



# Minnesota Professionals for Psychology Applied to Work

## ***Upcoming Speaker***

*By Joyce Bono, VP Programs*

### **Thursday, March 18, 2004: Trends in Worker Attitudes: Vulnerability to Talent Loss**

**Scott Brooks, Ph.D.**, Executive Consultant, Director R&D, Gantz Wiley Research

New data from WorkTrends 2004, an annual normative opinion survey of over 10,000 US employees conducted by Gantz Wiley Research, are in! National trends indicate that employees feel less secure about their jobs and intentions to leave are on the rise, suggesting that as the economy recovers and the job market rebounds, organizations may be vulnerable to talent loss. After several consecutive years of layoffs, budget reductions, and salary freezes, it appears that employees may be polishing off their resumes and looking for greener pastures.

In March, Scott Brooks will present the results of Gantz Wiley's latest survey of employee attitudes to MPPAW. Established over 16 years ago to provide a normative comparison to client survey results, WorkTrends uniquely draws from a representative sample that mirrors US census statistics with regard to key demographics. The survey includes data on topics such as job satisfaction, leadership, and customer orientation.

In addition to sharing the results of the latest survey, Scott will identify some steps that organizations can take to "inoculate" against potential latent loss. Included in Scott's presentation will be a discussion of key drivers for intentions to leave an organization, leadership trends to help organizations retain talent, and best practices associated with strong work climates. He will show how employee opinions link to customer results and business performance.

Scott has been with Gantz Wiley since 1995, working with industry leaders such as Wells Fargo, LensCrafters, and Kaiser Permanente. In addition to survey consulting, he manages Gantz Wiley's R&D function, which includes oversight of all projects linking employee surveys to customer or business performance measures. He manages the annual WorkTrends survey as well. Prior to working with Gantz Wiley Research, Scott worked in organizational development at Mervyn's. He has authored numerous publications and SIOP presentations on the topic of using employee and customer input to drive overall business performance.

Please join us in March for a look at the latest trends in employee attitudes and their implications for organizations!

## ***MPPAW Update***

*by Carol Lynn Courtney, President*

In February, our invited speaker, Frank Landy, presented a provocative talk on employment litigation and expert testimony. Dr. Landy summarized a number of cases and gave the audience a real feel for this work. We held the meeting in the auditorium of the Humphrey Center where there continued to be a very strong turnout.

MPPAW welcomes our March speaker – Scott Brooks from Gantz Wiley. Dr. Brooks will be discussing employee attitudes, organizations' vulnerability to talent loss, and features of the work environment that can affect employee attitudes. We will meet at HHH 180 at the Humphrey Center. Get there early so you can get a seat. A high turnout is expected!

Please let any of the board members know if you are interested in serving, or would like to nominate someone to serve, on the board. We are also very open to your suggestions for future presenters or topics. Sid informs me that we increased our membership and have 167 (114 professionals, 53 students) paying members. This continues to break our past records. The energy continues to be high in the group as demonstrated by the lively discussion before, during and after the meetings. Thanks to all for making this a vibrant organization.

See you at the meeting on March 18th!

## February Presentation

Summary prepared by Christine Stanek, Co-Secretary

### I/O Psychology and the Law

**Frank Landy, Ph.D.**, Professor Emeritus, Penn State University / CEO, SHL Landy Jacobs Litigation Support Group

Dr. Frank Landy set out to demystify psychology and the law in his conversation about I/O psychology in the courtroom. During his tenure as a professor at Penn State for 26 years, Dr Landy began a career in expert witness testimony in 1980. His first case was with the New York City police department. He defended their selection test, which he developed, in a discrimination case. Dr. Landy won the case for the City, and this employment litigation experience was the dawn of a new career path for Dr. Landy.

As the CEO of SHL Litigation Support, Dr. Landy spoke about the litigation support group he has developed, and some of his cases along the way. The group handles 40-45 cases per year -- about 10-15 human factors and 30 employment cases. A high profile human factors case example is that of Domino's Pizza. Dr. Landy was on the litigation team that testified against Domino's about the effect of time urgency on the safety of the drivers, and others on the road. The case was about chronic stress and its effect on vision and perception. There were approximately 25 deaths per year caused by drivers suffering from chronic stress. After six years of litigation against Domino's in 8 different cases, Dr. Landy's team won a case in December 1993 in which the victim of a Domino's driver was awarded \$78 million, resulting in Domino's dropping the legendary 30 minute guarantee.

