and Human Resources--just the opportunity she has been waiting for!

Welcome, Jennifer!



Jennifer Warmath
HRLA Vice-President
Marketing.

Joining us from the HR Dept., Mohegan Sun

Be the first to e-mail president@hrlact.org with **HRLA Members Rock** and you win a \$10 Gift Certificate to Dunkin Donuts!

HRLA Membership News

HRLA achieved SHRM Superstar Status for 2010 and 2011. What does this mean?

SHRM sets the national standard for how a chapter can attain Membership Superstar status. In 2010, SHRM set a goal of a **10% or higher increase** in total number of SHRM members within our chapter. Between December 2009—December 2010, we increased our SHRM membership numbers by 33 members, or 68.8%. This was the largest increase in the state!

In 2011, due to economic pressures, SHRM lowered the goal for attaining SHRM Superstar Status to **3% or higher** for all chapters across the nation. Not one to rest on our laurels, HRLA increased by 29 SHRM members between December 2010—December 2011, or 34.80% — again, the largest percentage increase of any chapter in Connecticut. These achievements are a reflection of the hard work and dedication of our Membership Committee and all of our members. Thank you!



Special Rates for HRLA Members in Transition!

Annual Dues for HRLA members are half price if you are in transition. Additionally, starting in March 2012, our members in transition are now eligible for a reduced dinner meeting rate (1/2 of the member meeting rate.)

New Member Growth

If you think you're seeing more new faces at our HRLA meetings, you're correct. HRLA has been growing exponentially, thanks to the enthusiasm of our current members!

Looking at chapter membership from October to October over the past few years, HRLA had:

- ◆ 68 members in October 2009.
- ◆ 108 members in October 2010.
- ◆ 158 members in October 2011.

Between 2009 and 2010, 49 new members joined HRLA. Between 2010 and 2011, we had 61 new members join. Also of note, we had 8 HR Professionals who had left HRLA in the past return to us in 2011.

Thank you to all of our members for making HRLA a fun and welcoming association!



Questions about membership?

Please contact
Stacey Harris or
Christine Pemberton at
membership@hrlact.org

Fall SPHR/PHR Preparation Course

Starting Tuesday, September 4 through November 20, 2012

6:00 p.m. — 9:00 p.m.

Groton Satellite location for Eastern Connecticut State University

Register for this course on-line at: <http://continuingeducation.easternct.edu/SHRM.htm>

The ECSU 12 week prep course is being held on Tuesdays, starting September 4th from 6 — 9 pm at the GROTON Satellite location for Eastern Connecticut State University. The course fees do include the SHRM learning System.

The SHRM® Learning System Course is a 12 weeks program designed to provide you with an overview of key areas in human resource management. Materials include six modules that correspond to the six functional areas, responsibilities, and associated knowledge as defined by the HR Certification Institute. The program is offered in partnership with the Society for Human Resource Management (SHRM) as study material for the Professional in Human Resources (PHR) and Senior Professional in Human Resources (SPHR) certification examinations administered by the HR Certification Institute.

Besides being a powerful tool to assist you in preparing for the PHR or SPHR certification exams, the SHRM® Learning System Course also provides professional development for you and your HR Department with content that is updated with the latest HR policies and legislation. The course provides a solid foundation for managing the HR challenges you face in today's demanding work environment; it supplies a current reference of HR practices, broadens the perspective of functional specialists, and strengthens individual competencies and productivity.

By enrolling in this course, you'll benefit from

An experienced instructor.

Interaction with peers.

A dynamic classroom environment that enhances learning.

Classroom expectations and assignments that help you stay on track.

Participants will receive a certificate of completion from Eastern and from SHRM at their completion of the course.

0.000 Credit hours 36.000 Other hours Levels: Non Credit Schedule Types: Workshop

SHRM Learning System Course Prerequisite: None Textbook Included

For additional information visit: at: <http://continuingeducation.easternct.edu/SHRM.htm>

or contact Marie Hoffman at hoffmanm@easternct.edu

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Willimantic, CT 06226-2295

860-465-4339

860-465-0062 (Fax)

In addition, EANE offers additional ways to prepare for the exam including on-line for those who may have time restrictions. Go to www.EANE.org or call toll free 877-662-6444.

You can reach HRLA Certifications Board Member Sandy Spencer at slspencer15@gmail.com if you have any questions regarding the ECSU course or certification.

Back to Basics

by Sonja Sieling-Boumenot, PHR, MBA

In the time of shifted focus with employee recognition and rewards geared for high achieving employees, we have essentially left the rest of our workforce behind. All people in every organization have basic needs which will either be satisfied or not met by their employer. Human resources strategic planning needs to renew it's focus and energy by aligning strategic goals to reach optimal balance between organizational goals with employee needs. It is our job as Human Resources professionals to maintain this balance and subsequently keep employees satisfied and thus motivated in their jobs. When we meet the needs of our employees & exceed their expectations, we become employers of choice, which further facilitates retention and recruitment strategies.

