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### April Meeting Information

#### WSI 101

Kent Mortenson,  
Workforce Safety & Insurance  
Safety Consultant

April 11, 2019  
11:30 am MT  
Lady J's Restaurant & Catering



## April Meeting

### WSI 101



North Dakota Workforce  
Safety & Insurance

Our April program will be a basic presentation about Workforce Safety & Insurance including the history of WSI, the services provided, and opportunities for cost savings by being involved in safety discount programs.

- Learn how WSI is 1 of 4 states that is monopolistic when it comes to workers compensation insurance and how we compare rate-wise to neighboring states.
- What are some preferred practices when it comes to reporting a workplace injury.
- Presentation of some of the most common injury data.
- Current safety incentive discount programs available.

Kent Mortenson is a Safety Consultant with Workforce Safety & Insurance. He began his career in safety in 2004 as the first full-time Safety Specialist with Steffes Corporation. He then became the SW Regional Safety Consultant for WSI in 2008. Before his career in safety, he was a police officer, child support investigator and Combat Engineer with the ND National Guard. Kent was also a volunteer with the Dickinson Volunteer Fire Department for 24 years before retiring as Captain. He now assists as an active reserve member. Kent is presently the President of SW Area Safety Association. ■

## Are You Attending SAHRA in April?

Please RSVP at [NDSAHRA.shrm.org](http://NDSAHRA.shrm.org), scroll down to Upcoming Events and click "Register Here." This month's lunch menu includes: glazed ham, sour cream scalloped potatoes, cranberry sliced carrots, lemonade, & coffee. \$12 per person includes tax and tip. Credit card or cash accepted with advance RSVP; no checks please. ■



## Like us on Facebook!

SAHRA is on Facebook! For updates and reminders on SAHRA events and activities, LIKE us on Facebook.



## President's Message



Life is about using the whole box of crayons.

-Anonymous



## Career Day at Dickinson State University

The Southwest Area Human Resource Association participated in a Career Day event at Dickinson State University on April 3, 2019. About 80 area students attended the event to hear presentations on a wide variety of topics. Amanda Pearson and Carrie Zubke represented SAHRA and keyed in on tips when applying for a job or interviewing for a job. ■



### Society for Human Resource Management

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 Website: [www.shrm.org](http://www.shrm.org)

### Thank You!

Thank you for your contributions to this edition of the SAHRA Newsletter.

### Southwest Area Human Resource Association

This newsletter is a publication of the Southwest Area Human Resource Association  
 Chapter #0571  
 PO Box 132 • Dickinson ND 58601  
<http://ndsahra.shrm.org>  
 Newsletter Editor: Carrie Zubke

## Treasurer's Report

Southwest Area Human Resource Assoc  
 March, 2019

New Statement Balance				\$13,776.28
Current Checks / Deposits	3/19/2019	Interest earned		\$0.11
Compare to ending bank statement	\$13,776.39			
Outstanding Checks / Deposits		Deposit	Membership dues	\$460.00
		ND State Council	2018 speaker	\$300.00
TOTAL:				\$14,536.39

## SAHRA Board Minutes

March 14, 2019

Present: Kathleen Obritsch, DeEll Jordre, Carrie Zubke, Alison Johnson, Krissy Kilwein, Sarita Haag, Melissa Stoltz, and April Frank. Absent: Amanda Pearson and Carissa Suter.

President-Elect April Frank called the meeting to order.

Carrie Zubke motioned to approve the February treasurer's report. Melissa Stoltz seconded. Motion carried.

Kathleen Obritsch motioned to approve the February board minutes. Allison Johnson seconded. Motion carried.

Newsletter: The March newsletter was posted on the website and an email notification was sent to all registered members.

### COMMITTEE REPORTS:

Program-Lynae Harper: Board discussed upcoming tentative programs.

March- Table Topics and Discussion

Bismarck Cancer center rescheduled for June due to weather.

April- WSI 101 and Updates

May- Vocational Rehab

June- Bismarck Cancer Center

July- Benefits and Insurance

Diversity-Alison Johnson: Alison is attempting to connect with DSU or the Chamber of Commerce to speak on

diversity.

Certification-Carrie Zubke: No report.

Foundation-Sarita Haag: Monthly raffle basket was donated by Krissy Kilwein. Board discussed ideas for the April basket. If anyone is interested or able to help support the monthly basket, please let Sarita know.

