



**You have a person taking care of benefits and HR administration, but now you realize you have many more HR needs. You need to address the human side of the business, training, development, problem-solving, policy writing. You need a high level human resources professional, but you don't have the budget. What can you do?**

Here's how Von Culin Associates solved this problem for The Chemical Heritage Foundation

The Chemical Heritage Foundation serves the community of the chemical and molecular sciences, and the wider public, by treasuring the past, educating the present, and inspiring the future. Based in Philadelphia, the Foundation offers many tools for researchers, students, and others wanting to explore and discover how the chemical and molecular sciences have changed the world in which we live.

According to Miriam Schaefer, who serves as chief financial officer and oversees human resources, "It's an interesting place to work if a little challenging when trying to describe what we do. When I say we're like a research library people start to get it."

### **Business Issue**

But as interesting and successful as they are, several years back they were having a hard time keeping employees. The turnover rate was out of hand. They needed to identify the cause and they needed to find a solution that kept employees in their seats ... and happy to be there.

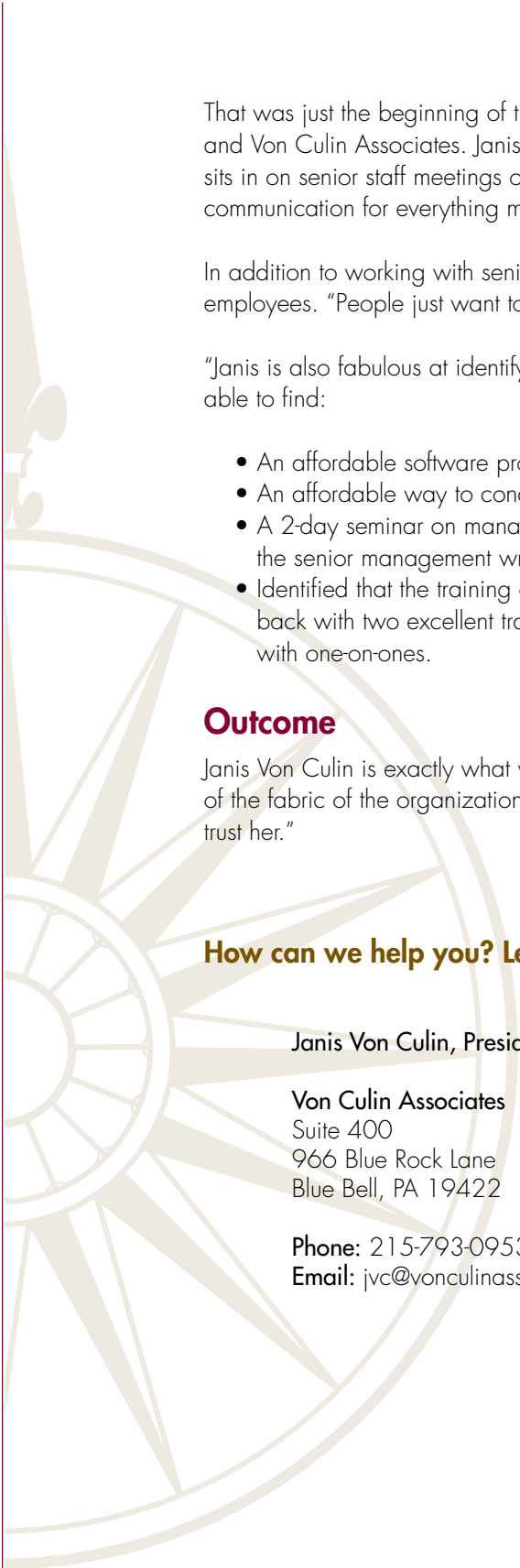
As a non-profit organization, the Foundation didn't have the budget to hire a full-time senior level HR professional. But that was exactly what they needed, and exactly what they found: Von Culin Associates.

"I know compensation and benefits," said Ms. Schaefer. "But we needed the softer skills, someone who could really manage the human side of the organization. After talking at length with Janis Von Culin, I knew we had found the professional we needed."

### **Solution**

With more than 20 years of experience, Janis quickly uncovered the crux of the problem: poor communication between staff and management. To lend some specificity to what staff was looking for, Janis worked with senior management to develop a survey giving staff a vehicle for communicating their wants, needs and frustrations.

She also shared with the management team research that showed that any message needs to be communicated five to seven times before it is heard. "That was a huge lesson to learn," said Ms. Schaefer. "Until you get to seven, you can't get impatient."



That was just the beginning of the relationship between the Chemical Heritage Foundation and Von Culin Associates. Janis can be found at the Foundation at least once a week. She sits in on senior staff meetings once a month to discuss HR issues. "She makes us think through communication for everything major, keeping us focused on how and when to communicate."

In addition to working with senior staff she routinely provides counsel to supervisors and employees. "People just want to be heard," said Ms. Schaefer.

"Janis is also fabulous at identifying top flight, affordable HR solutions," she added. "She was able to find:

- An affordable software program to help us write policies,
- An affordable way to conduct surveys
- A 2-day seminar on managing people for not-for-profit management teams, which lead to the senior management writing an HR strategic plan, and she
- Identified that the training our senior staff needed most was presentation skills, then came back with two excellent trainers who worked with the team as a group and followed up with one-on-ones.

## **Outcome**

Janis Von Culin is exactly what we need. She is on site once a week and has become part of the fabric of the organization. Best of all, people across the organization know her and trust her."

## **How can we help you? Let's talk.**

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