

# NUHRA Newsletter

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## President's Address

In September, we typically do not meet to allow members the time to attend the state's conference.

This year the conference, formerly known as the Utah SHRM Crossroads Conference, is being renamed the Work Elevated Conference to align with Utah's slogan, Life Elevated. They are shortening the name to WECon and going virtual this year.

We are planning to meet for the remainder of the year virtually and will plan 2021 as we get closer. We are still setting up great speakers and topics, but want to keep your safety in mind.

See you soon!

Ronda Bateman  
2020 NUHRA President

## Good News

We had a great first virtual half-day conference last month! Thank you to all who attended, participated, and bid on silent auction items. The proceeds go to the SHRM Foundation. Learn more at [shrmfoundation.org](http://shrmfoundation.org).

Send your good news to Christina at [CLondon@nutracorp.com](mailto:CLondon@nutracorp.com)  
(please no spam or solicitation).



## Holding Open Enrollment Virtually

2020 provides a challenge for HR and Benefit professionals at open enrollment. Especially for those with a large number of production or non-office employees, having in-person information meetings just might not be a possibility this year.

How do you reach a population without access to or the skills to navigate a computer? While many companies have been moving more toward paperless processes, the need to meet virtually to provide open enrollment information and answers to questions is new for many this year.

Common tips for navigating a virtual open enrollment include: hold virtual information sessions, hold one-on-one virtual meetings with employees to answer questions, use text messages or social media (if permitted by your company) to give key information out little by little (dates, important changes, etc.).

### Virtual Information Sessions

Depending on the size of your company, you may be able to get away with one or several information sessions being held using video conferencing such as Microsoft Teams, GoToMeeting, Google Meet, or Zoom. Please be cautious of the size of your audience. A brief meeting can soon run very, very long if too many employees have questions. Other employees may not feel comfortable asking questions in a large group or if they feel time is running short. You also need to consider privacy. Encourage employees with personal questions to schedule a private meeting. A Zoom call can feel like a one-on-one call very easily, but don't be tempted to discuss potentially protected information during a group call.

Some companies have on-demand information sessions, meaning they have pre-recorded a message and send employees the link to watch. This helps convey the same message to all employees and allows employees to include family members in important decisions. At this point, you can then decide how to navigate

answering employee questions. Your on-demand recording may include answers to frequently answered questions at the end or your company may choose to publish a Q&A to the company intranet or bulletin boards.

### Hold One-On-One Virtual Meetings to Answer Questions

Having employees come to your office to ask questions may make social distancing and contact tracing difficult. Where possible, you may want to have a way for employees to sign up for one-on-one sessions for them to ask personal questions or ask for help in enrolling.

Not all employees are capable of meeting virtual and may be deterred from asking important questions based on their inability to access or use a computer. Try to provide an alternative solution. You may want to schedule in-person one-on-one meetings in a conference room or a location that is private and easily sanitized before and after the meeting. Again, scheduling these is preferably to avoid groups and lines of employees who may not be able to distance themselves.

### Texting or Posting to Social Media

Depending on your company policies and culture of your company and your company's policies, you may want to text or post key information to get your employees' attention.

“Don't forget: open enrollment is next week!”  
“Don't miss the enrollment deadline tomorrow!”

If your company isn't into using text messages or social media, you may have other ways of reaching employees. Try to make bold posters that grab attention and consider placing them near time clocks and break rooms, as well as on company bulletin boards.

Finally, allow as much time as you can to permit for technical difficulties. This is a different year for open enrollment and we can't expect it to go smoothly, but with planning, it can still be a success.