Membership-Melissa Stoltz: No new members. Working with DeEll to scrub the membership list and submit reminders to those who have yet to renew their membership.

Public Affairs/Technology- Krissy Kilwein: Krissy presented ideas for speaker gifts, as well as anniversary gifts for this fall. Board indicated that budget would allow for \$10-15 per gift.

Workforce Readiness-Kathleen Obritsch: DSU and Job Service Multi-Industry Career Fair will be held on March 19<sup>th</sup> at the BAC. DSU will be hosting a Rural Women's Conference on March 22<sup>nd</sup> and 23<sup>rd</sup>. Ashley Tillman with DSU has been working on a Career Day to be held on April 3<sup>rd</sup>. Board agreed to staff the HR session from 10:00-10:45am; Carrie, Amanda, and Kathleen volunteered to support.

Community Relations- Amanda Pearson: Looking for volunteers to help with the Dickinson Backpack program on April 11th and May 2nd. Volunteers have been secured for March 14<sup>th</sup>. If

(Continued on page 4)

## Southwest Area Human Resource Association Board of Directors

### President:

Carissa Suter, SHRM-CP  
McKenzie Electric Cooperative, Watford City  
csuter@mckenzieelectric.com | 701-870-4110

### Past President / SHRM Foundation Director:

Sarita Haag  
Continental Resources, Inc., Dickinson  
sarita.haag@clr.com | 701-764-6582

### President Elect / Legislative Director:

April Frank, PHR, SHRM-CP  
Dry Bulk Rentals, LLC, Dickinson  
aprilhouseholder@yahoo.com | 701-590-2900

### Secretary-Treasurer:

DeEll Jordre  
Marathon Petroleum, Dickinson  
dmjordre@marathonpetroleum.com | 701-456-6912

### Certification Director:

Carrie Zubke, SHRM-SCP, SPHR  
American Bancor, Ltd., Dickinson  
czubke@weareamerican.com | 701-483-3287

### Community Relations Director:

Amanda Pearson, SHRM-CP  
Patterson-UTI Drilling Company, Dickinson  
amanda.pearson@patenergy.com | 701-260-2852

### Diversity Director:

Alison Johnson  
Dickinson T-R Regional Airport, Dickinson  
ajohnson@dickinsonairport.com | 701-483-1042

### Membership Director:

Melissa Stoltz, SHRM-SCP  
a\_mstoltz@yahoo.com | 701-260-3729

### Program Director:

Lynae Harper, SHRM-CP  
Whiting Oil and Gas, Dickinson  
lynae.harper@whiting.com

### Public Relations / Technology Director:

Krissy Kilwein  
Dickinson State University, Dickinson  
krissy.kilwein@dickinsonstate.edu | 701-483-2530

### Workforce Readiness Director:

Kathleen Obritsch  
Dickinson State University, Dickinson  
kathleen.obritsch@dickinsonstate.edu | 701-483-2541

## SAHRA Meeting Minutes

March 14, 2019

Present: Alison Johnson, Carrie Zubke, Kathleen Obritsch, Krissy Kilwein, Lynae Harper, DeEll Jordre, Aimee Kovash, Sarita Haag, April Frank, and Melissa Stoltz.

Carrie Zubke called the meeting to order and welcomed the guests.

The chapter meeting minutes from February were included in the March newsletter. A motion to approve the minutes was made by Carrie Zubke. Seconded by Kathleen Obritsch. Motion passed.

The treasurer's report for February was included in the monthly newsletter.

Aimee Kovash reminded attendees of the Multi-Industry Career Fair on March 19<sup>th</sup> at the BAC.

The Rural Women's Conference will be held at DSU on March 22<sup>nd</sup> and 23<sup>rd</sup>.

HR Games will be held in Fargo on March 23<sup>rd</sup>.

**COMMITTEE REPORTS:**  
No committee reports were discussed.

**OLD BUSINESS:**  
SAHRA will be hosting the HR session for the Blue Hawk Career Day on April 3<sup>rd</sup>.

**NEW BUSINESS:**  
SHRM now offers a veteran's certificate that is a self-paced course worth 10 continuing education credits.

Bismarck Cancer Center was rescheduled to June's membership meeting due to weather.

