

## 2016 HRC Executive Sponsor

### Commissioner Rebecca Hunter, CPA, SPHR Department of Human Resources



Rebecca Hunter serves on Governor Bill Haslam's cabinet as Commissioner of the Department of Human Resources. Prior to this appointment, she spent six years as the Director of Human Resources for Hamilton County Government in Chattanooga and held management positions in governmental finance for over 25 years. Rebecca is a Certified Public Accountant and is certified as a Senior Professional in Human Resources.

During her tenure with State government, Rebecca has established the Department of Human Resources as a leader in innovative human resources practices, while shaping the best workforce for state government. She led a successful effort to transform the State's employment practices with the passage of the T.E.A.M. Act, which is moving the State from a focus on seniority to a focus on performance. As a result, all state employees have a S.M.A.R.T. performance plan which aligns their work with the agency goals and the Governor's priorities.

Rebecca's commitment to excellence and performance is demonstrated not only in her leadership of the department, but extends to her leadership on various boards and associations. She serves on the board of the Tennessee Center for Performance Excellence, whose mission is to drive organizational excellence in Tennessee. She is a past president of the National Association of State Personnel Executives and the Tennessee Personnel Management Association.

Rebecca is a 2014 graduate of the inaugural class of Leadership Tennessee. She also serves on the Tennessee State University College Advisory Board, the board of HealthCare 21 Business Coalition, the board of Hixson Utility District and was appointed by Governor Haslam to the Utilities Management Review Board.

Rebecca strongly believes that continuous improvement, life-long learning and performance excellence are keys to success both personally and professionally.

**Keynote Presenter  
July 19, 2016**

**Morag Barrett, Author and National Speaker  
Founder and CEO Skye Team**



Morag Barrett is the best-selling author of *Cultivate: The Power of Winning Relationships*. She is also the founder and CEO of SkyeTeam, an international leadership development company. Morag's experience ranges from senior executive coaching, to developing high impact teams, to leadership development programs across Europe, America, and Asia. At last count Morag has worked with more than 3,000 leaders in 20 countries and on four continents in companies as diverse as Newmont Mining, Scholastic, Microsoft, DexMedia, Level 3 Communications and Denver Art Museum.

Morag has been featured in Industry Week, inc.com, Business Insider, TheStreet.com, American Management Association and is a regular contributor the Association for Training and Development, Society for Human Resources and HR.com among others.

With 30 years' experience in industries around the globe, Morag understands the challenges of running a business and managing the people within the company.

## HRC Executive Panel July 19, 2016

### Commissioner Greg Gonzales Department of Financial Institutions



Greg Gonzales is the 18th commissioner of the Tennessee Department of Financial Institutions, who began serving in this role in 2005, and was reappointed by Governor Bill Haslam. He has served in the department since 1986. In this position, Gonzales serves as Tennessee's chief regulatory officer of all state-chartered depository and licensed non-depository financial institutions. Additionally, he has served as assistant commissioner and general counsel for the department.

Gonzales is a past Chairman of the Conference of State Bank Supervisors (CSBS), which is the professional organization of state banking commissioners in the United States. Commissioner Gonzales, for a number of years, served as a member of the Board of Directors of the Money Transmitter Regulators Association (MTRA), an organization of a majority of the states that regulate funds transfer companies. He served on the U.S. Treasury's Bank Secrecy Act Advisory Group. Commissioner Gonzales currently serves on the Board of Directors of the Tennessee Financial Literacy Commission. Gonzales also currently serves on a national task force studying how new technologies are affecting the U.S. payment systems.

Commissioner Gonzales was born in Cookeville, Tennessee and graduated Cum Laude in Cursu Honorum with a bachelor's degree from Tennessee Technological University in 1980. Gonzales served as a research assistant in 1980 to Sir Patrick Cormack, a Conservative Party member of the British Parliament. He earned a law degree from the University of Tennessee in 1984.

Commissioner Gonzales is an avid baseball fan and has rooted for the Chicago Cubs since the 1960s, which has taught him great life lessons in perseverance.

## HRC Executive Panel July 19, 2016

### Commissioner Raquel Hatter Department of Human Services



Dr. Raquel Hatter was appointed DHS Commissioner by Governor Bill Haslam. She has dedicated more than 20 years of her life to serving adults, children and families. Dr. Hatter's work has focused on vulnerable and economically disadvantaged individuals. Throughout her journey she has served in a myriad of roles including frontline practitioner, therapist, outreach worker, program director, VP/Chief Operating Officer and Chief Executive Officer. She has done this work across systems including Juvenile Justice, Child Welfare, Mental Health, and Human Services. She has done extensive work in supporting positive and effective public-private partnerships on behalf of adults, children, and families at a state and national level. Some of this work has included chairing statewide committees focused on these efforts, partnering with state government to revise licensing and contractual rules, and partnering with state government to revise mental health rules. She has served on countless committees, task forces and boards in behalf of human services.

Commissioner Hatter holds a Bachelor of Science in Clinical Community Psychology from the University of Michigan, a Masters in Social Work from Eastern Michigan University and a Doctorate of Education in Child, Youth, and Family Studies with a specialization in Management of Programs from Nova Southeastern University.

## HRC Executive Panel July 19, 2016

### Commissioner Larry Martin Department of Finance and Administration



Larry Martin was named commissioner of the Department of Finance and Administration (F&A) on August 13, 2013, after being named interim commissioner on June 1, 2013 after Commissioner Mark Emkes retired.

