

NCEA 2011 Human Resource Workshop ~ Event Survey Results

November 1 & 2, 2011, Fargo, ND. Chair & Host: Montana-Dakota Utilities

1. Did the workshop meet your expectations?

| | | |
|------------------------|-----------|-------------|
| Yes | 8 | 80% |
| No | 0 | 0% |
| Parts of workshop did. | 2 | 20% |
| Total | 10 | 100% |

2. Please expand on where the workshop exceeded or fell short for you:

10 Responses: This is my first year in HR, so all topics were helpful..... I thought the level and amount of communication was very good. I liked the roundtable discussion and we actullay could have used more time for that. The individual company presentations were good. I was disapointed with the speaker from SHRM but the rest were very good..... The open dialogue during the presentations along with the round table discussions were great! The guest speakers did an outstanding job as well..... I only attended the morning session on Wednesday..... The workshop provided a great opportunity to network and learn from others in HR / the utility industry..... It was very informative..... The informal sharing of information with workshop attendees was definitely the best part. Would love to do more of that next year. The SHRM presentation could have been half as long..... It was wonderfully organzized; Sarita was a great host!..... It would be beneficial to narrow the target audience for the HR Workshop. Roundtable issues for HR Executives are different from issues for HR Assistants and Benefits Analysts -- didn't make sense to have both populations in the same conference..... The presentation on SHRM did not meet my expectations.

3. Rate the "Powerful Change-The Future Smart Grid Workforce" session with Sarah Sladek:

| | | |
|---------------|---|-----|
| Excellent | 3 | 33% |
| Good | 3 | 33% |
| Average | 3 | 33% |
| Below Average | 0 | 0% |

4. Do you have additional comments/suggestions on Sarah Sladek's presentation?

7 Responses: Good material and another way to look at this subject that I had completely considered previously..... I think it gave us a good perspective of the generations and the expectations. I'm thinking we could address this topic again into the future with a focus of now that we know the generations; how do we get them to work together with the best outcomes for all involved..... I only attened the morning session on Wednesday..... The presentation was helpful, but could've been significantly reduced in length. (Most are likely already aware of how to browse a website, etc.).... It was good to hear from the different generations within the group to see things from a different perspective..... Nothing new; pretty generic info..... Very good presentation- informative.

5. What did you come away with from Steve Wevley's presentation on "High Deductable Health Plans" or any other comments:

8 Responses: Very insteresting since this is a new benefit for our employees this year..... Many companies are insimilar position and this is one option that may be an excellent choice..... HSA's are the wave of the future and I really appreciated the open discussion..... Great information! Thanks, Steve..... Very informative and great to hear about alternative health plans..... I felt the "speakers" really played more of a facilitator role vs a true presentor role; this maximized the learning and sharing of everyone in the room. Nice job!..... Very useful information that we can also use to train our employees..... Very good presentation - informative.

6. What did you come away with from Anne Jones's presentation on "Utility Pension Plan" or any other comments:

6 Responses: Good presentation and very good to understand the process and tips provided for this type of transition..... It's a new concept for Utilities and was good to hear what they are doing..... Great information! Thanks, Anne..... I felt the "speakers" really played more of a facilitator role vs a true presenter role; this maximized the learning and sharing of everyone in the room. Nice job!..... It's important to inform your employees of changes; be upfront and honest. Pension changes for non-union and union employees showed integrity..... Very good presentation - informative.

7. What did you come away with from Jim Kaiser's presentation "Talent Management: or any other comments:

5 Responses: I liked the topic. Jim did a good job and issues were relevant..... Great discussion! Thanks, Jim..... I felt the "speakers" really played more of a facilitator role vs a true presenter role; this maximized the learning and sharing of everyone in the room. Nice job!..... presentation got a little long, but it was a good roundtable..... Very good presentation - informative.

8. What did you come away with from Nicole Johnson's presentation on "Allete Non-union Compensation" or any other comments:

6 Responses: Provided a good glimpse into similar issues we're having with compa dn some possibilities for us to consider..... I would look forward to visiting with Nicole in the coming year and learning more about their successes with their new incentive program..... Great information! Thanks, Nicole..... I felt the "speakers" really played more of a facilitator role vs a true presenter role; this maximized the learning and sharing of everyone in the room. Nice job!..... It was nice to hear how other companies are doing things..... Very good presentation - informative.

9. Rate the "What is Transitional Works...." session with Robin Halvorson:

| | | |
|---------------|---|-----|
| Excellent | 1 | 12% |
| Good | 6 | 75% |
| Average | 1 | 12% |
| Below Average | 0 | 0% |

10. Do you have additional comments/suggestions on Robin Halvorson's presentation?

3 Responses: Good Presentation..... Great job, Robin! I understood Robin's point in keeping the information provided more general, so as to apply to a wide variety of situations, but it might make the presentation more interesting to throw in specific examples / stories to keep the audience engaged..... Overheads were much too detailed for visual use; however helpful as a handout.