**PROGRAM:**  
Attendees discussed ideas on how to increase membership meeting attendance.

The meeting adjourned. ■

Minutes submitted by:  
DeEll Jordre, Secretary/Treasurer

Approved by:  
April Frank, President Elect

## SAHRA Board Minutes

*(Continued from page 3)*

anyone can assist, please contact Amanda.

Secretary/Treasurer- DeEll Jordre:

Signature cards would need to be updated with the bank; DeEll to set up a time for the paperwork to be completed

### OLD BUSINESS:

Board discussed doing an outside audit potentially later this summer or fall. Will reach out for recommended individuals and estimate.

April indicated that she reached out to do a chapter connection with other chapters of our size to see if there are areas that we could improve upon. Adding that she would bring information back to the board for discussion.

Thank yous for Ebeltoft, Sickler and past president were discussed. DeEll and Melissa will purchase gifts.

April stated that the SAHRA table cloth was in and available for use at meetings and events. Cost was \$146.88 for the table covering.

Board discussed options for the October speaker and sponsorship from the State Council. April indicated that the funding maybe tight due to budget restraints at the state level. Board discussed looking for other sponsorship opportunities to help cover the speaker costs.

April stated that she created a Drop Box site for storage and accessibility of SAHRA files.

Board discussed the State Council meeting to be held July 11<sup>th</sup> in Dickinson and preparations needed for their meeting and visit.

### NEW BUSINESS:

Limited number of RSVPs were submitted for this month's meeting. Board held discussions on what could help attendance at the monthly meetings. Topics discussed - awareness, FB posts, emails, timing/ dates, speaker topics, etc.

Meeting adjourned. ■

Submitted by:  
DeEll Jordre, Secretary/Treasurer

Approved by:  
April Frank, President-Elect



## OSHA in the Oilpatch

The Occupational Safety and Health Administration (OSHA) was created in 1970 with the passage of the Occupational Safety and Health Act. Congress passed this act to assure safe and healthful working conditions for workers by setting and enforcing standards and by providing training, outreach, education and assistance.

In 2017, the U.S. Bureau of Labor Statistics released its findings on workplace fatalities for various states. In 2016, the total work-related fatalities in North Dakota were 28, a decrease from 47 in the previous year. The occupations with the three highest work-related fatalities were transportation and material moving occupations, management occupations (agriculture/ranching), and extracting (oil & gas), accounting for 10, 9, and 5 fatalities respectively.

These statistics raise the question, how can these occupations be made safer? One way to help is continued vigilance in adhering to OSHA safety regulations and workplace safety guidelines.

### OSHA FATAL FACT SHEETS

As part of its Safety and Health Topics publications, OSHA provides an industry by industry listing of relevant regulations and fact sheets. In OSHA Fatal Facts, Oil Patch No. 5-2012, the agency issued a hazard accident prevention. In this case, two employees were working in a trench, repairing a leaking crude oil flow line connecting a producing well to its tank battery. Two employees attempted to cut on the flow line with a manual pipe threading machine but noticed that the dies on the threader were dull. When the new dies arrived, instead of using the manual pipe threader, the two workers installed the dies on an electric pipe threading machine and proceeded to

thread the exposed pipe. Flammable vapors in the air were ignited by the electric pipe threader, resulting in a flash fire. A third employee discharged two fire extinguishers and put out the fire. Unfortunately, the first two employees were hospitalized with second and third degree burns to their arms neck and faces. One employee died in hospital from his injuries. The second employee was later released.

In this case, the employer complied with some OSHA regulations. In providing the employee with fire extinguishers, the employer complied with 29 C.F.R. § 1910.157(c), which requires employers to distribute portable fire extinguishers for use by employees on Class B fires. The employer also provided the right type of fire extinguisher, as a Class B fire is one involving flammable or combustible liquids and flammable gases. However, OSHA pointed out that employers must also provide and require the use of flame-resistant clothing for workers who are exposed to flash-fire hazards. It also recommended that employees should perform job hazard analyses, prior to beginning work, to determine potential hazards such as leaking flammable vapors from equipment that had previously contained hydrocarbons.

Other OSHA standards relevant to the oil patch include those for fall protection. OSHA Fatal Facts, Oil Patch No.4-2012 publication highlights 29 C.F.R. § 1910 Subpart D. In this regulation, an employer must make sure that if an employee is walking on an elevated surface that has an unprotected side or edge that is four feet or higher above a lower level, that employer must ensure that the employee is protected from falling by one or more of the following: guardrail systems, safety net systems, or personal fall protection systems, such as personal fall arrest, travel restraint, or positioning systems.

