



# Minnesota Professionals for Psychology Applied to Work

## Upcoming Speaker

By Heather Johnson, VP Programs

TUESDAY, NOVEMBER 17:

### Speaking of Leadership: How to Inspire, Influence, and Get Results!

#### Sue Hawkes

Founder and CEO of YESS! -  
Your Extraordinary Success  
Strategies



Communication is a powerful tool and communication skills can motivate change, inspire others, and move an organization from good to great. Productive and intentional communication may be underutilized and underemphasized at all levels of an organization, especially during times of stress. In her talk, Sue Hawkes will argue that to lead effectively, you must communicate effectively. In other words: no communication, no leadership. During her presentation, Sue will discuss practical, results-oriented techniques to promote powerful conversations that motivate, inspire, and create greater trust and buy-in.

A key focus of Sue's presentation will be on communication, which we use in all areas of life. We make decisions, talk to customers, present proposals, and ask for favors. When communication breaks down, other areas of life follow

suit. Poor communication leads to misunderstandings, which lead to conflict. Conflict can lead to stress and stress can lead to less productivity. Effective communication and leadership are essential components of a successful organization.

Communication is the primary tool for maximizing performance and decreasing workplace conflict. Ineffective communication is costly and leads to loss of both time and money.

Why is it important to know your own communication style, as well as that of other's that you engage with throughout the day? How can you increase your listening skills, as well as your ability to actively participate in productive conversations with others? Sue Hawkes will answer these questions, and more, during her presentation.

What you'll take away from this month's presentation:

- Learn the skill of "leadership listening" (and how it's different than you might think)

- Recognize the cues to instantly know a person's communication style (even by listening to their voice mail!)
- Find a new way to make requests that actually get you what you want – every time!
- Discover how to light a fire in others!

**Sue Hawkes** is the founder and CEO of YESS! - Your Extraordinary Success Strategies ([www.sayyess.com](http://www.sayyess.com)), a world-class coaching organization offering customized programs and coaching certification. A Certified Management Effectiveness Coach, Hawkes is a best-selling author and internationally-recognized speaker and entrepreneur who specializes in communication, leadership, and organizational effectiveness. She recently presented at the American Society for Training and Development national conference. She has received numerous honors including the 2007 Small Business Administration's Midwest Regional Women in Business Champion of the Year, and was one of The Minneapolis/St. Paul Business Journal's 2007 Women to Watch.



## MPPAW Update

By Sharon Sackett, President

Sixty-eight people attended our October Keynote Address by Dr. Tammy Allen on work and family roles. They came from all over the immediate metro area as well as Mankato, Hudson, Stillwater...and as far away as central Wisconsin! After Dr. Allen's informative presentation, people lingered and were highly engaged in conversation – it was quite an evening. We look forward to another great presentation in November by Sue Hawkes on strategies for effective communication and leadership.

**Membership.** It's not too late to become a member. Not surprising given the economy, our paid memberships are down about 10% compared to last year. As a non-profit, we need to be aggressive about keeping our membership base strong, and we would like to reach the 100 mark this year – which means adding another 17 members! A full membership at \$140 (\$65 students) is the best way to support MPPAW and enjoy the benefits of membership if you are a regular meeting attendee. It's a great value when you consider the networking opportunities, the delicious appetizers from Solera, engaging speakers, and CEU credits to boot. If regular attendance is not in your future, you can join at the \$80 level (\$35 students) and

pay just \$12 for each meeting you attend. If you are already a member, please help us with our ongoing efforts to expose others to the value of MPPAW. Think about current or former work colleagues, clients, and graduate school colleagues or faculty who might be interested MPPAW. Forward this newsletter and invite them to join us on November 17!

**Expanding Our Reach.** As you've heard, we want to do more to connect with professionals and students beyond the traditional I/O ranks – including those in the areas of vocational/career psychology, human resources, and OD. As such, the Board is actively exploring relationships and opportunities with peer organizations within our state, including MPA and MNODN. Also, we are looking at groups similar to MPPAW in other states, hoping to learn from their experiences and share best practices. If you have ideas for avenues we should explore or would like to assist with any of these efforts, please contact me directly at 612.259.4237 or ssackett@mdaleadership.com.

