

# *What's News*

January 2003

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## **Where Have All The HR's Gone?**

I am so old I remember when HR was a career path. For those of you who were born after 1965, there really was a time when Human Resources (HR) was a good place to be a professional, not just the place you want to avoid when the music stops. In all the downsizings, right sizings, and cutting of organizations, what happened to Human Resources? Always an undervalued function, even in the best of times, now it gets even scarier. At a time when managing the complexity of people issues only gets more sophisticated, future CEO's don't have to do their 2 years as V.P. of HR in their grooming process.

Marketing? You bet! / Manufacturing? Probably / Supply Chain? Sure.  
Finance? As long as they aren't from Enron / International Assignment? Absolutely!  
Human Resources? You've got to be kidding!  
Corporate think is "why would we have to learn *Human Resources*, that's soft stuff".

Didn't we learn anything from watching the pharmaceuticals dismantle Quality Assurance and regulatory groups over the past 15 years? Checks and balances? Hah!! A field day of FDA sanctions and lawsuits should have taught us something. Companies spending millions directly in fines and probably more like billions indirectly in lost earnings and we don't seem to have learned anything. We haven't made a mistake we just have a new cost of doing business, stupidity.

Everyone knows the needs are increasing for HR assistance. The poor mental health of the average employee is need enough. But there is no commensurate investment in the development of the profession and the status function. Not status for status sake, but as a demonstration of the reality of the world. An acceptance that recruiting, staffing organizational development, dealing with employee issues and even the lowly training function have at least an even stake and maybe even more in building successful long term

organizations than the slickest new software package. Maybe when HR is a full partner we will see an actual shift from the chronic short-term thinking that plagues the well tuned financial mind. Maybe we will know there is hope for the future when this historically, undervalued function is seen as the road to the top. People matter? Oh yea? Show me.

Show me with two years of your potential CEO's precious time, show me with more HR people who actually know and are trained in people management, employee issues and training. We do know some but their numbers are dwindling fast because they don't feel valued. Show me with commensurate salaries for the V.P. of Human Resources and the V.P. of Marketing & Sales and Manufacturing and finally show me with HR folks mandated by their CEO's and CFO's to deal with the real issues in their company, pro-actively – not reacting to the latest lawsuit!

### **UPCOMING TRIPS**

**Susan is planning to be in the Connecticut, New Jersey, New York, Pennsylvania area the week of February 24<sup>th</sup>. If you are interested in talking with her about getting together to plan a program or schedule one during that time period, please call our office.**

**She will be in the Chicago area for a Leadership Conference, March 5<sup>th</sup> through 10<sup>th</sup>. All of our clients are invited to a “no host” dinner with Susan on March 5<sup>th</sup>. Please RSVP at 303-660-5206 if you plan to attend. She is also available March 10<sup>th</sup> for meetings or individual or group sessions.**

**She has limited time available during both of these trips. For more information on these trips or to schedule a program or meeting call our office.**

### **The Van Vleets Training in Japan**

Currently Akihiro (Aki) Sumitomo, the CEO of Gingu, Inc and a retired CEO of 2 American companies he successfully established in Japan and one of the top 300 Japanese Business Men is pursuing bringing our courses to the Japanese market. If you or your company are interested in speaking with “Aki” about bringing our courses to Japan (he attended U.S. high schools and colleges & considers America to be his second home). Please contact our office so we can discuss this with you. We are at the very beginning stages of development in Japan and as some of you know, this could take a while!

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#### *Condolences*

*We offer our condolences to the family of Phil Robinson.*

*We worked with him on our contract with P & G Port Ivory. Once he retired from P & G he also led a training for us in negotiating skills. He was truly a joy to work with. He was a gentleman who truly loved his company and worked hard to make it great. He will be greatly missed.*

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# RECOMMENDED BOOKS & MOVIES

## Books

**Behind the Scenes of A Foreign Firm** by Akihiro Sumitomo.

It is written for the Japanese audience but the translated version is wonderful for Americans doing business in Japan. Aki compares American & Japanese styles using his own very funny life experiences as a high school and college student in the U.S. You can get this book through us – we also have copies available in Japanese.

## Movies

**Antwon Fisher** – A movie about overcoming your history by dealing with it head on and changing your life.

**Frieda** – if ever there was a movie that inspires you about a woman, it is this one. She was unconventional yes, but the point is she was also true to her purpose, no matter what.

**Almost Home** – Do we really want to go back to the 50's – not after seeing this movie. I'm old enough to remember the way it was – If you aren't, you should see where we came from and what it took to get here.