In one such fatal accident, an employee working on a derrick platform climbed back up

to the derrick board but did not attach his personal fall arrest system (PFAS) after unhooking from the climb assist. When the worker lost his balance, he fell 90 feet to the rig floor, where he was fatally injured. In its accident prevention publication, OSHA listed four main points to prevent falls in the future: (1) employers should make sure that workers at elevations above the ground or adjacent surfaces such as a rig floor, are protected at all times from falling by guardrail systems, safety net systems, or personal fall arrest systems; (2) employers should evaluate the worksite to identify jobs and locations where workers might be exposed to fall hazards; (3) instruct all workers in the hazards of working at elevations and how to properly use personal fall arrest systems; and (4) implement work rules which instruct workers that they must use fall protection equipment when working at elevations, and inspect all fall-related equipment (guardrails, ladders, and PFAS) to make sure that they are not damaged or deteriorated.

### The Takeaway:

As an employer, ensuring that your company adheres to OSHA standards by educating employees on how to properly conduct job hazard assessments, providing proper equipment such as, fire resistant clothing and fire extinguishers, as well as providing appropriate instruction on fall protection equipment, will help reduce work-related injuries and fatalities. Adhering to OSHA standards can also help protect your company from potential liability from such accidents.



*Alison Mann | Lawyer*

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## SAHRA Spotlight


### Ali Huber

Meet Ali Huber! Ali currently works for the City of Dickinson as an HR Assistant. Prior to that, she worked for American Bank Center. She holds a Bachelors of Arts in Anthropology from the University of Cincinnati. She and her boyfriend, Andrew, have a dog and a cat and are excited to be part of the Dickinson community. Welcome Ali! ■



## Essential Etiquette Rules for the Workplace

To get ahead in the workplace you've got to get along with people—your boss, your co-workers, the higher-ups, customers, and so on. Here are some etiquette rules from the Minnesota Spokesman-Reporter website to remember:

- **Be prepared.** Try not to be caught off-guard for meetings, discussions, etc.
- **Dress appropriately.** Check the dress code, and take note of what your co-workers and managers wear at work.
- **Use professional language.** Don't use slang, buzzwords, or clichés—and never indulge in profanity.
- **Follow proper phone etiquette.** Don't speak too loudly nor put calls on speakerphone without a good purpose. Answer calls promptly, and remove distractions such as background music before you say, "Hello?"
- **Respect people's space.** Don't barge into someone's office or cubicle. Always ask whether they have time to talk before launching into a conversation. 
- **Leave personal problems at home.** Bosses and co-workers may be sympathetic (up to a point), but don't drone on about your personal life. Deal with outside issues on your own time.
- **Don't gossip.** Refrain from sharing secrets about your co-workers, and refuse to engage in gossipy conversations at work.
- **Be discreet.** If you have a problem with a co-worker, address it directly and confidentially instead of complaining to others. ■

## OSHA in the Oilpatch

*(Continued from page 5)*

### Our Interest in Serving You:

My law firm's goal is to give understandable information and to foster discussion about real-life issues facing human resource professionals. If we are not achieving that goal or if you would like us to address other employment law issues, please email me at [amann@ndlaw.com](mailto:amann@ndlaw.com). We promise to take your comments and ideas to heart.

### Disclaimers

#### (Otherwise known as "the fine print")

I make a serious effort to be accurate in my writings. These articles are not exhaustive treatises, though, so do not consider them complete or authoritative. Providing this information to you does not create an attorney-client relationship with my firm or me. Do not act upon the contents of this or of any article on our homepage or consider it a replacement for professional advice. ■

Allison Mann | Lawyer  
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701.225.9650 fax



First Draft  
April 2019

## SHRM Foundation Raffle

Time to BBQ! This month's basket includes a set of grilling tools, two sets of grilling forks, and a BBQ basket / condiment set donated by Krissy Kilwein, SAHRA Technology / Public Relations Director.

For each \$1 donation to the SHRM Foundation, your name will be entered into the raffle drawing for a prize. Drawing to be held April 11, 2019 at the SAHRA meeting. Thank you for your support of the SHRM Foundation!