**What's the benefit of attending an MPPAW meeting?** You will meet others who study and practice applied psychology in Minnesota and Wisconsin. You can seek input regarding challenges you're facing – job searches and the state of the business are common topics these days – exchange best practices, or discuss new avenues for research. You can introduce yourself to a potential client or employer, or find the perfect candidate for your job opening. Finally, you will keep yourself informed about issues, challenges, and opportunities in both the research and applied sides of our field.

## Special Announcement

*By Sharon Sackett, President*

We have a change to announce regarding the 2009-2010 MPPAW Board. Justin Rowenhurst, our President-Elect, has moved out of state and submitted his resignation as of September. Justin served as our Treasurer last year and we were looking forward to his continued contributions as our incoming President. We're very sorry to see him go but he has promised to keep in touch and we wish him the best in his new endeavors.

I'm pleased to report that we have a new President-Elect candidate – Steve Wolinsky, MS, LP. Steve is well known to many of us in the local OD/LD community. As directed by our bylaws, he will be on the slate during our annual election in May. In the meantime, he will attend the Board meetings and get up to speed on our activities. Please join the Board in welcoming Steve, you can anticipate a Member Spotlight article about him later in the spring.

## Member Profile

*By Amanda Koch, Co-Secretary*

**The spotlight is on...**

**Dianne Nilsen**, Vice President of Client Solutions at PDI Ninth House.

Dianne discovered I/O as an undergraduate psychology major. She was considering a career in clinical psychology and worked in a substance abuse treatment center,



which helped her realize she was not cut out to be a clinician. Meanwhile she took some I/O classes, which she enjoyed and saw as a good fit for her. She received her BS in psychology with a concentration in I/O.

After moving to the Twin Cities and working as a research analyst for the state of Minnesota, Dianne decided to go to graduate school. She got her Ph.D. from the University of Minnesota in I/O psychology with a minor in quantitative methods. Next, she headed to Colorado Springs, where she worked for the Center for Creative Leadership. At CCL Dianne was able to explore applied organizational psychology, providing training, feedback, and coaching to participants in leadership development programs. She also worked on the development of several published surveys and led the development of a 360-assessment for executives. Working on the development and marketing of products was a new experience, and Dianne especially enjoyed her interactions with clients.

After 11 years in Colorado, Dianne came back to the Twin Cities and has worked at PDI for nearly 10 years. At PDI she began working as a consultant on 360-assessments and then led PDI's 360 business, managing areas such as product development, marketing, operations, and technology. She spent some time as VP of Research and is now VP of Client Solutions, where she works with clients on projects involving selection, leadership, development, and 360-assessments, among others. Dianne takes pride in being able to use her quantitative background to help clients solve problems.

Outside of work, Dianne stays busy with her husband and two children and enjoys cooking for friends, reading, and outdoor activities like hiking. She is looking forward to winter, when she can go snowshoeing.

## October Presentation Recap

*Summary Prepared by Joseph Wohkittel, Co-Secretary*

### Work and Family Roles: An Occupational Health Perspective

Tammy D. Allen, Ph.D., Professor of Psychology, University of Southern Florida, and Deputy Director of the Occupational Health Psychology Program at the University of South Florida.

Dr. Allen began by discussing the nature of work and family roles. Traditionally, the roles a person filled in their life were largely defined by gender. Women were seen as caregivers and men as the providers of financial resources. Today, it is normal for both men and women to take on multiple roles in the family and in the workplace. Filling multiple roles that differ significantly can be difficult, with work-family conflict being a possible outcome.

The concept of work-family conflict was explained as the extent to which a person's participation in one role, such as family, is made more difficult by participation in a different role, such as work. Dr. Allen explained that work-family conflict includes both a person's work interfering with their family life (WIF) and family life interfering with work (FIW). WIF is associated with a number of outcomes including job satisfaction, job performance, marital satisfaction, depression, and burnout. FIW is also related to many outcomes, such as job satisfaction, organizational commitment, and withdrawal behavior.

Dr. Allen explained the concept of family dinner behavior as an indicator of work family conflict. Sharing a meal as a family is a cross-cultural practice that helps to keep families connected. Previous research has found that frequent family dinners are associated with positive lifestyle choices such as eating healthy and not smoking.

Dr. Allen's research has explored the relationship between WIF and the frequency of family dinners. This research included both surveys of mothers and daughters and data collected from focus groups. Cross sectional data from the mother's survey results suggests that higher levels of WIF are associated with less frequent family dinners. Dr. Allen then presented a model of WIF, which includes family dinner behavior as an antecedent of WIF.

