

## Calendar of Events

[info@keystonehrpros.org](mailto:info@keystonehrpros.org)

July 16, 2025

- November 30, -0001

### **Civility in the Workplace**

**Technology Center at Innovation Park - Room 243**

**200 Innovation Boulevard**

**State College, PA 16803**

08:00 AM - 10:00 AM EST

Becca Petitt,

[programming@keystonehrpros.org](mailto:programming@keystonehrpros.org)

*Civility is a vital component of a successful workplace, whether it's between staff or between visitors and staff. These are changing times that include remote work options and stressful world situations that have caused more strain on civility. Providing civility training in the workplace is essential in this internet-based generation and standards for civility should be established through workplace training and practices.*

*We will explore the importance of civility, the impacts on the workplace when civility is lacking, how to model and discuss it, and explore tools like written standards of respect and courtesy expectations.*

*These important skills and expectations will cut down on workplace conflict and improve your employee morale. Leave this session energized with new ideas!*

*\*\*This session connects with the Customer Service Excellence session coming up in August! When first we train our team on civility in the workplace (between us, how do we treat each other?), then we in turn can provide better customer service. Attend both sessions to see how the two go hand-in-hand.*

#### **Presenter:**

*Molly Hetrick is a Fundraiser, Consultant, and Trainer who has worked extensively with non-profit organizations, particularly in the fields of recreation, conservation, and public libraries.*

*Molly holds a Certificate of Fund Raising Management (CFRM) from The Lilly School for Philanthropy and a BS degree in Environmental Education from Penn State University. Molly is currently the Development Director for the Penns Valley Conservation Association and lead consultant for Molly Hetrick Consulting LLC.*

*Before joining PVCA, she was the Director of Advancement at the PA Recreation and Parks Society and the Manager of Philanthropy at the Schlow Centre Region Library in State College PA.*

*Prior to her library work, for 15 years Molly was the Supervisor of a regional nature center in Pennsylvania and was Adjunct Faculty at the Pennsylvania State University in Recreation, Parks & Tourism Management (RPTM). She has been consulting since 2008, first as a Professional Development Trainer with The Meeting Institute in Myrtle Beach and then on her own as 'Training with Molly' until she formed her own consulting firm in 2024.*

*Molly specializes in donor-centered fundraising practices, small shop fundraising, non-profit board and executive training, capital campaign readiness, and back-office techniques that help make fundraising more efficient.*

*She enjoys one-on-one coaching, including her famous "Pep Talks", and helping non-profits improve their fundraising in realistic and achievable steps. She also incorporates her years of customer service training into the foundation of successful fundraising in a unique training module.*

*Molly has combined her natural enjoyment for working with people and her educational background to provide quality development and training sessions to help people advance their professional goals.*

*Molly currently serves on the Board of the National Association for Park Foundations*

*(NAPF) and the Advisory Committee of the Millbrook Marsh Nature Center. She lives in Central PA with a sassy former feral rescue cat and spends as much time as possible in nature.*

August 20, 2025  
- November 30, -0001

**Customer Service Excellence**  
**Technology Center at Innovation Park - Room 243**  
**200 Innovation Boulevard**  
**State College, PA 16803**  
08:00 AM - 10:00 AM EST  
Becca Petitt, 8148636007  
programming@keystonehrpros.org

*Excellent Customer Service is vital to creating strong relationships with customers and maintaining a positive image as part of the community. Expectations of customer service are changing, new social norms are impacting the way people treat each other, and the prevalence of social media puts us in the spotlight. Providing high quality, interactive customer service training is a positive, impactful step towards improving and continuing a culture of excellent service.*

*In this session, attendees will learn the basics of customer service for themselves – as a refresher or as new content, this part is helpful – as well as how a Customer Service Excellence training program can be offered for staff and give a boost of energy for your current team.*

*The training covers a customer service overview and delivery steps for customer care, along with the impact and importance of great customer service, how to work with an upset customer, internal customer service and working as a team, plus staff motivations and the role of attitude in working with customers. Leave this session feeling energized to make a positive impact with your customers and have take-aways to share with your teams.*

*\*\*This session connects with the Civility in the Workplace session in July! Staff naturally provide better customer service and have less burnout when civility in the workplace is first addressed, and strong civility standards are in place. This goes hand-in-hand with customer service. Please plan to attend both sessions if you are able!*

**Presenter:**

*Molly Hetrick is a Fundraiser, Consultant, and Trainer who has worked extensively with non-profit organizations, particularly in the fields of recreation, conservation, and public libraries.*