Employee needs take many forms which include social, esteem and self actualization. According to Abraham Maslow's Hierarchy of Needs pyramid, all foundation of needs must be met in order to realize a person's full potential, at self actualization stage. We as employers can help our employees get there by meeting their needs along the way. As employers we need to understand how we can get our employees to self actualization. By reaching this we begin to inspire all of our employees, not just the top minority. Social needs include inter-

action with others, belonging to a group. Esteem needs includes recognition, attention and accomplishment. Having a pay performance model only does not give attention to all of our dependable, valuable and reliable workforce. By investing in our employees in getting them through various levels, we can assist them in achieving their full potential and value to our companies. Shouldn't HR reward & take care of all employees that are dependable, reliable and do their jobs? Or just the few that make the top spot? How about those jobs that support others? And the non sales positions that are front line customer service related?

In any business, being fi-



Maslow's Hierarchy of Needs Pyramid

nancially successful generally is an important goal however having employees invested in your company is just as imperative. People create and sustain the organization's culture and can be wholehearted supporters or hurdles to what your company has set out to achieve. When an organization loses sight of the value of all employees' contributions, it loses the sense of who they are as organizations. Companies need to demonstrate a deliber-

ately thoughtful and caring environment for employees by providing work life balance, opportunities to express their common interests and rewarding/recognizing the good employee model to further set stage of culture change in order to engage people. In other words, set some inspiration for employees to want to do more in their development with our company as we have committed in our investment to them! Think for a moment as one of your employees, are you prepared to put in your all for an organization that meets your needs and exceeds your expectations? Or would you be prepared to do your best for a company that only recognizes the top tier employee in your department and/or division? A simple thank you goes a long way for many people and it's time HR gets back to the basics.

Just as HR has relevance, the employee has even more influence with our company's operations than you may think. With every transaction, every phone call, and with every order taken we can all sense if the employee is happy. We know if they are a cheerleader or a hurdle to successfully grow and prosper the business. There is something to be said with the many marketing dollars spent to win over customers and increase market share, the question becomes what has the company done for their employees lately?

HRLA's 2012 Slate of Events: April - July

Mark your Calendar Now for these Special Dates



HRLA "Loves" our
Committee Volunteers
April 12th Meeting!

April 4

HRLA Board of Directors Mtg

AASI Conference Room, Norwich

April 12

Leadership Development for 2012 & Beyond

Featured Speaker:

John Kennedy from Lee Hecht Harrison

April 25-27

Tri-State Human Resource Conference!

For All HR Professionals

Springfield, MA

May 8

Benefit Trends in 2012

Featured Speaker: Back By Popular Demand -

Marie Chalmers from Mercer

June 5

Board of Directors Telecom Meeting

June 7

The Multi-Generational Workforce

Featured Speaker: Bobbie Rich from Learning Dynamics

July 10

The HRLA Annual Summer Networking Social

At the elegant Waters Edge Resort & Spa, Westbrook

Featured Speaker:

Dr. Peter Diplock from UCONN

Reminder: Visit "*Professional Events*" on the HRLA Website

A friendly reminder to visit the "*Professional Events*" tab on the HRLA Website!

There is a wealth of information pertaining to upcoming HR professional training and events!

CBIA Financial Literacy for the HR Professional	2.75 Strategic Credits	April 10
Wally Hauck Webinar		
How to Become a Leader of Change & Engagement in Hectic Times		April 10
Unlocking Potential - Achievement Unlimited of CT		April 12
SHRM CT State Council: Employment Law & Older Employee		April 13
CBIA Job Hazard Analysis: Where Safety meets Operational Efficiency		April 18
Jackson Lewis Top Ten Wage & Hour Mistakes		April 18
Coming to Grips with the "New" ADA		April 18
Managing Workplace Safety Risks		May 24
Lawrence & Memorial EAP - Alcohol, Drugs & The Drug-free Workplace		
DOT Training for Supervisors of employees in safety sensitive positions		April 27

HRLA Scholarship



The Human Resource Leadership Association of Eastern Connecticut is extremely proud to announce that the Board of Directors will be awarding Three scholarships in 2012 to Three eligible HRLA Members!

The Scholarship recipients will be announced in April.

Should you have any questions regarding this Scholarship, please contact Jessica Linicus at

collegerelations@hrlact.org



SHRM 2012 Tri-State Conference

Rebounding: HR's Pivotal Role in the New Business Playbook

MassMutual Center and Sheraton Springfield Hotel, Springfield, MA

April 25-27, 2012



Wednesday, April 25 — Friday, April 27, 2012

Here is a listing of SOME of the subject matter experts who are presenting at this Conference!

Visit: www.tristatehrm.com for the details on this terrific event.