11. Rate the "Best Practice for Return To Work session with Jim Blaser:

| | | |
|---------------|---|-----|
| Excellent | 3 | 38% |
| Good | 5 | 62% |
| Average | 0 | 0% |
| Below Average | 0 | 0% |

12. Any additional suggestions/comments for Jim Blaser's presentation?

3 Responses: Excellent presentation with some very good tools for claims management..... Jim is very dynamic and I appreciated his enthusiasm for the topic. He also shared great information with the group which was much appreciated..... Jim provided great tools and resources! This makes his information easy to take back and apply.

13. Rate the "Learning and Behavioral Styles in the Workplace" with Ginny Wood Nelson:

| | | |
|-----------|---|-----|
| Excellent | 4 | 50% |
|-----------|---|-----|

| | | |
|---------------|---|-----|
| Good | 3 | 38% |
| Average | 1 | 12% |
| Below Average | 0 | 0% |

14. Any other suggestion/comment for Ginny Wood Nelson's presentation?

5 Responses: Will be able to put this information into practice right away..... Presentation was condensed and moved very quickly. Overall good..... Ginny did an excellent job of getting the group up and moving. I also found the information she provided to be accurate and frank in its presentation, which was appreciated..... Good use of moving people around..... Wonderful presentation - things we already know, but aren't necessarily aware of.

15. There was a great deal of interaction and discussion of ideas. While it is still fresh in your mind, jot down any session ideas or roundtable questions for the 2012 NCEA Human Resource Workshop?

5 Responses: Benefits, Performance Appraisals..... Make it 1.5 days just for HR. We could have used a little more time to flesh out some of the topics..... Has your organization ever conducted an Employee Engagement Survey? If so, what company did you utilize? What advice do you have from having gone through the process?..... Sick Pay Coverage, Return to Work for Non-occupational illness or injuries (best practices)..... Rehiring retirees Public Utility Commission "hot topics/issues".

16. Did you find the joint session with the NCEA Safety people valuable?

| | | |
|-------------|---|-----|
| Yes | 6 | 86% |
| No | 0 | 0% |
| Indifferent | 1 | 14% |

17. Please comment any pros or cons of an overlapping session with both groups.

6 Responses: For me both sessions are useful since I am in both safety and human resources..... Many items are joint ventures between Safety and HR. I thought the speakers and topics were good. I'd maybe include some individual company presentations for these joint sessions..... If we continue to overlap and expand the HR; then it becomes 2 full days. Not sure if the rest of the group is interested or committed to two full days..... Where topics of interest intersect, it makes sense to overlap the sessions. Overlapping provides greater opportunities to network and share resources..... Where there is a common topic, yes overlapping would be beneficial. I would not force an overlapping session if there isn't an overlapping topic..... I liked the overlap - would have been nice to have some round table discussions rather than two workers comp presentations.

18. Dates proposed for the 2012 Human Resource Workshop being proposed is the week of November 5, 2012 in Sioux Falls, SD. What are your thoughts?

8 Responses: We are on a rotation basis, so I would probably not be scheduled for the 2012 conference..... Sounds Good!.... I will plan to be there..... A mid-week start date would allow for those who are traveling a great distance to commute on a workday instead of on the weekend..... I think it would be good to have it in September to avoid the possibility of inclement weather..... Consider Halloween and travel plans when determining dates..... Good date, good location. We could use another 1/2 day of just "HR" time prior to the joint session with safety..... Probably won't attend. Suggest a more central location that is easier to get to, such as Minneapolis.

19. Provide any other comments for the NCEA staff and leadership that will assist you or make the workshop better:

6 Responses: I thought the snack and refreshment tables were a little sparse at times. Some attendees mentioned that they were a little hungry during the day. The sit down meals were excellent!..... Sarita - you always do a fabulous job!..... I thought the snack and refreshment tables were a little sparse at times. Some attendees mentioned that they were a little hungry during the day. The sit down meals were excellent!..... More time for roundtable discussions. Information sharing such as this is very valuable..... More round tables, continue with having workshop attendees playing a "faciliator" role as well as share their processes/programs..... The "box lunch" on the last day wasn't conducive to travelers; other than that, everything was great!..... An hour and forty minutes on SHRM was remedial at best -- really a waste of time.

20. Would you attend another NCEA Human Resource Workshop?

| | | |
|-----|---|-----|
| Yes | 9 | 90% |
| No | 1 | 10% |

2012 NCEA Human Resources Workshop

Site: Sioux Falls, SD

Host & Chair: NorthWestern Energy