



### The Japan HR Society (JHRS)

*is proud to sponsor*

## **A Roundtable Discussion with In-House HR Directors on The Aging Workforce: Employees with Elderly Parents**

### **Background/Rationale**

The issue of an “aging workforce” is global. An important aspect of this phenomenon is that as employees age, they not only have their own retirement issues to face, but also that of caring for their own aging parents.

In the U.S., over half of all major corporations offer resources to support their employees who have parent care issues – primarily via resources and referrals provided through EAP programs. Some studies claim that eldercare programs such as these deliver on average a 5~10% ROI in terms of reduced absenteeism, enhanced productivity and lower turnover. Of particular note is the improved “presenteeism” (the extent to which employees are focused on work tasks) that results when employees have adequate support.

JHRS member Marcia Johnson is founder and President of Binocular Vision Advisors, LLC (BVA). BVA specializes in guiding English-speaking foreigners as they address their parent care challenges from afar. BVA is currently developing a suite of “parent care employee assistance solutions” 1) that all people, including Japanese, can use to plan ahead for handling parent care emergencies, no matter where in the world parents live, and 2) that can be delivered through corporate HR departments or through EAP programs with which corporations contract. BVA is collaborating with Debbie Howard, founder and President of Japan Market Resource Network (JMRN) to explore options for development, promotion and delivery of such solutions. (Ms. Howard served as President, of American Chamber of Commerce Japan (ACCJ), 2004-2005, and Chairman of the Board, ACCJ, 2006-2007.)

### **Objectives**

The purpose of this roundtable discussion is to hear from in-house HR professionals representing multi-national/global companies headquartered in Japan and in Europe and the USA with a major presence in Japan. BVA and JMRN wish to hear from such professionals about:

- 1) how their companies are addressing (or preparing to address) issues related to the aging workforce;
- 2) experience to date with parent caregivers in the workforce; and,
- 3) how their HR programs are dealing, (or anticipate dealing) with the specific issue of helping employees address parent care challenges.

As an expansion on this topic, differences between how USA and Europe-based and Japan-based companies address parent care challenges will be explored, along with other relevant topics, such as:

- Current programs in place
- Problems experienced with delivery of programs/services
- Challenges with getting “ahead of the curve” (rather than just being crisis-oriented)
- Challenges in marketing the concept to top management
- Challenges in marketing the concept to employees

In addition, several new parent care employee assistance solution concepts will be presented for respondent comment and evaluation.

### **Target Respondents/Panelists**

Respondents/Panelists will be limited in number to ensure a deep and productive discussion. They will be in-house HR directors and other in-house HR professionals representing multi-national/global companies operating in Japan and headquartered in either the U.S., Europe or Japan.

### **Benefits to Respondents/Panelists**

As part of the overall challenge created by aging workforces worldwide, parent care is perhaps the next “burning issue” for corporations and for HR professionals. This roundtable discussion will bring together HR professionals who have a global perspective. It will give them the opportunity to look at the current situation with a clear eye and explore ideas for moving into the future to effectively address their employees’ parent care challenges and, at the same time promote productivity and presenteeism and retention of seasoned professionals. This discussion is a first step in expanding dialog on this important topic, and further, in finding solutions that address the challenge corporations face.

Respondents will receive a “*Backgrounder*” comprised of selected articles and research studies on 1) the topic of the aging workforce as an HR challenge and 2) parent care assistance currently offered by corporate HR departments and/or provided to corporations by Employee Assistance Programs.

### **Methodology**

The roundtable discussion will last for 2 hours, and consist of 7~10 respondents including members of JHRS and ACCJ. The discussion will be co-led by Marcia Johnson (BVA) and Debbie Howard (JMRN).



### Date, Time & Location

The roundtable discussion will take place **Monday, June 15, from 6:30 PM to 8:30 PM** at the headquarters office of the American Chamber of Commerce Japan (ACCJ). Respondents will gather at 6:15 PM. Sandwiches, coffee and tea will be provided.

Address: ACCJ – Tokyo HQ, Masonic 39 MT Bldg. 10F, 2-4-5 Azabudai, Minato-ku

Tel: 03-3433-5381 **Map & Directions:**

<http://www.accj.or.jp/doclib/maps/TokyoMap.pdf>

### To Register

Please contact Marcia Johnson by email ([marcia@binocvision.com](mailto:marcia@binocvision.com)) or mobile phone (080-3219-9411).

### Confidentiality and Privacy Protection

JMRN has been awarded the “*Privacy Mark*,” which means that it has met the personal privacy compliance qualifications set by the Japan Information Processing Development Corporation (JIPDEC). JMRN's company systems and practices protect the personal information of our employees, our clients and those respondents who participate in research studies conducted by JMRN on behalf of our clients.

Since the Roundtable Discussion will be audio-recorded, we will request that respondents sign a release form acknowledging their agreement to the recording, terms of use of recorded material, and also acknowledge that they will hold confidential any of the proceedings of the roundtable discussion or content of proprietary materials which may be distributed.

### Follow-up to the Roundtable Discussion

As a first step, Marcia Johnson and Debbie Howard will write a White Paper for JHRS recounting the findings of the discussion and, if JHRS wishes, present a program on the subject at a JHRS monthly meeting. As a second step, they will spearhead a second roundtable discussion on the subject in the fall of 2009, to be sponsored by the ACCJ – and involving ACCJ's Human Resources Committee – with the aim of having this discussion featured in an article in the ACCJ *Journal* magazine, and possibly an ACCJ luncheon program as well.