



**AMERICAN SOCIETY OF  
SAFETY PROFESSIONALS**

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# Renee Michel

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Renee Michel is the Director of Environmental Health and Safety for the University of Central Florida, one of the largest universities in the nation. With more than 64,000 students, UCF plans to attain the status of “Preeminent Research University” and double its research awards within the next five years. In support of UCF’s strategic plans and goals, Renee brings a wealth of knowledge to the campus. Her previous work experience includes positions as Director, EHS at Florida Polytechnic University (where she established the EHS program from its inception); EHS Manager & Biosafety Officer; and positions as Process Engineer and Chemist in the private sector. She received the 2016 Innovation Award from the Campus Safety, Health, and Environmental Management Association (CSHEMA).

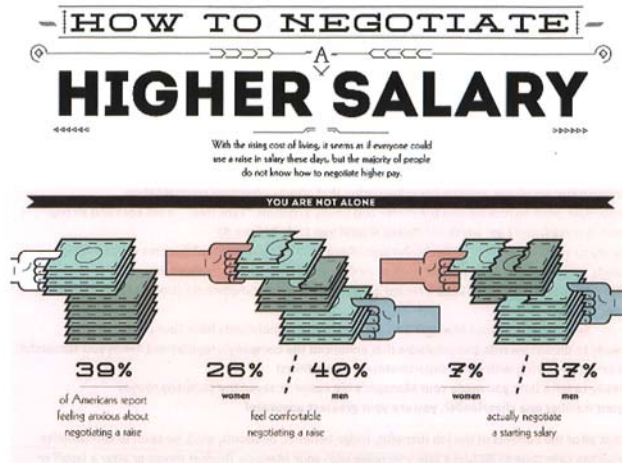
Renee is a passionate leader adept at strategic planning, developing and administering environmental health and safety programs, motivating employees, and collaborating with researchers and the University community to reduce risk and ensure regulatory compliance. She has built a customer service-oriented environment where trust is paramount. Renee assists University administrators, deans, directors, and department heads with all health and safety concerns, and is the University’s liaison to external regulatory agencies.

Renee received her Bachelor of Science in Chemical Engineering from the New Jersey Institute of Technology, and will complete her MBA from Webster University this summer. She lives with her family in Orlando, Florida and serves the University with integrity, passion, and joy.

# Negotiation Skills

- Always ask
- Must have confidence and believe in yourself
- Do your research to have a realistic number (market pay scale)
- Reasons to negotiate as it is not limited to a new job: hired, each year for merit, and when duties have exceeded
- Don't think of negotiating solely as money, if money is rejected, ask for performance training, benefits, professional development
- Private Sectors expect you to negotiate. Never accept first offer
- Build a portfolio to demonstrate and prove accomplishments ("Good Job Folder"): add to it every time you get complimented, keep track of surveys, thank you notes, etc.
- If you lack confidence, practice in the mirror
- If no, say "when the opportunity comes would you consider me? Are there areas of improvement? Offer to renegotiate in a year
- Don't say yes right away. Thank you so much, that's not the # I had in mind
- You are your #1 advocate!
- Closed mouths don't get fed
- Do not expect things to be given without the work and effort
- Employers want to know what you will do within the first 30 days. They want to see what you are bringing (ideas, experiences, etc.)
- How much you're paid = how much they value you
- "If you prove yourself, no one will want you to leave"





<https://www.thejobnetwork.com/your-comprehensive-guide-to-negotiating-salary/>



#### SOURCES

<http://www.msnbc.com/360/content/2013/01/07/average-salary-rise/>  
<http://www.salary.com/salary/basics/average-salary-increase.html#2013-2014>  
<http://www.salary.com/salary/basics/average-salary-increase.html#2013-2014>  
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#### Tips for Successful Negotiating Your Future Salary

By Renee Michel (UCF)