- ◆ Chris Dailey, Associate Head Coach, UCONN Women's Basketball Team
- ◆ Steven Harrison, Chairman, Lee Hecht Harrison
- ◆ William G. Walton, MBA, CCP, CBP, GRP, Director, ConnectiCare, Inc.
- ◆ Peter Holowesko, Benefits Manager, United Technologies
- ◆ Gary Hartnett, Principal, Mercer Consulting
- ◆ Michael Aitken, Director Government Affairs, SHRM
- ◆ Andrew Prescott, Esq. Partner, Nixon Peabody LLP
- ◆ Scott Cawood, PH.D., Ed.D, SPHR, EVP Global Operations, Synegy Corporation
- ◆ Michelle Crosby, PhD, Crosby Consulting LLC
- ◆ Bruce Barth, Esq., Partner, Robinson & Cole, LLP
- ◆ Barry Newman, Esq., Senior Attorney, Wagner Law Group
- ◆ Yvonne Alverio & Peggy Anson, The Human Resource Consortium
- ◆ Jeffrey Fish, Vice President Digital, Bernard Hodes Group

SHRM 2012 CT, MA, RI

Tri-State Conference

Rebounding: HR's Pivotal Role in the New Business Playbook

April 25-27, 2012

Sheraton Springfield Hotel & MassMutual Convention Center, Springfield, MA



This conference is for CT, MA and RI human resource professionals seeking to:

- Gain best practice strategies, insights and tools;
- Build new skill sets to advance HR capability, impact, and credibility;
- Solve organizational challenges with the help of our expert presenters;
- Earn HRCI credits toward your SPHR, PHR, and GPHR;
- Learn about new HR products and services from our more than 50 exhibitors;
- Expand their professional network;
- And, have some fun, too, including our *Gala Event at the Basketball Hall of Fame*.

Our intensive skill-building pre-conference will be held on Wednesday, April 25, at the Sheraton Springfield Hotel. The Pre-conference will be held at the Sheraton Hotel and tracks include: Legislative Update, HR Consulting Skills, Global HR, and Culture Development. Speakers include Mike Aitken, Yvonne Alverio, Scott Cawood, and John Sullivan! The main conference will be held at the MassMutual Center, just three blocks away from the conference hotel. Main Conference tracks include: Total Rewards, Staffing Excellence, Engagement, and HR as a Dynamic Change Leader, featuring many nationally top-rated HR educators.

FEATURING:

Pre-Conference Luncheon Keynote

Clinton Wingrove,
CEO, Pilat N.A.



Opening Keynote

Chris Dailey,
Associate Coach
of the UCONN
Women Huskies.



Closing Keynote

Scott Cawood,
Ph.D., Ed.D, SPHR
will share his
latest research
from his latest
doctorate.

This will be a powerful and intensive three-day immersion to strategize and accelerate HR's credibility and performance!



REGISTER TODAY! SPACE IS FULLING QUICKLY!

For a full, final schedule of events, registration and conference information visit the Tri-State Conference Website at www.tristatehrm.com.

The 2012 HRLA Board of Directors



Left to right: Secretary Sandra Lamotte; VP Communications Kem Kelly Core; Board Member at Large Maria Fisher-Proulx; Treasurer Christine Platt; Legislative Representative Meredith Diette; Co-VP Programs Sandra Spencer; Co-VP Programs Amy Leger; College Relations Representative Jessica Linicus; President Janet Welch; Co-VP Diversity Holly Cini; Co-VP Membership Christine Pemberton; Workplace Readiness Representative Maria S. Krotsis; Co-VP Membership Stacey Harris; Immediate Past President Cathy Bates.
Missing From Photo: Board Member at Large Linda Olbrys; Co-VP Diversity Rachna Tewari., VP Marketing Jennifer Warmath

Photo Courtesy of Unforgettable Imagery — Dennis Cole <http://unforgettableimageryri.com/>

SilkRoad technology's Book of the Month



The SilkRoad Book Club series features books from some of **the brightest**

minds in the HR industry. Enjoy ideas, tips, trends and inside information from the world of human resources and talent management. We are excited to offer you the opportunity to download three of the SilkRoad Book Club chapters at one time!

Simply fill out the form on the website and a link to each chapter will be sent to you via email.

Committees Forming NOW!

Two News Reporters: Have you ever dreamed of being a roving reporter? Well, here's your chance! We need someone to attend our meetings and turn an interesting Newsletter article in to our HRLA Newsletter HR Connections! Yes, this could be YOU! Contact Kem. communications@hrlact.org

Greeters: Were YOU voted Most Sociable or you just LOVE people? HRLA wants YOU as one of our friendly, sociable, interesting Greeters to simply welcome our new members and visitors who come to our meetings. Get on the phone and let us know! Contact Stacey. membership@hrlact.org

www.hrlact.org

Facebook® HRLA of Eastern CT
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