

YCHRA
YAMHILL COUNTY
HUMAN RESOURCE ASSOCIATION

YAMHILL COUNTY HUMAN RESOURCE ASSOCIATION
CERTIFICATE OF COMPLETION AND ATTENDANCE

Mediation

PRESENTED BY

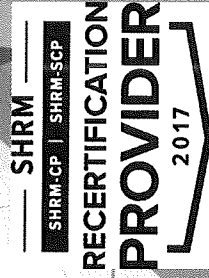
Sue Carter- Your Community Mediators of Yamhill County

Thursday, April 13, 2017
Linfield College

Attendee

YCHRA Representative

YCHRA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM
Activity ID: 17-N9HGB



Yamhill County Human Resource Association
April Meeting Announcement

Date & Time: **April 13, 2017, 7:45am – 9:30am**
7:45 am – 8:00 am Registration & Networking
8:00 am – 9:30 Program

Location: Linfield College, **Melrose Hall, basement level – Jonasson Hall** (see attached map)

Price: FREE

RSVP: rebecca@westhillshealthcare.com
Please RSVP (if possible) by April 7th, 2017

Program Description: “Mediation”

Speaker: Sue Carter, Human Resource Director, Oregon Mutual Insurance Company

Conflict happens. It happens in all areas of business. When your employees spend 40 plus hours together each week, they are bound to run into disagreements and arguments that can hurt not only their productivity but the productivity of their fellow co-workers. And if such issues are not settled, bad things can happen. Good people quit. Profitable relationships dissolve. Great companies go under. Clearly, too much unresolved conflict is hazardous to the health of your organization.

How do you deal with conflicts between your employees? In a world where relationships matter more than ever, mediation skills matter more than ever. So whether you manage employees or clients or both, it's critical to learn the art of bringing harmony out of conflict.

About the speaker:

Susan Carter is a Human Resources professional with over 25 years' experience in multiple industries within the private sector. As Director of Human Resources at Oregon Mutual Insurance Company, Susan oversees the Human Resources and Payroll functions in four states. Her role includes coaching, human resources planning, talent acquisition, job classification and compensation, performance measurement and conflict resolution.

Prior to joining OMI, she worked within the Hi-Tech, Manufacturing and Architectural/Engineering industries. In her roles, she has acquired specialist knowledge in leadership training, organizational and training development and strategic recruitment planning. Susan is a trained and certified Mediator and utilizes her skill and knowledge

in Workplace mediation, Small Claims mediation, Business to Business mediation, Restorative Justice & Juvenile Victim/Offender mediation and Family mediation.

Susan graduated from Western Oregon University with a Bachelor's of Science Degree, majoring in Psychology with Business emphasis. Susan is a member of the Society of Human Resources Management (SHRM), and Oregon Mediation Association (OMA). Susan is also a certified Leadership Development Trainer with Achieve Global.

In addition, Susan sits on the Board of Directors for the Yamhill County, Your Community Mediators Association; has been an Ombudsperson for the Yamhill County Head Start Education Program, mitigating concerns and grievances of both internal and external constituents; Technical Committee member with Oregon Economic Development Commission, Portland Development Commission and local community colleges; Steering committee member working with local government, businesses and school district in an effort to build an educational program for drug free schools.



Your Community Mediators
of Yamhill County

YCM Mission

*Empowering people
to make positive changes
in the way they respond to
conflict*

Conflict happens. It happens in all areas of business. When your employees spend 40 plus hours together each week, they are bound to run into disagreements and arguments that can hurt not only their productivity but the productivity of their fellow co-workers. And if such issues are not settled, bad things can happen. Good people quit. Profitable relationships dissolve. Great companies go under. Clearly, too much unresolved conflict is hazardous to the health of your organization.

How do you deal with conflicts between your employees? In a world where relationships matter more than ever, mediation skills matter more than ever. So whether you manage employees or clients or both, it's critical to learn the art of bringing harmony out of conflict.



OREGON MUTUAL INSURANCE GROUP

OREGON MUTUAL INSURANCE COMPANY
410 N Baker Street, PO Box 808, McMinnville, OR 97128
800-888-2141 • FAX: 503-565-2805
• www.ormutual.com

Susan Carter is a Human Resources professional with over 25 years' experience in multiple industries within the private sector. As Director of Human Resources at Oregon Mutual Insurance Company, Susan oversees the Human Resources and Payroll functions in four states. Her role includes coaching, human resources planning, talent acquisition, job classification and compensation, performance measurement and conflict resolution.

Prior to joining OMI, she worked within the Hi-Tech, Manufacturing and Architectural/Engineering industries. In her roles, she has acquired specialist knowledge in leadership training, organizational and training development and strategic recruitment planning. Susan is a trained and certified Mediator and utilizes her skill and knowledge in Workplace mediation, Small Claims mediation, Business to Business mediation, Restorative Justice & Juvenile Victim/Offender mediation and Family mediation.

Susan graduated from Western Oregon University with a Bachelor's of Science Degree, majoring in Psychology with Business emphasis. Susan is a member of the Society of Human Resources Management (SHRM), and Oregon Mediation Association (OMA). Susan is also a certified Leadership Development Trainer with Achieve Global.

In addition, Susan sits on the Board of Directors for the Yamhill County, Your Community Mediators Association; has been an Ombudsperson for the Yamhill County Head Start Education Program, mitigating concerns and grievances of both internal and external constituents; Technical Committee member with Oregon Economic Development Commission, Portland Development Commission and local community colleges; Steering committee member working with local government, businesses and school district in an effort to build an educational program for drug free schools.

Topic: Mediation
 Date: 4/13/2017
 Speaker: Sue Carter

<u>Todays Topic</u>		<u>Todays Presenter</u>		<u>Comments for Speaker</u>
Fair	0	Fair	1	"Integrate the role play into the presentation for examples"
Good	2	Good	2	"Moved a little slow but good info, necessary HR Skills"
Excellent	10	Excellent	9	"excellent speaker, some slide to busy/distracting" "needs a little more interaction"
				"Sue, you did an amazing job of describing the mediation value upfront. I look forward to your notes!"

<u>Relevancy to current position</u>		<u>Applicability to development</u>		<u>Take Aways</u>
Fair	0	Fair	0	"I heard enough to want to become certified"
Good	3	Good	3	"Clear mind, understanding own biases, credibility, repour and openness"
Excellent	9	Excellent	10	"deeper understanding of full process" "people need to be heard. Respect; lack of expression does not mean lack of feeling." "great refresher on mediation"
				"I would like the materials emailed to me please"
				"mediation process"
				"it would have been helpful to have handouts to be able to follow along and take notes (for those of us who are visual learners)"
				"provided new tips top create buy-in and "willingness" of participants"
				"format for mediating"
<u>Quality of info presented</u>		<u>Quality/organization handouts</u>		
Fair	0	Fair	1	
Good	3	Good	1	
Excellent	9	Excellent	7	
<u>Did you learn anything new</u>				
Yes	12			
No	0			

<u>Quality of meeting facility</u>		<u>Quality of Food</u>		<u>Comments</u>
Fair	0	Fair	1	"warm envionrment created"
Good	4	Good	6	"I was under the impression that the seminar was going to be from 7:45-9:00am. Unfortunately, I'm unable to stay until 9:30 because of another commitment."
Excellent	5	Excellent	2	

Future topic/presenter suggestions