#### Do's:

- Your research, conduct a salary market analysis and know the range based on your years of experience and education level (US. Bureau of Labor Statistics, Payscale.com, Salary.com, Glassdoor.com and have a realistic number in mind)
  - If you are nonprofit: Idealist is a website you may want to try
- The U.S. government's Equal Employment Opportunity Commission (EEOC) publishes information about discrimination, equal pay, and the latest legislation that affects employee compensation
- Practice your pitch by looking into the mirror and boldly proclaim, "I got this!", "I am bold and strong!", "I believe in myself, and I am worth it!" (**Speak it until you truly believe it**)
- Be ready to speak about your accomplishments (Keep track of your accomplishments by journaling)
- Be ready to present a sample of your work or evidence of what others say about you
- Create a "Good Job" folder to keep a record of customer service compliments (Email, Letter, Thank You Cards, Surveys)
  - Save records of your Manager's compliments and compliments from your peers
- Be ready to discuss awards and accolades that enhanced the company's reputation (Times you successful lead projects working with other departments/units/partners)
- Be ready to tell a time you made your Manager's life easier or saved the company money
- Be your number one cheerleader, you are your greatest advocate!**
- Look at all of the benefits of the job (benefits, fridge benefits, discounts, etc.), be open to compromise
- Choose the right time to discuss a salary increase with your Manager (Budget freeze or after a layoff or poor quarterly earnings are not a good time to seek an increase)
- It is reasonable to go back and forth two or three times until both parties are satisfied (During this time **SMILE** and express your enthusiasm to work for the company)
- Know your deal breaker number and be prepared to go to plan B
  - Plan B: If your company cannot or will not compensate you to a level you deserve based on your achievements and experience, then what is your next move? Do you sigh, keep the status quo, and try again next year? Or do you decide that this is no longer a company you want to work for? Before you talk with your boss, have a sense of what you will do, pending different outcomes. (<https://www.thejobnetwork.com/your-comprehensive-guide-to-negotiating-salary/#4>)
  - Sometimes you have to leave your comfort zone to experience more! Take time to reflect and talk with your family about taking charge of your destiny by exploring a new journey by leaving. Trust your gut! You will know when it is time to change course.

"A closed mouth does not get fed, therefore ask and believe you shall receive!"

"Ask, and it will be given to you. Search and you will find. Knock and the door will be opened to you."

#### Don'ts:

- Settle for the first counter offer
- Aiming to high (Be realistic, be ready to compromise)
- Be aggressive but assertive (There is a difference)
- Accept the position without knowing the salary (**This is a No, No**)

# Anne Spencer

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Specializing in the representation of healthcare Owners, Tenants, and Investors, Anne assists her clients with strategic portfolio planning and maximizing the value of their real estate assets. Having a particular focus on healthcare real estate, Anne is the publisher of the comprehensive Central Florida Medical Office Report and owner of the website FloridaMedicalOffice.com. Known by her clients and colleagues as a proven negotiator, she has an extensive knowledge of Central Florida commercial real estate market along with specific knowledge of the healthcare real estate landscape.

Anne honed her sales and negotiating skills at G&K Services where she was recognized as a Top Producer in the Southeast Region. She received her Bachelor of Arts from the University of Central Florida, achieving acclaim from several national associations, including the Associated Press and the Association for Women in Communications. She is a proud supporter of the UCF Golden Knights, and retains strong ties to her alma mater.

She is also a competitive runner and triathlete. She has completed a full Ironman plus many half Ironman triathlons and full marathons. Anne and her husband are both Florida natives who enjoy the beautiful weather in the Sunshine State.

**Clients Served:** Hospital Corporation of America, Physician Associates, Women's Care Florida, SNH Medical Office Properties, Advanced Recovery Systems, Humana Healthcare

**Professional Affiliations:** MCR Candidate, CoreNet Global; Board of Directors, UCF Alumni Association; Past President, Board of Directors, United Safety Council; Board of Directors, Commercial Real Estate Women; Chair, Cushman & Wakefield Women's Leadership Network; Licensed Florida Real Estate Salesperson