Permit #18-47

*If you or your business would be interested in donating an item for the SHRM Foundation Fundraiser, please contact: Sarita Haag, SAHRA Past President / Foundation Director.*



## SHRM Foundation

Many SHRM Foundation scholarships are open now ([SHRM Foundation Scholarship link](#)). For a limited time, SHRM will donate \$20 to the SHRM Foundation for every new or renewed membership. Get the tools, expert guidance and development opportunities to make a positive impact on your workplace, and help others do the same. Join/Renew with code DONATE20 at <https://shrm.co/FVdYCo>. ■

**BUILDING BETTER WORKPLACES STARTS WITH GIVING BACK**

**JOIN/RENEW**

SHRM Foundation

# Ten Harmless Mind Tricks That Make People Like You

When you're working hard and doing all you can to achieve your goals, anything that can give you an edge is powerful and will streamline your path to success.

Mind tricks won't make you a Jedi, but using the brain's natural quirks to your advantage can have a positive impact on everyone you encounter.

As soon as you become aware of these 10 tricks, they start popping up wherever you look. With minimal effort on your part, their unconscious influence on behavior can make a huge difference in your day-to-day life.

**1. When a group of people laughs, each member of the group can't help but make eye contact with the person they feel closest to.** This trick can make you an astute observer of relationships of all types. It can tell you which members of your team are bonding and learning to trust one another, just as easily as it can tell you if you might have a shot at landing a date with a certain someone. Of course, you'll learn a lot about how *you* feel about other people just by paying attention to whom you make eye contact with.

**2. When someone does a favor for you, it actually makes *them* like you more.** When you convince someone to do you a favor, they unconsciously justify why they are willing to do so. Typical justifications include things such as "he's my friend," "I like him," and "he seems like the kind of person who would return the favor." These justifications serve you perfectly. Not only did you just get help with something, but the other party also likes you more than they did before.

**3. Silence gets answers.** When you ask someone a question and they're slow to

respond, don't feel pressure to move the conversation forward. Remaining silent plays to your advantage. Moments of silence make people feel as though they should speak, especially when the ball is in their court. This is a great tool to use in negotiations and other difficult conversations. Just make certain you resist the urge to move the conversation forward until you get your answer.

**4. Open hands and palms create trust.** There's an employee policy at LEGOLAND that says whenever someone asks where something is, the employee "presents" (open-palm gesture) their directions instead of "pointing" them. This is because the open-palmed gesture conveys trust, making people more likely to agree with what you're saying and to find you friendly and likeable. Pointing, on the flip side, is generally seen as aggressive and rude.

**5. Nodding your head during a conversation or when asking a question makes the other person more likely to agree with what you're saying.** The next time you need to win someone over to your way of thinking, try nodding your head as you speak. People unconsciously mirror the body language of those around them in order to better understand what other people are feeling. When you nod your head as you speak, you convey that what you're saying is true and desirable, and people are more inclined to agree with you.

**6. People remember unfinished things better.** The natural tendency to remember unfinished things is called the Zeigarnik effect. Ever notice how some television commercials get cut off early? The company paying for the commercial cuts it off so that it sticks in your head longer than other commercials. The best way to forget unfinished things (commercials or songs) is to finish them in your head. If a song gets stuck in your head, try singing the last lines to yourself. You'll be amazed how quickly it goes away.

**7. Chew gum to relax and focus.** Chewing gum actually lowers your cortisol levels, the hormone responsible for stress. But chewing gum doesn't just reduce stress, it also makes you more alert and improves your performance in memory-oriented tasks. It does so by increasing the blood flow to your brain and alerting your senses. When you experience a stressful situation while chewing gum, your body is less likely to go into the primal fight-or-flight mode (which results in poor decisions and inability to focus). You probably don't want to use this one while you're talking, but it's a great way to de-stress in preparation for a big presentation or challenging conversation.

**8. People's feet reveal their interest.** When talking to someone, pay attention to their feet. If their feet are aimed at you, they're interested and listening to what you're saying, but if their feet point away from you, they're most likely disinterested and mentally checked out.

**9. When you meet someone new, work their name into the conversation in order to remember it.** The goal here is to repeat their name three times in the first five minutes. It works extremely well, but the trick is to do it naturally. When you rattle off their name unnecessarily, it sounds foolish and awkward. Try to use phrases like "Hello \_\_\_\_\_," "Nice to meet you \_\_\_\_\_," and "Where are you from \_\_\_\_\_."