The discussion that followed covered what organizations can do to mitigate work-family conflict. Two examples mentioned were flexible work schedules and the availability of dependent care. Both of these practices can take many forms. Flexibility can include flextime, telecommuting, and job sharing. These policies have been studied extensively across cultures. Although much attention has been paid to the benefits of a flexible work environment, there is little evidence to suggest these policies effectively manage work-family conflict. Dependent care options range from offering some form of DCAP to onsite childcare, and have not been well studied in the context of work-family conflict.

Dr. Allen concluded by stating that more research is needed in order to develop an effective means of dealing with work-family conflict. Organizational practices such as flexible work options are only a part of the puzzle. The bottom line may mean challenging long held assumptions about the ideal worker.

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**Be sure to check us out  
online at [www.mppaw.org](http://www.mppaw.org)!**

## Announcements

By Hannah Foldes, VP Communications

### Internship Opportunity!

Twin Cities based **DRI Consulting** has an immediate opening for a half-time, unpaid graduate practicum student. For more information about this opportunity and DRI's approach to training, please see DRIC's website ([www.dric.com](http://www.dric.com) – under "internships") or call Dr. John Fennig at 651-308-8412.

*If you have a job, internship, or grant opportunity, MPPAW is happy to post an announcement on our website. We also welcome information about upcoming conferences/meetings, lectures, and awards – please send announcements to Hannah Foldes.*

### 2009 MPA President's Conference

The Minnesota Psychological Association would like to encourage MPPAW members to attend a conference on *Ethics and Multicultural Competency: Issues for Practitioners* presented by Dr. Melba Vasquez. See below for details:

#### *Ethics and Multicultural Competency: Issues for Practitioners*

**Date: November 13<sup>th</sup>, 2009**

**Location: Metropolitan State University  
700 Seventh St. E., Auditorium  
St. Paul, MN**



**Speaker: Dr. Melba Vasquez, Ph.D., ABPP**

Dr. Melba Vasquez is a psychologist in independent practice in Austin, Texas. She is co author with Ken Pope of *Ethics in Psychotherapy & Counseling: A Practical Guide* (2007, 3rd edition) and *How to Survive and Thrive as a Therapist: Information, Ideas and Resources for Psychologists in Practice* (2005). Dr. Vasquez served as president of the Texas Psychological Association, president of APA Divisions 35 (Society of Psychology of Women), and 17 (Society of Counseling Psychology), and as the first Latina member-at-large, APA Board of Directors. She is a Fellow of the APA and holds the Diplomate of the American Board of Professional Psychology. She is a candidate for president-elect of APA. Dr. Vasquez is a co-founder of APA Division 45, Society for the Psychological Study of Ethnic Minority Issues, and of the National Multicultural Conference and Summit. She has received numerous awards, including the 2007 APA Distinguished Professional Contributions to Independent or Institutional Practice in the Private Sector and the National Register's 2007 Alfred M. Wellner Senior Career Award for Outstanding Service to Psychology.

The Minnesota Psychological Association works to enhance public and psychological interests by promoting the science of psychology and its applications. Learn more about the organization and membership by visiting MPA's website:

<http://www.mnpsych.org/>

### MPPAW LinkedIn Group

**LinkedIn**® This season we created a new LinkedIn group for MPPAW. If you're already a member of LinkedIn, search for MPPAW under groups and become a member today! The group is expanding weekly and we look forward to seeing you there for discussion, news, and networking.

### Continuing Education Credits



For Licensed Psychologists needing to meet the CEU requirements of the Minnesota Board of Psychology, attendance at each MPPAW event has been accredited at 1.5 hours of continuing education credit. Your membership dues cover all the expenses for the MPPAW year (fall to spring), up to 10.5 CEU credits. Documentation is provided upon attendance at the monthly meeting.

## ***Format of Meetings***

Meetings begin at 5:30 p.m. with a social hour, followed by the presentation at 6:20 p.m. The meeting will conclude at 7:45 p.m.

A fee of \$12.00 per MPPAW member and \$25.00 per non-member (\$6.00 and \$15.00 for students) covers food at the social hour, as well as helping with the costs associated with the presentation that evening.

## ***How to Get There...***

Solera ([www.solera-restaurant.com](http://www.solera-restaurant.com)) is located at 900 Hennepin Ave. in downtown Minneapolis. There is valet parking for \$6 or you can park in the Target Center garage directly behind Solera (and of course many other public lots around the 9th and Hennepin corner).



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

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