**Professional Recognition:** Top Producer of Southeast Region, CoStar Power Broker

**Education:** Bachelor of Arts, University of Central Florida

# Persuasion/Influencing Skills

- Find people that are passionate for what you want and are more influential than you (someone to endorse you)
- Build consensus, open conversations, ask questions, and gain trust
- Find time to network
- Know your audience (consider what will affect them, what makes them tick)
- Get buy in from the top, it will help motivate those below
- Frame the “ask” with numbers/data, avoid vagueness
- Lead emails with the “hook”: ask and/or set expectations first and then provide supporting info
- Lay foundation, explain
- Build relationships/alliances [Alliances with people who are influencers (think of the politicians in your office and use it to your advantage)]
- If you can’t vocalize need, how will you convince your boss
- Find the influence at the level you need
- Build consensus amongst unrelated entities by finding common goals
- Retention is important to highlight
- What keeps you up at night?
- Simon Sinek – start with why
- If asking for money, frame how to save money
- Take emotion out of it
- If you give this \_\_\_\_\_, this is what I will bring back \_\_\_\_\_ (if asking for training for something like a soft skill training that is hard to measure)
- You have to know how to sell



# John McBride, SPHR, SHRM-SCP

John McBride is the Director of National Recruiting with Consentium Search, a National Search and Recruiting Firm, specializing in sourcing Safety, Environmental and Workplace Health professionals. He is a 'recovering HR professional' having spent in excess of twenty years in roles such as Director of HR and Risk Management including oversight of the Safety functions for 1,000 internal and 55,000 outsourced, temporary employees.

John is certified as both a Senior Professional in Human Resources and SHRM Senior Certified Professional and is an active member of American Society of Safety Professionals (West Florida Chapter and a "WISE Guy"), National Safety Council, SHRM and HR Tampa.

John has spoken nationally on Career Development for ASSP and NSC since 2009; the US Army's "*Tip of the Arrow*" Ultimate Warrior Demobilization Program; and numerous chapters for ASSP, SHRM; and RIMS and in his spare time, volunteers with the [American Diabetes Association](#) including riding annually in the Tour de Cure cycling event for over 20 years.

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# Nonverbal Communication Skills

- **Body language is 85% of delivering messages effectively, 10% voice level, and 5% actual words**
- **Voice is controlled by body language**
  - Keep this in mind for phone interviews
- **Eye contact – know when to break (easy in a group setting)**
  - When speaking – break eye contact 50-60% of the time
    - How? In a circle (shoulders, forehead, chin), do not go back to the same place (keep contact but not direct)
  - When listening – 90% eye contact, break 10%
- **Hands – 85% higher learning rate when using hands**
  - Err on using too much (not using = nervous/unsure)
  - Speaking
    - Point = aggressive
    - Palms down = in control
    - Palms in = boss
    - Palms up = inviting/welcoming
  - Listening – don't clasp hard, light folding is okay, relaxed shoulders
    - Arms folded at chest = closed off/dramatic
- **Always keep in mind cultural and gender differences**
- **When speaking to an audience, turn upper body, not just head. Head turning says no**
- **Recommended reading: Forbes Body Language Tips**

# Adele Abrams, Esq., CMSP



Adele L. Abrams is an attorney, safety professional and trainer who is president of the Law Office of Adele L. Abrams P.C. in Beltsville, MD, Charleston, WV, and Denver, CO, a multi-attorney firm focusing on safety, health and employment law nationwide. Adele is a certified mine safety professional and she also provides consultation, safety audits and training services to MSHA and OSHA regulated companies.

Adele is a regular columnist for numerous magazines on legal, employment, mine and occupational safety/health issues, and is co-author of several books related to mining, construction, employment law, and occupational safety and health. She is recognized as a national expert on mine and occupational safety and health, and has also presented at numerous international conferences on these topics.

She is a member of the Maryland, DC and Pennsylvania Bars, the U.S. District Courts of Maryland, DC and Tennessee, the U.S. Court of Appeals, DC, 3<sup>rd</sup> and 4<sup>th</sup> Circuits, and the United States Supreme Court. She is a graduate of the George Washington University's National Law Center, and earned her B.S. in Journalism from the University of Maryland, College Park. Her professional memberships include the American Society of Safety Professionals, National Safety Council, American Bar Association, and National Employment Lawyers Association. Adele received the NSC's Distinguished Service to Safety Award in 2017, and she is a multiple recipient of ASSE's Safety Professional of the Year award.