*Molly holds a Certificate of Fund Raising Management (CFRM) from The Lilly School for Philanthropy and a BS degree in Environmental Education from Penn State University.*

*Molly is currently the Development Director for the Penns Valley Conservation Association and lead consultant for Molly Hetrick Consulting LLC.*

*Before joining PVCA, she was the Director of Advancement at the PA Recreation and Parks Society and the Manager of Philanthropy at the Schlow Centre Region Library in State College PA.*

*Prior to her library work, for 15 years Molly was the Supervisor of a regional nature center in Pennsylvania and was Adjunct Faculty at the Pennsylvania State University in Recreation, Parks & Tourism Management (RPTM). She has been consulting since 2008, first as a Professional Development Trainer with The Meeting Institute in Myrtle Beach and then on her own as 'Training with Molly' until she formed her own consulting firm in 2024.*

*Molly specializes in donor-centered fundraising practices, small shop fundraising, non-profit board and executive training, capital campaign readiness, and back-office techniques that help make fundraising more efficient.*

*She enjoys one-on-one coaching, including her famous "Pep Talks", and helping non-profits improve their fundraising in realistic and achievable steps. She also incorporates her years of customer service training into the foundation of successful fundraising in a unique training module.*

*Molly has combined her natural enjoyment for working with people and her educational background to provide quality development and training sessions to help people advance their professional goals.*

*Molly currently serves on the Board of the National Association for Park Foundations (NAPF) and the Advisory Committee of the Millbrook Marsh Nature Center. She lives in Central PA with a sassy former feral rescue cat and spends as much time as possible in nature.*

September 17, 2025  
- November 30, -0001

**Handling Discipline and Termination Positively and Professionally**  
**Technology Center at Innovation Park - Room 243**  
**200 Innovation Boulevard**  
**State College, PA 16803**

08:00 AM - 10:00 AM EST

Becca Petitt,

programming@keystonehrpros.org

*Discipline and termination processes and discussions can be some of the most challenging topics of our HR or managerial professional work. After all, our actions impact people and their livelihoods as well as the productivity and success of our employers. At times, these two perspectives can be at odds with each other. This session will provide the HR pro with strategies to help balance the human and company needs when dealing with challenging performance issues. We will share practical approaches to ensure preventable performance or termination situations are avoided, as well as discuss how to help managers and the impacted employee navigate those more difficult performance situations with professionalism and respect should they need to occur.*

*The learning objectives for this session include:*

*Preparing HR professionals to assess discipline prevention strategies by properly managing performance*

*Understanding the need to clarify roles and processes for HR, the manager, and the employee*

*Learning key actions that will build trust and respect in the discipline or termination processes*

*Assessing the planning steps necessary to set the stage for effective performance discussions*

*If Termination is necessary how to establish sound planning and execution for trust & respect, all while being efficient and keeping safety in mind*

*Presenter:*

*Tina Welch is the founder of Welch Performance Consulting, a strategic Human Resources consulting firm that helps employers create great workplaces! Known for putting her heart and soul into the organization, Tina takes a practical approach when evaluating any HR system or process, training, development, or coaching opportunity, to ensure that it is tailored to achieve the business strategy desired.*

*Tina has more than 30 years of Senior Leadership experience working with forprofit, employee owned, non-profit, and public institutions in a variety of industries helping shape their organization's culture and value system through strategic HR, Organization, and Employee Development practices. She brings all of this experience to bear when working with her clients so that organizations can learn from this experience and adapt the best ideas to suit their needs.*

*Tina holds a B.S. in Health Policy and Administration and an M.S. in Human Resources Training and Development from Penn State University, as well as the Senior Certified Professional certification from the Society for Human Resource Management. She has taught Human Resources Management courses for various colleges and universities and is a frequent invited speaker for HR and Career Development courses, symposiums, and conferences. Tina continues her service to organizations through board membership with several private and community organizations.*

October 15, 2025  
- November 30, -0001

**Save the Date - event details coming soon!**  
**Technology Center at Innovation Park - Room 243**  
**200 Innovation Boulevard**  
**State College, PA 16803**

08:00 AM - 09:30 AM EST

Kathleen Alward, 8148636007

[programming@keystonehrpros.org](mailto:programming@keystonehrpros.org)

*To help you plan for Chapter events, we are announcing the dates for our monthly meetings one year in advance! Our general format for monthly meetings is:*

*Registration and casual networking start at 8:00 a.m., when your choice of beverage and breakfast pastries will be available.*

*Each power-packed information session runs from 8:30 a.m. to 9:30 a.m.*

*30 minutes of casual networking will be available after the event. Bring business cards to share!*