**Hours** – A celebration of women and their struggles to be true to their paths in life.

## ***Congratulations are In Order.....***

**To Dahlia Dai at P & G China on the birth of her baby boy November 7, 2002.**

**To Susan Rodger on the opening of her own counseling practice in Vail, Colorado. If you are in the Vail area, Susan is someone we recommend.**

**To Tamara Deuser on her position with a family medical practice in Texas. For those of you in the Dallas area look her up – she's a great family practice physician.**

**To Susan Van Vleet on being awarded the Jewish Women in Business Award by the National Council of Jewish Women. Susan will be receiving the award at**

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**Luncheon on Thursday, May 15<sup>th</sup> in Denver and all of our clients are invited to attend or participate in some way. Watch for the invitation and donation card in our February Newsletter.**

### **2003 Public Workshop Schedule in Place**

- If you do not see a course scheduled that you would like to attend or send people to, contact our office.
- Any of the workshops scheduled can also be done “in-house”, on site at your company.
- We encourage our corporate customers to reserve slots per year for all classes so they can get the **maximum discount**.

## ***PUBLIC WORKSHOP SCHEDULE***

| <u>2003 Courses</u>  |                 |              |         |
|--|-----------------|--------------|---------|
| <b><u>WOMEN MOVING FORWARD</u></b>                                 | February 11-13  | Lonetree, CO | \$3,000 |
| <b><u>PRODUCTIVE RELATIONSHIPS</u></b>                             | March 25-27     | Lonetree, CO | \$3,000 |
| <b><u>MANAGING CORPORATE</u></b>                                   | April 28-30     | Lonetree, CO | \$3,000 |
| <b><u>WOMEN'S LEADERSHIP</u></b>                                   | May 5-7         | Lonetree, CO | \$4,200 |
| <b><u>WOMEN MOVING FORWARD</u></b>                                 | June 10-12      | Lonetree, CO | \$3,000 |
| <b><u>ACHIEVING COMMITMENT</u></b>                                 | June 24-26      | Lonetree, CO | \$3,000 |
| <b><u>TRAINING FOR CHANGE AGENTS and CHANGE AGENT TRAINERS</u></b> | July 22-25      | Lonetree, CO | \$4,000 |
| <b><u>PRODUCTIVE RELATIONSHIPS</u></b>                             | August 12-14    | Lonetree, CO | \$3,000 |
| <b><u>MANAGING CORPORATE</u></b>                                   | September 16-18 | Lonetree, CO | \$3,000 |
| <b><u>WOMEN MOVING FORWARD</u></b>                                 | October 8-10    | Lonetree, CO | \$3,000 |
| <b><u>MOUNTAIN LEADERSHIP</u></b>                                  | October 15-17   | Colorado     | \$4,500 |
| <b><u>ACHIEVING COMMITMENT</u></b>                                 | December 10-12  | Lonetree, Co | \$3,000 |

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**To register for any course, retreat, or conference contact our office.**

**We also accept MasterCard & Visa**

**There is a \$500 discount when two or more people attend the same \$3,000+ workshop from**

**the same company and location. You must register together and attend together**

***All prices are subject to change. No refunds are given.***

## **Susan Van Vleet Consultants, Inc. Payment Policies**

First and foremost our policies are created to greatly reward our customers who pay "on time" (within 10 days). The biggest reason for failure of small businesses like ours is cash flow. We do not have a late fee. Rather we have a lower rate for customers who pay within 10 days and a higher rate for those who pay 11 days out or more. There is a substantial discount (6%) we offer all customers who can pay for in-house classes within 10 days. The discount on 10 day payables for individual registrations is higher: \$2,500 instead of \$3,000 or 14%. To help facilitate on time payments by customers we accept Master Card & Visa.

### **Workshop Cancellations**

Our policy was developed to discourage cancellations and/or transfers. We do not give refunds. When you cancel 14 days or less out from a workshop or class there is no credit. When you cancel 15 or more days from the start of a workshop or class we issue you a credit in the amount of the registration fee, less a \$500 administration fee and any room costs. This credit will be given for future workshop participation. This credit is only good for a period of 2 months from the date of the cancellation. If after 2 months the credit has not been used, then it is forfeited.

### **Group Discounts**

We encourage more than one person from a company or location to attend our workshops and programs. We also encourage corporations to reserve a number of workshop spaces yearly. In both of these instances a discount is given if all people register at the same time from the same location or if a company reserves 10 or more workshops spaces per year.

These policies are in effect for all of our clients, unless we have signed a corporate contract with your company that supercedes this policy.