

## Raise the Bar for More Effective Employee Recognition and Surpass Your Expectations for Productivity and Work Satisfaction

**With Guest Speaker: Harriet Rifkin**

**In Collaboration with:**



Are you an HR professional, team leader, supervisor, manager, or executive who is responsible for creating an environment that exceeds expectations internally and externally?

Some managers think employee recognition is a “soft skill”. It is not! It has an impact on the bottom line and avoids populating your workplace with the “check-out” mentality employee (those that just want to be left alone so they can get out on time everyday). High performing organizations understand the importance of effective recognition to validate and value outstanding work so they can surpass expectations for employee satisfaction and customer satisfaction. This session will illustrate a link between expectations and recognition as well as generating a list of ideas for non-cash and other incentives for recognition so anyone can go back to work and have the tools to measurably impact the bottom line.

Harriet Rifkin is the founder of Rifkin & Associates, LLC and has built a successful twenty-five year career in human resource development and management, including officer level positions in a financial institution, as the Corporate Director of Human Resources at a large architectural/engineering firm and as an external consultant. Today, Harriet consults to a variety of organizations and specializes in executive coaching, leadership development, the performance management process, group dynamics, generational differences, and retention. She received a bachelor of arts in psychology and sociology from the University of Rochester and a master of science in career and human resource development from Rochester Institute of Technology. She looks forward to helping organizations maximize their strongest asset – its people.



This program has been approved for **2.0** recertification credit hours toward PHR and SPHR recertification through the Human Resource Certification Institute (HRCI). Attendees will receive the certificate of attendance and program code number at the conclusion of the session. For more information about certification or recertification, please visit the HRCI homepage at [www.hrci.org](http://www.hrci.org).

**Date:** Tuesday, June 12, 2007

**Time:** 8:45 a.m. to 10:45 a.m. Continental Breakfast / Networking 8:15 a.m.

**Location:** Business Resource Center, Room 114, One Development Court, Kingston, NY 12401

Seating is limited

**Cost:** \$10.00 per person for members. **\$20.00 for non-members.** Continental breakfast is included in cost.

**PLEASE COMPLETE THIS FORM AND MAIL PAYMENTS TO:**

Sylvia Murphy, JMC Marketing Communications & PR, 10 Pearl St., Kingston, NY 12401 or fax (845) 331-1431  
 Please make checks payable to: NY JSEC, Inc.

**Any questions should be directed to:**

Ron Stonitsch, NY State DOL, BRC, One Development Court, Room 601, Kingston, NY 12401 (845) 331-8920

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