Dr. Landy's litigation SHL support team of ten consists of Ph.D. senior testifying experts, individuals with master's degrees, B.A. psychologists, and a statistician. The qualifications of the expert include education, experience, and training. In the courtroom, credentials can "qualify" you as an expert. This follows the 1991 Daubert Principles, which established what is and what is not legitimate testimony. Legitimate expert witness testimony includes that which is a generally accepted theory, peer reviewed research, and verifiable (or falsifiable) testimony.

Dr Landy's employment cases involve class action suits, and the human factors cases are often individual plaintiffs. He explained the nature of the spectrum of cases and issues he and his team deal with. Human factors cases involve reaction time, warning signs, training, organizational culture, equipment design and safety. Employment cases commonly involve test validity, performance appraisal, recruiting, downsizing, stereotypes and disabilities. Clearly, a wide breadth of I/O psychology knowledge and experience is needed to litigate effectively.

The theater of litigation, Dr. Landy explained, is communicating a case so the different "audiences" in the courtroom can clearly understand its complexities. The judge, jury, and lawyers are the main people with whom Dr. Landy and his team communicate. There are a host of KSAOs that allow expert witnesses to be effective, including: credentials, memory, reasoning, speed of closure, communication skills, conscientiousness, achievement orientation, detail orientation (it's like parachute packing -- it's got to be right!), emotional stability, openness to experience, tacit knowledge, and procedural knowledge. Dr. Landy suggested that introductory psychology professors make good expert witnesses because their job is making complex concepts understandable to an interested but unsophisticated audience.

Besides educating lawyers, judges and jury members, the scope of tasks and duties for an expert witness include providing and critiquing written and oral reports, identifying and applying relevant research,

and collecting and analyzing data. Data collection can occur in a host of different interesting venues and may require travel to many locations for comparison.

Dr. Landy provided some things he has learned along the way:

- The importance of class certification battles
- The importance of impartiality and avoiding advocacy
- The importance of scientific modesty and concessions
- The relative unimportance of "authorities" – you have to be able to sell these ideas as they are not common knowledge to members in court
- The widespread ignorance of I/O psychology among law yers, judges and juries, making the communication about our field even more important
- The distaste of judges for experts

Dr. Landy closed with some specific - and memorable - recent cases in which he has successfully testified.

## Member Profiles

by Megan Pavot, Co-Secretary

**Paul Valdivia**, Data Solutions Inc.

Born and raised in the Twin Cities, Paul is a native Minnesotan who currently lives in St. Paul. He received his BA from the University of St. Thomas and went on to receive his MA from the University of Tulsa in Oklahoma.

Paul's career began as a Personnel Research Psychologist intern at the U.S. Office of Personnel Management, Personnel Research and Development Center. There, he worked on developing non-cognitive assessments and organizational climate surveys. Later, he moved to the Immigration and Naturalization Service where he worked solely on projects for the Border Patrol, primarily on the assessment process for first-line supervisors. During his time at both the U.S. OPM and INS, Paul was greatly influenced by a co-worker, Ilene Gast, Ph.D. Ilene and Paul share similar interests, (e.g., non-cognitive assessment), and Paul was impressed by her creativity and extensive knowledge. Another strong influence on Paul was his former director Magda Colberg, Ph.D, who was a convincing proponent of logic-based measurements as a highly effective assessment tool. He worked under Magda at the U.S. OPM and INS where he witnessed her rare ability to foster executive support for their programs while simultaneously shielding the department from the vagaries of the government bureaucracy.

After working at the INS he was employed by Winstar, a telecommunications company, where he was involved in customer satisfaction research. At Winstar, traditional customer surveying was augmented with data mined from their customer databases. Paul is currently working for Data Solutions Inc., a company that provides technology that automates HR business processes to improve human performance and organizational decision making. Some of the processes that the company automates are employee surveys, multi-rater assessment programs, and enterprise-wide talent management systems.

When he is not working Paul enjoys auto and kart racing, mountain biking, photography and international travel. He became a member of MPPAW when he returned to Minnesota two years ago.

