



## **The Magic of Mastering HR Challenges**

### **Thursday, April 6th**

**11:00am - 1:00pm Executive Meeting**

**1:30pm - 2:45pm Keynote Speaker: Speak Like Magic: 6 Secrets to Help You Become a Fearless, Focused, and Fantastic Communicator  
Aaron O'Brien, Speaker/Emcee/Magician**

**2:45pm - 3:00pm Break**

**3:00pm - 4:30pm Developing Workplace Violence Protection Program  
Isaac Monson & Gigi Acevedo Parker, HUB International**

**5:30pm - 6:30pm Happy Hour sponsored by PayCorp**

**6:30pm Dinner  
Karaoke and Dessert Bar sponsored by HUB International**

### **Friday, April 7th**

**8:30am - 9:00am Business Meeting**

**9:00am - 10:15am Employment Law Review 2022 and What to Expect in 2023  
Chuck Passaglia, Esq., Employment Law Solutions, Inc.**

**10:15am - 10:30am Break**

**10:30am - 11:30am Cultivating the Soil: A Different Look at Growing the Workforce  
Benjamin Anderson, Vice President, Rural Health & Hospitals CHA**

**11:30am - 11:45am Business Partner Introduction**

**11:45am - 12:30pm Lunch**

**12:30pm - 2:00pm Befriending Your Nervous System: Mind-Body Tools to Improve your Well-being and your Workplace  
Lourdes Wiley, MSN, RN**

**2:00pm - 3:00pm Workers' Comp Surveillance  
Dave Rumpf, Surveillance Specialist**

**3:00pm - 3:15pm Conference Closing and Thank you**



**Aaron O'Brien,  
Speaker/Emcee/Magician  
Clean Comedians.com**

**Speak Like Magic: 6 Secrets to Help You Become a Fearless,  
Focused, and Fantastic Communicator**

Aaron O'Brien became a member of the prestigious Magic Castle® in Hollywood at the age of 13. Now 23, this young man has become a popular keynote speaker, a magical master of ceremonies, and a dynamic event entertainer. Aaron is the author of *Speak Like Magic: 6 Secrets to Help You Become a Fearless, Focused, and Fantastic Communicator*. A leader in the new and exciting world of virtual presentations, Aaron brings his unique brand of "WOW" and encouragement to employees and leaders of companies across America. His clients include Insperity, Sony, Qualcomm, Amgen, Fidelity Investments and hundreds more. Aaron is a rising star in the worlds of magic, mentalism, and motivation.

### Summary

Want to become an *amazing* speaker? I learned how. You can too. Sharing what I have discovered after giving more than 1,000 presentations is why I prepared this speech for you. I am a professional speaker, magical entertainer, and emcee. In the last nine years, I have been in front of nearly every kind of business, educational, and non-profit group you can imagine. I have made every mistake a presenter can make. But along the way, I have been mentored by some of the finest entertainers, speakers, executives and salespeople around. And I have learned some incredible secrets about the art of communicating with people. Now my goal is simple: *I want to help you become a fearless, focused, and fantastic speaker*. Are you ready to learn to Speak Like Magic?

### Learning Objectives

- 1) How to design and deliver a message that will *wow* your group.
- 2) The magic power of *listening*.
- 3) How humor helps in tense situations.
- 4) Deepen connections via 3 questions!



**Isaac Monson & Gigi Acevedo Parker  
HUB International**

**Developing Workplace Violence  
Protection Program**

Isaac is a Senior Risk Consultant with HUB International's Risk Services Division. He has over 15 years of professional experience managing risk in various public and private industry settings including state government, manufacturing, construction, retail, healthcare, and non-profit. As a State Trooper, Isaac accumulated extensive experience in the many facets of law enforcement. As a member of HUB's Organizational Resilience Team, Isaac develops and delivers solutions in the areas of safety, security, emergency management, business continuity, cybersecurity risk management, regulatory compliance and compliance based staff training.

Gigi is a nurse executive with more than 30 years as a healthcare clinician, hospital leader, healthcare consultant and educator with focus on healthcare risk mitigation and patient safety. Gigi has deep experience in many diverse aspects of risk management and compliance including loss prevention and mitigation, patient safety and quality, claims and litigation management, corporate compliance and privacy. Gigi has certifications in risk management, patient safety, psychiatric-mental health nursing and legal nurse consulting.

### Summary

Workplace violence consistently ranks in the top three causes of worker fatalities, and OSHA reports that over 2 million people are affected by workplace violence annually. Additionally, costly and toxic workplace behaviors like bullying and harassment often go unreported and unaddressed. Despite these facts most employers do not have a program in place. This program is designed to introduce organizations to prevention and intervention focused best practices and establish a shared awareness and fact-based understanding of a complex issue.

### Learning Objectives

- 1) Give a foundational knowledge of workplace violence.
- 2) To educate organizations about toxic cultures and precursors to physical violence.
- 3) Develop a clear, defined and actionable path toward building a risk-appropriate workplace violence prevention program.



**Chuck Passaglia, Esq.,  
Employment Law Solutions, Inc.**

Employment Law Review 2022  
and What to Expect in 2023

Chuck Passaglia is an employment lawyer in Colorado. In 2003, he founded Employment Law Solutions, Inc., which specializes in providing advice and counsel in employment matters, conducting impartial and thorough workplace investigations, and training the entire workforce in critical employment law compliance topics, such as the laws of the workplace, ethics and standards of conduct, managing employees' absences, compensation and benefits, and harassment prevention. Previously, he served as a judge advocate (military officer and attorney) on active duty, and in the Reserve force, in the United States Navy and is a veteran of combat support operations in the Middle East and East Africa; he was a litigation attorney with Moye Giles (now Moye White) in Denver; and was in-house employment law counsel for the Employers Council, Inc.