**10. Showing excitement makes other people like you.** This one goes back to the idea that we mirror the behavior of those around us. If you show excitement when you see someone, they naturally mirror that excitement back at you. It's an easy way to make a strong first impression and to get people to like you.

## Bringing It All Together

Give these tricks a try, and you're bound to notice a difference in how people respond to you. ■

By Dr. Travis Bradberry  
Talent Smart newsletter



1. Anderson, Mary-ABLE, Inc., Dickinson
2. Beaudoin, Leann-Southwest Water Authority, Dickinson
3. Bittner, Marie-CBIZ Benefits, Glen Ullin
4. Cloutier, Jon\*-St Luke's Nursing Home, Dickinson
5. Coleman, Kristen—Titan Energy Services, Dickinson
6. Cook, Lindsey, SHRM-CP\*, PHR- Creek Energy Services, Dickinson
7. Fetch, Cindy – Southwest Water Authority, Dickinson
8. Fox, Etta-Sax Motor Co., Dickinson
9. Frank, April, SHRM-CP, PHR\* - Dry Bulk Rentals, LLC, Dickinson
10. Haag, Sarita\*-Continental Resources, Inc., Killdeer
11. Hanson, Shelly\* - Fisher Industries, Dickinson
12. Harper, Lynae, SHRM-CP\*-Whiting Oil & Gas, Dickinson
13. Haugen, Tammy-Marathon Petroleum, Dickinson
14. Heidt, Amanda-Steffes Corporation, Dickinson
15. Heidt, Kim\*-Steffes Corporation, Dickinson
16. Honcharenko, Vicky-American Bancor, Ltd., Dickinson
17. Howe, Rebecca, SPHR, SHRM-SCP\*- Titan Energy Services, Dickinson
18. Huber, Ali-City of Dickinson
19. Jahner, Zach - Baker Boy, Dickinson
20. Jirges, Karen\*-Ebeltoft . Sickler . Lawyers, Dickinson
21. Johnson, Alison-Theodore Roosevelt Regional Airport, Dickinson
22. Jordre, DeEll\* - Marathon Petroleum, Dickinson
23. Kilwein, Krissy\*-Dickinson State University, Dickinson
24. Kovash, Aimee - Job Service North Dakota, Dickinson
25. Krebs, Linda, SHRM-CP\*-Stark County, Dickinson
26. Lantz, Nancy - Southwestern District Health Unit, Dickinson
27. Lengowski, Susan\*- St. Benedict's Health Center, Dickinson
28. Lorge, Dorene\*-Dakota Western Bank, Bowman
29. Mann, Allison-Ebeltoft . Sickler . Lawyers, Dickinson
30. Massad, Mary\*- SW Water Authority, Dickinson
31. Messer, Jennefer, SHRM-SCP\*- Fisher Industries, Dickinson
32. Murtha, Janilyn, SHRM-SCP\*—City of Dickinson, ND
33. Nameniuk, Shelly\*- City of Dickinson, ND
34. Oase, Matt\*-City of Killdeer, ND
35. Obritsch, Kathleen - Sysko Business Solutions, Dickinson
36. Olson, Hanna-Baker Boy, Dickinson
37. Pavlicek, Pam, PHR - Southwest Grain, Dickinson
38. Pearson, Amanda, SHRM-CP\*-Patterson-UTI Drilling Company, Dickinson
39. Reiger-Kempenich, Cindy-Sackman Electric & Controls, Dickinson
40. Roller, Sue, SPHR, SHRM-SCP\*- Baker Boy, Dickinson
41. Stoltz, Ashley\*-Steffes LLC, Dickinson
42. Stoltz, Melissa, SHRM-SCP\*- Dickinson
43. Suter, Carissa\*-SHRM-CP, McKenzie Electric Cooperative, Watford City
44. Tuhy, Shar - American Bank Center, Dickinson
45. Turner, Sara-Dickinson Parks & Recreation, Dickinson
46. Tysver, Danita - Stark County Development, Dickinson
47. Ziebarth, Jessica-First National Bank & Trust, Williston
48. Zubke, Carrie, SPHR, SHRM-SCP\*- American Bancor, Ltd., Dickinson

\* - indicates SHRM National Membership

**PHR** indicates HRCI's Professional in Human Resources certification

**SPHR** indicates HRCI's Senior Professional in Human Resources certification

**SHRM-CP** indicates SHRM's Certified Professional certification

**SHRM-SCP** indicates SHRM's Senior Certified Professional certification