Adele L. Abrams, Law Office of Adele L. Abrams, P.C., 4740 Corridor Place, Suite D, Beltsville, MD 20705. Phone: 301.595.3520. Email: [safetylawyer@gmail.com](mailto:safetylawyer@gmail.com).

# Conflict Resolution

- If you go to trial, the process has failed
- If you want to keep the relationship, think about the logical progression including worst case scenario
- You can't take words back
- Mediation is key – listen to both sides neutrally, it helps preserve relationships
  - Can compromise so everyone gets what they want and no one loses
- HR's client is the company (not you)
- Collaborative law: meet to resolve, if can't, both parties have to get new council
- Pick your battles
  - Can't take everything to HR
  - If you do escalate, consider consequences, have a plan B
    - Rare is it that everyone stays when it gets resolved
- Work out personal issues personally if at all possible
- Follow company protocols (work your way to the top)
- Know the parties/cliques
- Assess value to the level of conflict
- What's at the core of the dispute
- Most workplace conflict involves lack of communication and uncertain communications

# Chad Burns



Chad is the Director of Environmental Health and Safety at Harvard Maintenance. Prior to his current role, Chad worked at Walt Disney World for 10 years as a Manager of Segment Safety Programs (and other safety roles). Chad previously worked for Tyson Foods as a Safety and Health Operations Manager for 9 years. Chad holds a BS from UNC Chapel Hill. Chad strives to blend his talents in concept development with strategic execution skills guided by an entrepreneurial spirit as a creative leader, adept at conceiving and articulating vision, communicating new initiatives, and providing overall direction. Chad has built and retained high performance teams through hiring, developing and enabling skilled professionals.



# Conflict Management

- **Conflict = positive**
  - If there is no conflict there is no change, can be used as an opportunity to make improvements
  - It is uneasy and is uncomfortable, but necessary
  - Unmanaged conflict is not good
- **Effective/Active listening – allow one side to have the floor, recipient repeats back**
  - This slows down the conversation, gives the person who said it an opportunity to hear their words, and validates they are listening
- **Empathy – we plan everything, but do we plan these crucial conversations (think about how they feel and where the conversation may lead)**
- **Only thing we can control in life is how we react to situations**
- **Think before you act**
- **Try to remove emotions and be a calming force**
- **How to regain trust? Make a commitment and follow up on that promise**
- **Book Recommendation: Crucial Conversations**
  - Talks about specific actions to work through conflict
- **No one has ever listened themselves out of a job**

# Kartika Rodriguez

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Kartika Rodriguez joined the Walt Disney World family in October 1999 and has been a General Manager at Epcot since January 2016. Kartika has had the opportunity to experience a variety of positions at Walt Disney World. Her current role is the General Manager of Epcot's Park Operations; responsibilities are inclusive of Epcot's Ticketing, Guest Relations, Attractions, Custodial and Support Services Operations. Some of her prior roles included: General Manager of Park Arrival, Outdoor Vending and Merchandise Back of House Operations, the Efficiency and Transformation (Lean Concepts) efforts for Walt Disney World, Custodial Operations Manager for Magic Kingdom, Operations Manager at Magic Kingdom, Manager of Walt Disney World's Integrated Facilities Planning (IFP), Manager of Measurement and Reporting for Disney's Reservation Call Center, Manager- Industrial Engineering and Senior Industrial Engineering over several Walt Disney World's strategic projects.

Prior to joining Disney, Kartika worked as a Department Manager and Process Manager for PepsiCo (Frito Lay organization) and was a Process Engineer and Department Manager for Proctor & Gamble's Paper Product Manufacturing Operations. Originally from Ewing, New Jersey, her diverse career has taken her and her family to various states on the east coast inclusive of New Jersey, Pennsylvania and Florida for the past 22+ years.

Kartika received her Bachelors of Science in Industrial Engineering from New Jersey Institute of Technology (NJIT) and a Master's of Science Degree in Manufacturing Engineering with a concentration in Engineering Management from NJIT.

