

Happy Holidays

It's been a busy year, advancing HR together!

On behalf of the ERC HR Help Desk Team, we wish you a festive holiday season filled with light and love. May the new year bring you all good things!

The entire Help Desk Team strives to provide tools, resources, and information that is actionable for you. We place ourselves in your shoes and think about the path to resolve the concern at hand. With our 100+ years of accumulative practitioner experience, we are all motivated to help - to share our knowledge and experience with you, to make your life easier, and your workplace great!

We enjoyed all of these interactions with you this past year:

- HR Exchange Networking sessions - 6 Virtual and Live meetings
- 4,000+ Help Desk questions through email and phone
- Employee Handbook Assistance - review, recommend, update
- HR 101 Trainings (small group and individual sessions)
- Monthly HR Hot Topics Newsletters
- Quick Guides & Emerging News Bulletins
- Polls to help you make decisions with data - 21 topics benchmarked
- Exit Interview and Focus Group Facilitations
- Fractional HR Support
- And More!

Our hearts are full as we reflect on 2023

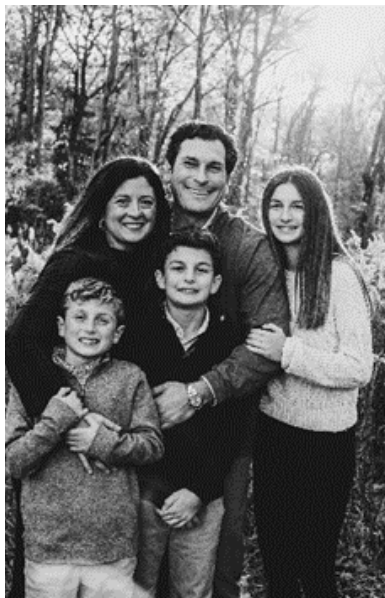
- We are grateful for those of you who participated in our HR Exchange networking sessions! Special thanks to those who provided questions for discussion and for the terrific dialog during the events.
- We are grateful for members who attended HR 101 training sessions to advance their knowledge in this incredible career.
- We are grateful for the variety of questions members sent through the Help Desk - we are honored to be a resource for you!
- We are grateful to work in a "Great Workplace" with smart, thoughtful, kind people who work together to provide meaningful resources for Northeastern Ohio organizations!

Help Desk Reflections



ALLISON KENNEY
Manager, HR Advisory
Services

I am forever grateful to have experienced 2023 through the eyes of a seven and four year old. My house is a circus, meals are often whatever I can fit in my purse on the go, and my feet hurt at the end of every-single-day, but I wouldn't change a thing!!
#boymomsrule



VALERIE LAKIOS
HR Consultant

As 2023 comes to an end, there is much to be grateful for. Supporting our members on the HR Help Desk and our interactions at the ERC HR Exchange events has been fulfilling this year! I am thankful to be part of an organization that values family and provides flexibility.



HELEN OSHABEN
HR Consultant

I am grateful for a wonderful summer of golf, filled with laughter and happy times on beautiful courses. And, to my incredibly patient and forgiving husband who encourages me to get out there... a lot!



LISA GRISAFO
HR Consultant

I am grateful for my big family and being able to travel with them this year. We have had many fun memories from my niece who is 2 years old to my dad who is 87. I am thankful for the time we can spend together and being able to stay connected!