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## Coming in February

Bullying in the Workplace:  
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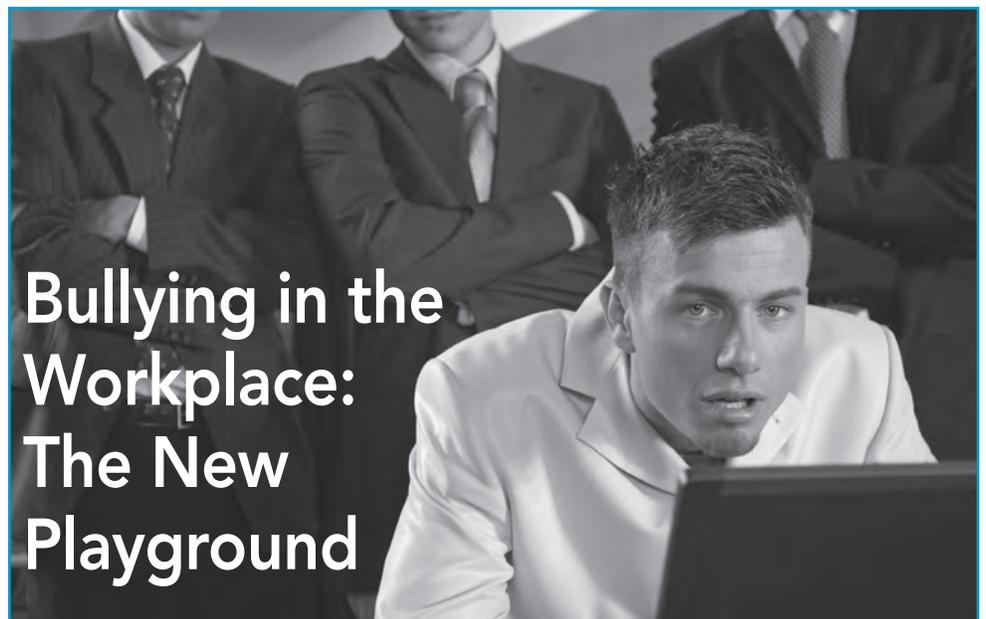
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**CHRA Monthly Member Program  
February 18, 2009**

## February Monthly Member Program



# Bullying in the Workplace: The New Playground

Being bullied is an experience that stays with a person. Ask any adult if they ever experienced bullying growing up in school, and those that have will tell you the bully's name, where the bullying occurred, what the bully did, who witnessed it and how it came to an end. Now fast forward to adulthood where the playground is now the boardroom. While the bully has "grown up" and the tactics have changed, the bullying continues. As the destructive consequences of workplace bullying become more evident, coupled with an increasingly diverse and global workforce not willing to tolerate such behavior, employers are being forced to face this

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*Thanks to Our February Member  
Program Sponsor*



## MMP Speaker Biography

### Ken Pinnock, SPHR, GPHR

Ken is the director of the Human Resource Services Department at the Mountain States Employers Council (MSEC). MSEC is an employers association based in Denver, Colorado, assisting over 2,800 member organizations throughout the mountain state region with their employment law, human resource consulting, training and survey needs.



Ken works and consults with member organizations in many facets of Human Resources including operations, staffing, performance management, policy and practice development and compensation. His background includes working with

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## Ken Pinnock, SPHR, GPHR

multi-state regulations for private, publicly-traded, government and not-for-profit employers.

His recent work has included presenting and consulting with organizations in the U.S., Canada and Europe on business ethics, and traveling to China with a U.S. HR Delegation to promote greater cross-cultural understanding as well as knowledge sharing of current HR practices and trends in China and throughout Asia. Ken developed and implemented the Global Professional in Human Resources Certification Study Program, *the only program of its kind in Colorado*.

Ken recently spoke to a business delegation from Northern Ireland on HR practices in the U.S. and European Union which was filmed by the BBC, and aired

in July 2008.

Ken serves on the Society for Human Resource Management's National Employee Relations Expert Panel.

Ken is as an Adjunct Professor at the University of Denver's (DU) University College in their Human Resource Masters Program and has presented on behalf of the Colorado Bar Association's *Make it Your Business: Domestic Violence at Work* project.

Ken holds a Masters Degree in Management from Regis University in Denver and is a graduate of the University of Denver's business school with a degree in Business Management. He is also a certified Senior Human Resources Professional and Global Human Resources Professional through the HR Certification Institute.

## How to Manage a Toxic Boss

At one point or another in your career, you will report to a manager, the person you call "boss." The relationship you create and manage with your boss is critical for your work success and career progress. And face it, whether you like it or not, you're in charge of your relationship with your boss.

So if you can't stand your boss but can't live without your job, join the club. Tara Weiss of Forbes cited survey research that claims 50 million workers feel pressured to stay with bad bosses because of the current economic downturn you are not alone!. In my consulting work, I have heard accounts of all kinds of bad behavior and abuses of power from toxic bosses. Here are some tips:

1. Develop a formula. This is a strategy for coping. One employee in a *BusinessWeek* article said his strategy for handling his toxic boss was allotting time every morning to "cater to the boss's needs" and to plan for the predictable temper tantrums. This helped provide a sense of control. Finally, he sent e-mails throughout the

day "catering to his pet peeves."

2. It is important to maintain a relationship because when you do move on (internally or with a new organization), you will need a recommendation. My daughter still has an occasional lunch with her former toxic boss because she is listed on her resume and still depends on her for recommendations.

3. When your boss treats you disrespectfully in front others, don't respond in kind. Rise above it. If you come back calm and centered, you are the real winner!

4. If the boss is incompetent, see it as an opportunity to gain more responsibility. Something you can put on the resume.

5. If the boss is a micro manager, provide updates until they tell you to stop.

*Dr. Audrey Nelson is an internationally recognized trainer, keynote speaker, and consultant. She specializes in gender communication, conflict management, dealing with difficult people, communication skills, and sexual harassment-discrimination. Dr. Nelson can be reached at 303-448-1800 or via e-mail: [audrey@audreynelson.com](mailto:audrey@audreynelson.com).*

## Calendar

### February 2009

- 4 Career Strategies PDG - Networking Strategies
- 12 Webinar - The Art of Hiring Smart with Wes Crocheron, President - Spirits of Success
- 18 Monthly Member Program - Bullying in the Workplace
- 19 Diversity PDG - Building Bridges toward LGBT Diversity

### March 2009

- 2 Business Acumen PDG - Part 2 of a 3 Part Series on Financials, Strategy and Change Management
- 12 Webinar - Employment Law Update with Mark Toth, Chief Legal Officer - Manpower North America
- 18 Monthly Member Program - Be a Shortcut: The Secret Fast Track to Business Success



*"I didn't say it was your fault. I said I was going to blame it on you."*

Quote from a toxic boss