# Time Management

1. **Discipline – have a calendar. Plan in advance: minimize fire drills, delegate (it's not about what you can do, it's about who you can pull in to get the job done)**
  - Evaluate calendar at least 1-2 weeks out
2. **Build in quiet time – time to think and prioritize**
3. **Plan Calendar – have self-time, office/operational, lunch**
  - Be relentless about getting it done
  - Routine – put workout in and kids sports (combine work and personal – one life, one calendar)
  - Make visuals – differing colors to denote different “tasks”
4. **Be comfortable saying “no”**
  - Ex. “I’m sorry but I have these 3 deliverables due, but next time keep me in mind and can I get a more advanced notice next time.
  - Ex. If boss/leader asks “I am currently working on these three deliverables, would you mind taking a look on how you would like me to prioritize that with what I am currently working on”
5. **Be protective of your time – it's precious and you won't get it back**
  - Drive your own calendar and do not let others

## Time Management Tidbits/Thoughts

**Opening Statement:** to kick this off, I have 2 quick comments regarding Time Management:

*Don't be afraid to evolve, if it is not working for you and if it works for you...don't change!*

**1. Discipline:** Try to evaluate your calendar 1-2 weeks out, understand what your priorities are and anchor to them.

**2. Build in Quiet Time** – to prepare for your day and week

**3. Plan your Outlook/Calendar** – inclusive of:

- i. Self-time - allocate time for exercise, cooking, reading, meditation, etc.; whatever recharges you)
- ii. Plan office/work time – especially as you move up in your career, otherwise your entire day will be meetings
- iii. Drive your calendar vs others driving your calendar (goal, tough, but where you can DO SO)
- iv. Plan your quiet time – allows for you to think, to reflect to plan
- v. Create a routine – increases chances of success
- vi. Make your calendar visual and have things pop out; I personally color my office time and park time within my operations

**4. Get comfortable with saying “no thank you”** – this takes practice and the trick, not to feel guilty; this will come with time

**5. Be protective of your time,** - it's precious – you will never get it back

# Kelly Bernish, CSP

**Kelly Bernish, CSP**, accomplished and excellence-driven leader with a varied, highly engaged professional and volunteer career spanning more than 25 years including leading teams focused in areas of the safety, health, environmental and risk management fields for organizations such as Disney, SeaWorld, Anheuser-Busch and the City of Fort Collins, Colorado. She is President of Global SHE Solutions, LLC, consulting group specializing in supporting clients striving for SH&E excellence. She is a founding member and past Administrator of Women in Safety Excellence (WISE), a worldwide, common interest group at the American Society of Safety Professionals.

As a frequent invited speaker, her experience is varied including Association of Zoos and Aquariums (AZA), The American Red Cross, International Association of Amusement Parks & Attractions (IAAPA), OSHA Onsite Consultation Conference, American Society of Safety Professionals (ASSP); locally, regionally and society-wide, the National Safety Council and many others.

Bernish's passion for the SH&E field is demonstrated by her commitment to the organizations that support SH&E professionals and outreach, including Safety Advisory Board for IAAPA, volunteer leadership positions with ASSP, The Alliance for Central Florida Safety (ACFS) as well as participation in industry standards writing groups including ASTM and ISO. This commitment has been recognized with multiple industry awards.





# Self-Reflection

- **2 Types of Transitions**
  - When you want to
  - When you have to
- **Make a list of what's important to you – what is negotiable and not negotiable**
  - Look inward to set priorities and what you want
  - Take personal inventory of where you are in your life as life circumstances drive changes
- **Minimum amount of time → Kelly's personal threshold is 3 years; warning sign if less than that**
- **Use networking and mentoring opportunities**
  - Find others to lean on and help with certain transitions

# Dan Cockerell

Dan's first experience working for Disney was as a participant in the Walt Disney World College Program in Orlando in the summer of 1989, when he worked as a front desk host at the Contemporary Resort.

Upon graduation from Boston University in 1991, Dan moved to Florida and participated in the Disneyland Paris Management Trainee Program. In January of 1992, three months before the opening of Disneyland Paris, he was transferred to France, where he remained for five years in various management roles.

Dan has held various management and executive operations roles at the Walt Disney World Resort, both in the theme parks and resort hotels, and was the sixth executive to hold the position of Vice President, Magic Kingdom since the park opened in 1971. He earned his MBA in 2001 at the Crummer School of Business at Rollins College.

