

JOB CODE: 7436**TITLE: DIRECTOR –ORGANIZATIONAL EFFECTIVENESS****QUALIFICATIONS:**

1. Bachelor degree in human resources management, public administration, education, or related field.
2. Minimum of five (5) years management experience.
3. Five (5) or more years of experience in professional development and training or in education with leadership development or teacher training emphasized.
4. Certification in educational administration, administration and supervision, educational leadership or school principal preferred, SHRM-certified Professional (PHR) or Senior Professional (SPHR) preferred.
5. Strong knowledge of leadership/managerial development and skill assessment and the ability to affectively develop and manage these programs.
6. Demonstrated ability to build and maintain relationships across schools and departments and with diverse groups including community and business partners.
7. Demonstrated ability to effectively communicate, both orally and in writing. Must be able to prepare comprehensive reports and represent ideas clearly and concisely.
8. Ability to learn current computing technologies and software applications appropriate to the position's job responsibilities.
9. Demonstrated ability to make tough, logical decisions in a timely fashion.

PERFORMANCE RESPONSIBILITIES:**Essential Functions:**

1. Administers, organizes and conducts District training and development programs with an emphasis on teacher and leadership development.
2. Conducts training needs assessment and prepares comprehensive learning and employee development strategies linked to the District's goals and objectives. Continually looks for best practices and alternative learning practices.
3. Monitors the effectiveness of existing training policies, guidelines and procedures recommending changes as needed to improve the performance capability of the workforce.
4. Builds and develops a highly motivated team to deliver excellence in customer service.
5. Designs and implements a competency model for training and development congruent with the District's mission. Monitors and analyzes annually and makes changes/updates as needed.
6. Develops and implements succession planning program, identifying high potentials and monitoring their development needs annually.
7. Designs and manages the new employee orientation program/process and works collaboratively with impacted departments.
8. Designs and delivers customized performance improvement programs for early career, first-time instructional/non-instructional leaders.
9. Develops and implements a comprehensive development delivery system for all employees utilizing alternative delivery methods.
10. Develops the means for continuously measuring the effectiveness of training and development interventions/strategies.
11. Supervises and monitors all local, state and federal grant opportunities as they relate to professional development.
12. Identifies and manages the various development programs and activities associated

with outside vendors/business resources.

13. Coordinates the implementation of the District employee appraisal system.
14. Develops, coordinates and evaluates the District's Human Resources Management Development (HRMD) plan.
15. Maintains staff development components and updates the District's Master In-Service Plan.

Additional Job Functions:

1. Follows adopted policies and procedures in accordance with School Board priorities.
2. Conducts oneself in the best interest of students, in accordance with the highest ethics and integrity of public education and in support of the District's Mission Statement.
3. Performs other duties as assigned.

New: 04/12//06
Replaces: Administrative Director – Human Resources Development;
Director – Staff Development
Salary Level: 8
Bargaining Unit: S
Responsible to: Chief of Human Resources

Capable of lifting/carrying 20 lbs. and occasionally up to 50 lbs.; some physical activity required.

Lisa Jessen
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PROFESSIONAL PROFILE

Accomplished HR professional with a 20+ year track record of success in a broad spectrum of Human Resource management, planning, development and performance. Competent in the areas of leadership development, organization effectiveness, employee relations and talent management processes. Professional with a unique ability to interact effectively as a strategic business partner at all organizational levels. Known as a motivational leader with a special talent for building cooperative, productive relationships and achieving results. Areas of expertise include:

Organizational Development
Human Resource Development
Employee/Labor Relations
Performance Management
Managing Conflict

Training & Development
HR Process Integrity/Consistency
Personal Development
Coaching
Change Management
Competency Training

EDUCATION

BA, Communications, University of Kentucky
Masters Degree in Human Resource Development
Human Performance Improvement Certification (ASTD)

EXPERIENCE

REGENERATION TECHNOLOGIES, INC
Corporate Headquarters, Alachua, FL

2005 - Present

Manager, Organizational Development and Employee Relations

- Responsible for the design and management of organizational development and learning programs that directly support and effectively meet the needs of business
- Design, develop, and deliver the organization's Leadership Development Institute.
- Identify and analyze performance gaps, conduct needs analyses, and implement solutions/interventions
- Provide local and field managers and HR Generalists with direct support and effective/efficient tools designed to meet their unit's skill development needs.
- Establish and manage organizational development and training programs that ensure the workforce skills (e.g. job process, functional, supervisory, management and leadership) are proactively managed and developed in alignment with the strategic and tactical needs of the business
- Partner with other HR functional leaders (Staffing, Compensation, Benefits, Learning Technology) to ensure an integrated and coordinated team approach in providing Org. Development/Learning solutions.
- Provide counsel to directors and business unit managers on matters including communications, performance management, discipline, employee relations, training and development, policies, and procedures.
- Conduct "team effectiveness" sessions to enhance human performance and process improvement.

