
D) Ability to communicate orally.

Throughout my 20-year career in human resources, I have used my strong communication skills to clarify and interpret policy, gain stakeholder support for proposals, present information to large and small groups, train employees and improve performance.

As the Firm Administrator for Byron, Smith & Brucker LLP, I maintain responsibility for communicating new policies, programs, initiatives and any management disseminations to the staff. Through meetings with the 6 Department Heads, I interpret personnel and operational policies and relate their significance to daily work practices. Generating discussion, I work with the team to pinpoint potential obstacles and develop smooth implementation plans. I provide briefing points and, as necessary, attend their staff briefings to assist in rolling out policy. We also identify and prioritize needs including staffing, professional development, succession management, and facilities/space allocations. We review our progress toward project and program goals, and plan and assign responsibilities for upcoming tasks. The result is synchronized strategy and productive momentum toward organizational goals.

Introducing new human resource programs, I meet with large and small groups of the staff to explain new benefits and enrollment processes. I also host voluntary topical training opportunities on-site for staff to expand technology skills, research skills, time management skills and other areas of professional development. I conduct the sessions personally or invite subject matter experts, as appropriate.

Orienting staff and associates, I review policies, personnel procedures, and benefits. I gain signature confirmation of comprehension of EEO and harassment laws, regulations and policies. I align to online and hardcopy resources for company policy and benefits and provide channels and protocols for reporting concerns and violations.

Through weekly Senior Management Committee meetings, I contribute to long- and short-term strategy development for recruiting, staffing, retention and performance improvement initiatives. I present ideas for employee events, awards and benefits with the goal of improving recruitment, retention and morale. I provide briefings of department issues and activities and progress toward goals. I provide expertise on the application of human resources regulations and employment laws. Meeting one-on-one with partners and associates, I advise on managing personnel issues to ensure legal compliance and professional solutions.

Through "Coffee Meetings" with small groups of staff, I solicit input of ideas for improving operations and the work environment. Valuing input, I implement useful ideas and credit authorship to promote continued contributions. These ideas have resulted in cost savings, improved productivity and morale.

The staff is comfortable approaching me with concerns privately. I listen carefully to individual grievances to determine the severity of the issue. I conduct performance evaluations for my staff and each manager. I counsel on professional development goals, performance issues, people plans, employee relations and conflict resolution. I guide the employee to analyze issues and identify paths to goals. Through all interactions I maintain calm, respectful interactions, clearly state expectations and document all communications. The result has been a productive, respectful work environment.

As Director of Human Resources for Alcatraz Management Group, I communicated with owners and executive management to present recommendations for company wide change. Through these I outlined the need for the proposal, costs involved, timelines for implementation and the overall impact the change will have on the company. When appropriate, I incorporated demonstratives to better communicate statistics. Upon approval, I then gained support from the six managers I supervise in order to have the backing necessary for company wide implementation. To gain support, I met with the group, outlined the plan, asked for input, addressed concerns and incorporated new ideas. Through this method I was able to implement an entire HR department across six restaurants affecting 350 employees. I then developed materials and supported the managers in rolling out the policies to their teams. The result has been clear, legal policies applied consistently across all business units. I also applied my persuasive skills to recruit management candidates through both internal and external sources.

(KSA D Education continued)

As the Director of HR Operations supervising a staff of 27 to support 400 military and civilian government recruiting specialists across 2 states, I continually provided or facilitated training to grow the knowledge and skill base of the staff. Presenting training topics to small and large groups, I incorporated lectures with interactive activities and discussions to reinforce main points, gauge comprehension and encourage further exploration of topics.

As Adjunct Faculty for Upper Iowa University, I taught Human Resources, Personnel Selection and Evaluation to third-year Human Resource majors. Through the classes, I presented information through lecture with demonstratives; generated discussion through questioning; and hosted question/answer sessions to clarify as necessary. Through role-play and other team building exercises my adult students were able to absorb and demonstrate the teaching points.

Presenting to large and small community and industry groups, I have had opportunities to share HR information. In preparation for public speaking engagements, I select audience appropriate language and draw relevance between the audience and the topic. The result has been very receptive audiences and additional requests to present.

Presentations

“Diversity in the Workforce,” Chamber of Commerce, Lonoke, Arkansas, 2004
“Measurements and Other Testing in Hiring,” Golden Partners, Inc., Fort Smith, Arkansas, 2002
“Effective Time Management and Goal Setting,” Guest Lecture, Arkansas State University, 2002
“Diversity in the Workforce,” Guest Lecture, William Penn University, Des Moines, Iowa 1999
“Strategic Planning,” William Penn University, Des Moines, Iowa, 1999
“Sexual Harassment in the Workplace,” Des Moines Recruiting Battalion Training Conference, 1999
“Identifying the Addicted Employee,” Oklahoma City Recruiting Battalion Training Conference, 1998
“Identifying Shortfalls in the Recruiting Process,” Guest Lecture, Park University (satellite campus), Little Rock Air Force Base, Arkansas, 1997

Education, Associations and Training

Webster University, St. Louis, MO

Master of Arts in Business, 1997

Coursework included 15 graduate semester credit hours in Human Resources

Liberty University, Lynchburg, VA

Bachelor of Science in Business Administration, 1992

Human Resource Counselor Qualified, since 1987

United States Army Manager Qualified, since 1985

Supervisor Development for Supervising Federal Civilian Employees, 1995

Coursework included Federal Personnel Laws, Regulations and Policies;

Federal Government Performance Evaluation Techniques and Supervisory Policies

Diversity Awareness Course I & II, 1994

Sexual Harassment Trainer Certification I & II, 1994

Conflict Resolution, 1992

Allegation Investigation, 1991

Member, **Society for Human Resource Management**

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