*Details about the SHRM PDCs and HRCI credits will be announced after session speakers are confirmed.*

*Starting in November 2024, our monthly meetings will be at the Technology Center directly across from The Penn Stater Hotel & Conference Center. The main entrance and visitor parking are located at the rear of the building.*

*Be on the lookout for event announcements the month before each meeting!*

*PS> If you are interested in specific programming, please submit your requests or suggestions to [programming@keystonehrpros.org](mailto:programming@keystonehrpros.org). Thank you!*

November 19, 2025  
- November 30, -0001

**Understanding the PA CareerLink Services**  
**Technology Center at Innovation Park - Room 243**  
**200 Innovation Boulevard**  
**State College, PA 16803**  
08:00 AM - 09:30 AM EST  
Becca Petitt,  
programming@keystonehrpros.org

*Join us to learn how the PA CareerLink® Business Services Team can support your business with recruitment, job postings, employee training, and workforce development. Discover valuable resources such as On-the-Job Training funds, assistance with recruitment events and job fairs, and access to a diverse talent pool. Our team also provides expert guidance on leveraging state programs, labor market insights, and wage analysis to efficiently meet your staffing needs. Additionally, explore opportunities to connect with the future workforce by offering job shadows and internships through our student programs.*

**Presenters:**

*April Williams is a Business Consultant at PA CareerLink®, serving Centre and Mifflin counties. She is passionate about understanding the unique needs of businesses and takes pride in connecting them with the resources they need to thrive.*

*April holds a Bachelor of Science in Business Administration with a concentration in Finance from Clarion University and has been a proud resident of Centre County for over 20 years. She is actively involved in her community as a CBICC Ambassador and a board member for Habitat for Humanity.*

*In her free time, April enjoys golfing, downhill skiing, traveling, and spending quality time with her family.*

*Lori Gunsallus is the Business Solutions Representative at PA CareerLink®, serving Clinton County. She is dedicated to workforce development, providing career services to Pennsylvania employers, and job seekers. She plays a key role in organizing student career pathway initiatives, employer seminars, career fairs, and recruitment events. Lori collaborates with businesses, schools, and community organizations to create opportunities for skill development and career growth.*

*A noteworthy accomplishment is the significant role she played in partnering with the Keystone Central School District to establish the Central Mountain High School Clay Target League in 2021. As Lead Administrator, her leadership has driven the league's success and growth, providing students with a safe and responsible platform to participate in shooting sports.*

*Susan Engelbarts recently became a Business Solutions Representative for PA CareerLink® in Centre County. She is dedicated to workforce development and committed to providing career services to Pennsylvania employers and job seekers. Passionate about helping businesses grow, Susan goes the extra mile to accommodate their unique needs—all at no cost.*

*Beyond her role at CareerLink®, Susan serves on the Board for Opportunity Centre Clubhouse, where she supports neurodivergent individuals in finding their place in the workforce. Recognizing the growing demand for employees, she is driven to break down stigmas and advocate for inclusive hiring practices, ensuring that those eager to work are given the opportunities they deserve.*

*She lives by the words of Helen Keller: "Alone we can do so little; together we can do so much." This philosophy fuels her commitment to creating meaningful connections between businesses and job seekers, building a stronger, more inclusive workforce for all.*

December 17, 2025  
- November 30, -0001

**Save the Date - event details coming soon!**  
**Technology Center at Innovation Park - Room 243**  
**200 Innovation Boulevard**  
**State College, PA 16803**

08:00 AM - 09:30 AM EST

Kathleen Alward, 8148636007

[programming@keystonehrpros.org](mailto:programming@keystonehrpros.org)

*To help you plan for Chapter events, we are announcing the dates for our monthly meetings one year in advance! Our general format for monthly meetings is:*

*Registration and casual networking start at 8:00 a.m., when your choice of beverage and breakfast pastries will be available.*

*Each power-packed information session runs from 8:30 a.m. to 9:30 a.m.*

*30 minutes of casual networking will be available after the event. Bring business cards to share!*

*Details about the SHRM PDCs and HRCI credits will be announced after session speakers are confirmed.*

*Starting in November 2024, our monthly meetings will be at the Technology Center directly across from The Penn Stater Hotel & Conference Center. The main entrance and visitor parking are located at the rear of the building.*

*Be on the lookout for event announcements the month before each meeting!*

*PS> If you are interested in specific programming, please submit your requests or suggestions to [programming@keystonehrpros.org](mailto:programming@keystonehrpros.org). Thank you!*