Lisa Jessen

FLORIDA POWER & LIGHT
Corporate Headquarters, Juno Beach, FL

2000 - 2005

Performance and Development Consultant

- Lead Performance Consultant in the corporation's Talent Management Organization (TMO) supporting talent assessment and succession planning processes.
- Consult with operations managers on organizational effectiveness, employee development, competency modeling, culture change initiatives, and all continuous improvement strategies.
- Partner with senior business leaders throughout the organization to identify and analyze performance gaps, conduct needs analyses, and implement solutions/interventions.
- Manage and execute the company's 360 feedback processes that include individual and group feedback sessions for managers and directors.
- Lead Consultant for all Team Development initiatives and Change Management Initiatives.
- Manage internal and external coaching requests related to development and learning options.
- Manage the "New Manager Assimilation" process to help managers quickly reach maximum effectiveness.
- Support talent assessment, succession planning, and performance management processes.
- Competency in group intervention and facilitation. Excellent stand-up facilitation skills.
- Proficient in use of Process Improvement tools, techniques and methodologies (Quality Mgt).

TOYOTA MOTOR MANUFACTURING, KENTUCKY

1996 - 2000

Management Development Specialist

- Responsible for performance improvement and management development initiatives in targeted business units and Human Resources.
- Conducted training needs analyses in Plastics and Paint shops, resulting in several successful programs delivered to Team Leaders, Group Leaders, and Engineers. Subject matter included Teambuilding, Communications, Active Listening, and Conflict Resolution.
- Formed, led and coached a group* of Plastic's Team Leaders to self-assess then assist in the design, development and implementation of individual and group development solutions. (*TL Core Group)
- Coached and assisted TL's and GL's with Individual Development Plans resulting in improved performance.
- Facilitated classroom training for TL's in areas of Worksite Communications and Problem Solving. Designed and delivered portions of Group Leader Leadership Development training.
- (2/98 - 5/97) Hired as an Independent Consultant to work with Quality Control/Inspection Operations and HR. Included assessment of current communication processes and implementation of approved improvement plan.

UNITED PARCEL SERVICE OF AMERICA, INC. Midwest Region

1976 - 1995

Manager, Human Resources

- Led a team of eight supervisors in areas of HR including training & development, organization development, union/labor relations, safety, compensation & benefits, selection & staffing.

Manager, Labor/Employee Relations

- Responsible for maintaining positive employee/management relations in a union environment (1600+ employees). Settled grievances at local and state level hearings.

Manager, Delivery Operations

- Responsible for safety, production, quality, cost, and training of first-line supervisors, package delivery drivers, pre-loaders, and clerical personnel. Managed a 1-million dollar monthly budget.

Early career, HR Supervisor: Recruiting/Selection, Employee Relations, Production Supervisor, Loss Prevention.

PROFESSIONAL MEMBERSHIPS

American Society for Training & Development (ASTD)

PROFESSIONAL DEVELOPMENT

Advanced Team Building (NTL)
Adult Learning and Org. Behavior
Business Planning Process
Change Management
Conflict Resolution
Crucial Conversations (VitalSmarts)
Emotional Intelligence at Work
E-Learning: The Science of Instruction
Human Performance Improvement Certification
Instructional Systems Design
Managing Diversity
Managers' Leadership School (UPS)
Microsoft (Word, Excel, PowerPoint, Visio)

Myers-Briggs Type Indicator® Training
Practical Problem Solving (Toyota)
Professional Relationships
Quality in Daily Work (QIDW) --
Continuous Improvement
ROI in Human Resources
Seven Habits of Highly Effective People
Six Thinking Hats (DeBono)
Strategic Management
Systems Thinking
Targeted Selection
Visioning and Alignment
360 Multi-Rater Feedback Certification