Dan puts great value on spending time in the operation and frequently spent time in the park, assisting cast members and interacting with guests. He believes that building relationships is critical for leadership success, and his approachability in the workplace is a testament to his people-first philosophy.

Dan provides customized, authentic presentations, focusing on leadership and management practices, drawing upon his extensive Disney career with relevant examples and inspiring storytelling.



# Team Playing Ability

- **American culture is focused on individual performance**
- **Create the right environment**
  - Relationships! Get to know people personally
  - The more I know about people, the more I can help them succeed
- **Bring clarity**
  - Individual & Team – make sure you understand the expectations
  - Role – what point of view you should bring
- **Organizational Vibrancy**
  - DuPont curve (I wear safety glasses because I'll get in trouble if I don't, I wear safety glasses to protect myself, I educate others as to why they should wear theirs to protect them)
  - Focus on our team
  - To be a star, lift up others around you
- **Ground rule agreements on addressing problems**
  - Silence is never good. Work through and don't let it build up
- **Understanding everyone's strengths and styles**
  - If you know, you understand
  - Eliminates frustration
- **Leader must reward individual and team performance**
- **Don't let things go to "zero"**
- **Lesson learned: not making the effort to meet remote teams in person sooner.**

# Jerry Rivenburg

Jerry.Rivenburg@disney.com

Jerry is originally from Albany, New York however after earning his teacher's degree from Baptist Bible College of Pennsylvania, he and his wife, Donna moved to Florida. He is a proud father to three children and 'Opa' to 9 grandchildren to whom he devotes a lot of his time and energy. Jerry and Donna have been married for 42 years.

Jerry is a Certified Professional in Learning & Performance (CPLP®) with over 36 years of experience with The Walt Disney Company. He is currently a Leadership Development Manager with Disney University supporting the development of Disney Cruise Line shipboard and shore side leaders. In this role Jerry facilitates over three dozen different courses, including several from FranklinCovey, Forum and Ken Blanchard who are considered experts in leadership development.

Jerry has previously supported leadership development for several unique businesses at the Walt Disney World Resort including Facilities & Operations Services, Sports & Recreation, and Professional Services. Prior to his more than 25 years working through Disney University, Jerry was a Food & Beverage Manager at the Magic Kingdom Park. Before joining The Walt Disney Company Jerry taught high school in both Panama City and Winter Garden focusing on Physical Education and Social Studies, as well as coaching varsity Football, Basketball, Wrestling and Baseball.

Jerry considers Time Management one of the most crucial skills for a successful life. Because we live in a culture of busyness we must be intentional and consciously choose where we invest our time so we can reap the greatest rewards.



# Listening vs. Talking

- Key to listening: eyes, ears, head, heart, and focus
- Listening is the key to knowing how to talk
- So many great speakers.....how many are great listeners
- 4 styles: analytical, amicable, expressive, and driver
- Art of control – when to listen, when to speak up
- We all have something to learn from each person
- Speak when you have something to say, listen when you have something to learn
- Build relationships in order to deliver results by building trust
- 46% of those who left roles/companies did so because they thought they weren't listened to
- Effective communication is key
- Talking to express, listening to impress
- When you are talking to someone....mostly listen
- Be flexible
- Know your audience
- Know/understand the culture
- Bounce back with empathy, persuade people with your ears
- Greater reward is listening than talking
- Listen is something we do the most of but do not teach how to do it
- Be like a sponge and not a trampoline



One word to describe your experience today



A word cloud of feedback words. The words are arranged in a roughly circular shape, with 'educational' at the top, 'exciting' in the middle, 'insightful' below it, and 'interesting' at the bottom. The words are in various colors, including red, orange, yellow, and green. The size of the words varies, with 'educational' being the largest and 'motivational' being the smallest.

encouraging  
educational  
communication engaging  
amazing! exhausted  
fast diverse enlightening expanding awesome  
wow! fun exciting optimistic rewarding  
invigorating helpful unique  
positive eye opening  
well-organized! insightful excelente  
unique!  
interesting amazing  
motivational