**Carolyn Catenhauser**, student MSU-Mankato

Originally from Kansas City, Kansas, Carolyn earned her B.A in Psychology from the University of Missouri, Columbia (go tigers!). She is

currently attending MSU-Mankato where she is finishing her last semester of school, and she is excited to be the first member of her family with a Master's degree. Most of her current time is dedicated to finishing her thesis on supervisory support for work/life balance, and its implications on turnover intentions and career advancement. She still makes time to take a break from her thesis and socialize with her fellow classmates.

Carolyn recently completed a six-month internship at RSM McGladrey, Inc., which provided her with many exciting experiences in I/O psych. Among Carolyn's favorite things about I/O psychology are its strong field and research presence. She enjoys being able to directly apply what she has learned in her classes to her work in the field. MSU has provided a great environment for her to learn about the research and applied work in I/O Psychology.

In her free time, Carolyn enjoys cooking. She recently received her first *Joy of Cooking* cookbook, and she already has a list of recipes she plans on making. She also enjoys having friends over to sample her cooking, especially when there is a Chiefs' game on TV! During the summer, she enjoys water-skiing, which is a great way to take advantage of the plethora of lakes in Minnesota. In addition, Carolyn enjoys volunteering for the United Way, as well as donating blood and plasma. So far, she has donated over a gallon and she is looking forward the five-gallon mark!

Carolyn became a member of MPPAW in 2002. She is very proud to be a member and she was glad to see MPPAW spotlighted in SIOP's TIP publication in October 2003. She enjoys the meetings because it's a great way to meet many exciting professionals and listen to the current trends in the field. More importantly, she speaks for the rest of the MSU students when she says, "the cookies at the meetings are simply marvelous. Don't ever get rid of them."

## Format of Meetings

Meetings begin at 5:30 p.m. with a social hour, followed by the presentation. The presentation begins at 6:20 p.m. and the meeting will conclude at 8:00 p.m.

A door fee of \$10.00 per MPPAW member and \$20.00 per non-member (\$5.00 and \$15.00 for students) will cover hors d'oeuvres, food, and soda at the social hour. This fee will also cover the costs associated with the presentation that evening.

The meetings are held at the Humphrey Institute of Public Affairs, University of Minnesota (West Bank of the Twin Cities campus), 301 – 19<sup>th</sup> Avenue South, Minneapolis. Parking is available at the ramp across the street, at the corner of 19<sup>th</sup> Avenue and 3<sup>rd</sup> Street South.

**Directions from the west:** take I-94 east to the Riverside Avenue exit. Turn left onto 25<sup>th</sup> Avenue South. Cross over I-94 and then turn left onto Riverside. Follow Riverside to ¼ block past 19<sup>th</sup> Avenue and enter the parking ramp on your right.

**Directions from the east:** take I-94 to the Riverside Avenue exit. Turn right onto Riverside. Follow Riverside to ¼ block past 19<sup>th</sup> Avenue and enter the parking ramp on your right.

**Directions from the south:** take I-35W north to the University of Minnesota – West Bank exit. Turn right onto Washington Avenue (which will curve to the right in 2 blocks and become Cedar Avenue). Turn left at the third stoplight onto 3<sup>rd</sup> Street (one-way). Enter the parking ramp on your right.

**Directions from the north:** take I-35W south. Take the Washington Avenue exit (to West Bank). Turn left at the top of the exit ramp onto Washington Avenue (which will curve to the right in 3 blocks and become Cedar Avenue). Turn left at the fourth stoplight onto 3<sup>rd</sup> Street (one-way). Enter the parking ramp on your right. The Humphrey Institute is across the street from the parking ramp, next to the Carlson Center.

## Continuing Education Credits

For Licensed Psychologists needing to meet the CEU requirements of the Minnesota Board of Psychology, remember that attendance at each MPPAW event counts as 1.5 hours of CEU credit. What a great bonus and easy way to help meet those requirements. And only \$10 added to your membership dues covers all the expenses for the MPPAW year, up to 10.5 CEU credits!

## **MPPAW Officers and Key Committee Members**

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MPPAW Website: [www.mppaw.org](http://www.mppaw.org)

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