### Summary

In 2022, employers continued to manage pandemic-related protections, but were also reminded, in an election year expected to be unfavorable to the party in power, that one political party dominates both chambers of the state legislature and the executive branch of government in Colorado. For 2023 there has been some significant work-related measures that became law in Colorado, including further restrictions on noncompetition agreements, more rights for whistleblowers, and a duty to inform employees of the reason for their separation. We will address a flurry of new laws passed at the end of 2022; important court rulings, including cases decided by and presently before the U.S. Supreme Court; speculate about what 2023 may hold in store for the Colorado workplace as Governor Polis begins his second term in office; and, most importantly, have some fun learning the law and answering the most difficult employment law questions.

### Learning Objectives

- 1) To learn or refresh knowledge of the major employment laws affecting employers.
- 2) To understand recent legislative and case law changes that impact the workplace and HR.
- 3) To help inform decision-making regarding the evolving compliance responsibilities of employers.



**Benjamin Anderson, MBA, MHCDS  
Vice President, Rural Health and  
Hospitals CHA**

Cultivating the Soil: A Different Look  
at Growing the Workforce

Benjamin Anderson is the Vice President of Rural Health and Hospitals for Colorado Hospital Association. He provides leadership and direction in the development and execution of the Association's rural strategies, advocates on behalf of rural hospitals and health systems and works to develop strategic partnerships with organizations that affect the health of rural Coloradans. Benjamin has 20 years of experience in health care and non-profit administration, and is a nationally-recognized leader in health equity and transforming rural health care through an innovative approach to attracting physicians to diverse, underserved areas with a generous paid time off package to be used for international volunteer work. Prior to joining CHA, he spent six years serving as the CEO of Kearny County Hospital in Lakin, Kansas. Benjamin earned a Bachelor of Arts in English and an MBA from Drury University as well as a Master's of Health Care Delivery Science from Dartmouth College.

### Summary

Rural health care workforce challenges are as daunting as ever. What if we chose to analyze our structural challenges like a farmer looks at soil? What if, like crops, workers require a healthy environment at work and home to grow and thrive? In this session, Benjamin Anderson will introduce a change management model designed around the USDA's Four Principles of Soil Health that is equipping rural hospitals to grow the workers they need to serve their communities.

### Learning Objectives

- 1) Define burnout and moral injury and describe its prevalence in the context of health care delivery amidst COVID-19.
- 2) Differentiate between structural and individual contributors to health care worker well-being.
- 3) Formally assess the environment where health care workers work and live.
- 4) Guide teams toward practical interventions that improve health care worker recruitment and retention.



**Lourdes Wiley, MSN, RN**

**Befriending Your Nervous System:  
Mind-Body Tools to Improve your  
Well-being and your Workplace**

Lourdes has over 20 years of experience in healthcare and began her career in adult and pediatric critical care and oncology. Since 2006 she has served as a clinician, leader, consultant, and educator in home health and hospice settings. Lourdes holds a Master's in Nursing and Healthcare Leadership from Regis University and has served as faculty for several Nursing programs in the Denver metro area. Lourdes is passionate about holistic wellness and offers classes and workshops in the community as a Certified Health Coach, Yoga Teacher, and Mind-Body Specialist. She has most recently been speaking publicly on the topics of burnout and compassion fatigue in healthcare and is an advocate for promoting the health and wellbeing of clinicians and caregivers.

### **Summary**

In this "mini retreat" style workshop session, you will get an introduction to your nervous system and the many ways we are all "wired" to respond to the stressors in our lives. You will learn how a dysregulated chronic stress response impacts overall health- mental as well as physical. Through interactive exploration, you will be presented with a "toolbox" of basic and practical mind-body techniques that harness the ability to "respond" versus "react" to stress and learn how to identify and rewire patterns that may not be serving you. This session will offer unique perspectives on the inherent stressors present in the current healthcare environment and provide learning opportunities to help yourself as well as those you work with in a more effective and compassionate way.

### **Learning Objectives**

- 1) Explain basic concepts of the stress response and understand how chronic unregulated stress contributes to mental and physical illness.
- 2) Identify 3 new ways to move from "reacting" to "responding" with any of the introduced Mind-Body tools that feel comfortable to use.
- 3) Evaluate and reflect on current "dysfunctional" reactions to stress in your current workplace setting and how "showing up" differently can impact you and those you work with.
- 4) Develop a personal plan for a healthier nervous system list 3 changes you would like to make in your life to achieve that.



**Dave Rumpf,  
Surveillance Specialists**

**Investigative Analytics**

Dave Rumpf: 16 years as an investigator, 14 years owning Colorado Investigative Analytics, and based centrally in Colorado, we've conducted over 2000 work comp/auto liability surveillance cases including all 64 counties in Colorado. Some of our clients include the State of Colorado, City and County of Denver, The Colorado attorney generals office, and the Colorado Hospital Association.

### **Summary**

There are many challenges in the field for investigators, and the timing of investigations is important to optimize results. Also remaining covert is essential and there are many techniques used by field investigators in order to accomplish the job. Case studies on how surveillance investigations have influenced cost savings,, return to work and settlement outcomes will be shared with attendees, and how the adjuster/risk manager/HR manager can use these findings to optimize field results via targeted information gathering.

### **Learning Objectives**

- 1) Understanding the process after case assignment including: client/investigator strategy, background checks, field work, report writing, video editing and work-product delivery.
- 2) Insights into effective timing of surveillance.
- 3) Pre-Surveillance intelligence gathering by adjusters/employers.
- 4) The importance of choosing the right company.