



2011 SOCAP Heartland Chapter Summer Edition Newsletter



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Note from the President Cindy Fritton, ConAgra Foods



I hope you all enjoyed your summer. If you ask one of my three children they will say that they don't want summer to end. To be honest neither do I. I am a June baby, so maybe that is why I have always been partial to the summer months. Our summer consisted primarily of select baseball for our two sons. Our 5 year old daughter hung in there with Mommy for the cheerleader role, while my husband served as coach. We capped off the end of summer with a vacation trip to beautiful Estes Park, Colorado. The one thing I felt was lacking this summer seemed to be TIME! Actually not enough time for me would be more accurate. I put family time as a higher priority, but there is still room to improve ☺. I used to feel guilty when I was focusing on myself, because I felt I was neglecting family or other work I needed to get done. Then I discovered something about myself. I am a better Mother, Wife, Sister, Friend, worker, etc. when I make time for myself. I need the break, and the quiet soul searching time to stay energized at my normal level. I NEED a human battery re-charge. Sometimes I just need to say no to people's requests or refuse to take on extra responsibilities. Scheduling some time for myself gives me a better peace of mind and the tranquility I need to "keep on keeping on"! Believe I make the most of "MY TIME" and look forward to my OWN agenda. I truly enjoy the activities I want to engage in, knowing I will be refreshed and renewed after. I highly recommend the practice for any fellow over-scheduled folks out there. Take care, and have a great Fall!

Save the date: October 25th

SOCAP Wants to Know “Do You Possess Leadership and Influential Skills?”

Event Details

Date: Tuesday, October 25th

Time: 9:30am – 2:30pm

Location: Champions Club

13800 Eagle Run Drive, Omaha, NE 68164

Whether you're a CEO, a manager, a parent or merely a person who wants to make a difference, you probably wish you had more *influence* with the people in your life. Many of us give up in trying to create positive change in others or in ourselves because it's too time consuming, perhaps we don't know where to begin, we are not seeing results fast enough or we are measuring the wrong things. You are not alone! Join the SOCAP Heartland Chapter on **Tuesday, October 25th** at the **Champions Club** golf course for an interactive learning session to help you become an ambassador of change within your organization.



Orlando, Florida!

SOCAP National Event October 16-19

At the 2011 Annual Conference, you'll experience great networking, amazing atmosphere and new **advanced breakout sessions to supercharge your career!** Hear from industry experts and thought leaders on topics that take a **deep dive** into the key issues and questions facing senior-level consumer affairs professionals today. **You won't find these sessions anywhere else, so register TODAY by [clicking here for the 2011 Annual Conference!](#)**

ATTENTION SOCAP HEARTLAND MEMBERS:

Are you planning to attend the Annual Conference?! If so, please watch for an opportunity to spend some exceptional time connecting with other SOCAP Heartland members in Orlando. The time we spent together in Las Vegas was great! Orlando looks to be a very valuable conference, so we hope to see many of you there in October!!!!!!

How can SOCAP Benefit You?

- ✓ Networking, Networking, Networking
- ✓ Join any one of SOCAP's Communities
 - Automotive
 - Food & Beverage
 - Household & Personal Care
 - Pharmaceutical & Medical Devices
 - Retail & Consumer Goods
 - Travel & Hospitality
- ✓ Educational Webinars
- ✓ National Conferences
- ✓ CRM (Customer Relations Management) Online Edition





SOCAP Member Spotlight: Meet Blair Bonnesen Business Development at CSG

Other Positions:

- Production Assistant on seasons 7 & 8 of American Idol
- Account Executive at RedDoor Marketing
- Direct Mailing, List provider
- 11 years as a Sales Associate at Post and Nickel

Mentors:

- She never judges me for who and what I am
- She is my rock and my inspiration as to what kind of mother I would someday love to be
- She has taught me to appreciate the small things and for this I'm grateful
- Her favorite saying is "If you look around a room and feel like you aren't the most normal person you know..... get some help"

Why did you join SOCAP:

- It is a wonderful networking opportunity
- A great way to learn about a variety of businesses and business strategies

Outside Interests:

- Taking my two Puggles to the dog park
- Purchasing Groupons
- Relaxing weekends

Please welcome our new 2011 members!

Blair Bonnesen – CSG
Tim Vandebergh – CSG
Barry Vaughn – CSG
Jay Lake – CSG
Alex Bresett – DineEquity
Kate Asquity – Customer Direct
Thomas Fox – Customer Direct
Rob Nolan – Customer Direct
Ryan Brummond – PCCW Teleservices

Leah Hruska – Kelly Services
Bill Pieper – EPIC Connect
Rhonda Kohn-Welburn – Hyatt Hotels
Katherine McCarthy – ConAgra Foods
John Robert – AAA The Auto Club
Dave Steffensmeier – AAA The Auto Club
Steve Herlocher - USAN



Keep Your Company Out of Wage & Hour Trouble

by Steve Konnath, VP Membership – SOCAP Heartland Chapter,
Vice President at Physicians Mutual



Recent events require employers to be vigilant and disciplined in their wage and hour practices with non-exempt hourly employees. If you have hourly employees and you require them to clock in and out when they work, you need to make sure they are clocked in to your work environment before they start any work task. Likewise, employees need to be completely done with their work when they clock out.

Employers who do not have disciplined processes and policies in place for ensuring accurate time records are at risk of incurring fines and litigation. You can read articles about recent cases at the links below:

- [Farmers Insurance pays \\$1.5 million in back wages](#)
- [Starbucks is hit with a class-action lawsuit](#)
- [Hospitality industry is making changes](#)
- [U.S. Department of Labor \(DOL\) press releases](#)

To make it easier for employees to track their time and report violations, the U.S. Department of Labor (DOL) has created a downloadable free app. The app has links directly to the DOL. This will increase the chances violations are reported.

The heightened attention to wage and hour law has raised questions about practices such as employees reading email when not clocked in, participation in company sponsored volunteer events, etc.

If you haven't reviewed your time tracking processes recently for hourly employees you should consult with your human resources team and possibly seek advice from legal counsel with expertise in this area.

SOCAP Membership Growth!

We are pleased to report that SOCAP has seen an increase in membership growth over the past year! Thanks to all of you who have done your part in sharing with others the wonderful benefits of the SOCAP family!

At the chapter level, we are also happy to report that the SOCAP Heartland Chapter has seen significant retention from last year's membership and signs of continued growth. As we all strive to increase efficiencies within our organizations, remember to spread the word of what SOCAP has done for you personally and professionally within your organization. Share with friends, family or acquaintances that you may see at children's events.

If you know anyone that may be interested in hearing about SOCAP and membership opportunities, feel free to contact one of your Heartland Board Members:

Cindy Fritton, President – cindy.fritton@conagrafoods.com

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