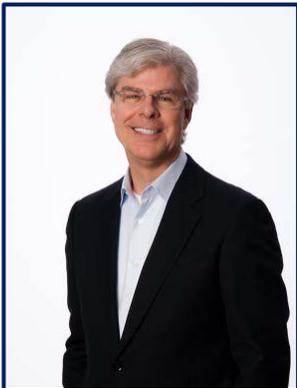
Martin joined the Governor's Office in May 2012 to work with the Department of Human Resources for the implementation of the Tennessee Excellence and Accountability Management (TEAM) Act., which included a comprehensive review of compensation and benefits throughout state government. Martin has worked on other projects as directed by the governor.

From September 2006 to December 2011, Martin served as deputy to the mayor of Knoxville for both Bill Haslam and Daniel Brown. He was responsible for Finance, Public Works, Community Development, Information Systems, Purchasing and Risk Management for the City of Knoxville.

Prior to joining city government, Martin was an executive of First Horizon/First Tennessee Bank. He joined the company in 1969 and served in various capacities. He moved to Knoxville in 1987 when he was named president of First Tennessee Bank Knoxville. When he retired, he was serving as chief operating officer for First Tennessee Financial Services. A native of Jackson, Tennessee, Martin received his Bachelor of Science degree from the University of Tennessee's College of Business. He and his wife, Jane, have two adult daughters, Hope and Meg, and three grandchildren.

**Keynote Presenter**  
**July 20, 2016**

**Joe Calloway**  
**Author and National Speaker**



Joe Calloway helps leaders make great organizations even better. He helps them focus on what is truly important, inspires new thinking about challenges and opportunities, and motivates people to immediate action.

Joe has been a business author, consultant and speaker for 30 years and his client list reads like an international Who's Who in business, ranging from Coca Cola and Verizon to Cadillac and American Express. Joe also works with small to mid-sized business groups including franchisees, medical practices, law firms, and a range of professional services groups, as well as non-profits and government organizations.

Joe was recently named as Executive In Residence at Belmont University's Center For Entrepreneurship, which has been recognized as one of the top college entrepreneurship programs in the country.

He is a part of two successful start-up companies, Gilson Boards, a snowboard manufacturer, and EVAMore, a concert booking company, and is a partner in a number of real estate developments throughout the mid-south.

Joe is the author of [\*Be the Best at What Matters Most\*](#) and five other ground-breaking business books including [\*Becoming A Category of One: How Extraordinary Companies Transcend Commodity And Defy Comparison\*](#), which received rave reviews from The New York Times, Retailing Today, Publishers Weekly and many others.

His newest book is [\*Magnetic: The Art of Attracting Business\*](#).

Joe has served on the faculty of the Center for Professional Development at Belmont University has presented at business conferences in countries around the world including Italy, Sweden, South Africa, England, Swaziland, Canada, Mexico and throughout the Caribbean.

Joe is a popular speaker for business meetings and events, and although he has been inducted into the Speakers Hall of Fame, he doesn't do traditional "speeches." Instead, Joe actively engages people in highly interactive keynotes and workshops that challenge assumptions and create new ways of thinking.

## 2016 HRC Chairperson

### **Dr. Trish Holliday, SPHR, SHRM-SCP Assistant Commissioner and Chief Learning Officer**



Dr. Trish Holliday is Assistant Commissioner and Chief Learning Officer of the State of Tennessee. Commissioner Rebecca Hunter appointed her as the State's Chief Learning Officer (CLO) in 2012 as a member of her executive team.

Dr. Holliday's commitment to public service and her passion for helping professionals reach their greatest potential is rooted in her experience as a certified facilitator, adult educator and executive coach, and her early years in full-time ministry as a missionary in Tennessee Appalachia.

The state of Tennessee was the first state in the country to have the executive role of CLO developing and guiding an enterprise wide learning and development strategy. As the state's CLO, she creates and leads learning efforts focused on the mission and goals of a customer focused government, building a common culture through a rigorous and consistent set of business and leadership skills.

She provides state appointing authorities with executive coaching in workforce planning and leadership development. Trish drives the overall curriculum focus and development of all statewide leadership programs. Her passion and talent for developing successful leaders and purpose-driven individuals are reflected in these nationally recognized programs.

As a successful change agent, facilitator and storyteller, she is often asked by state leaders to undertake complex problem solving opportunities by bringing people together and helping them discover innovative solutions and develop the leaders needed to execute. In recognition of her work in the state wide LEAD Tennessee leadership development program, Trish was selected as a 2016 Winner for the Leadership Excellence Awards in the Top Corporate Leader Award - Over 35 category. She was ranked 6th in the top 30 winner's circle which were chosen from over three hundred applicants. Trish received the 2016 Edwin L. Swain Award of Excellence, the IPMA-HR Southern Region's highest award given to an individual who has distinguished her/himself throughout their career in HR. Recently she was asked to facilitate the International Public Management Association - HR (IPMA-HR) 2020 strategic visioning task force, identifying critical leadership competencies needed for the future success of the HR profession. Trish's influence reaches beyond state government by serving as an executive leadership coach for private sector businesses, impacting leaders from Kingsport to Memphis. As a result of her influence as a leader, Trish was selected to participate in Leadership Tennessee, class IV.

Trish is an active member in the following international, national, state and local organizations: Tennessee Center for Performance Excellence, IPMA-HR, Tennessee Public Management Association, Middle Tennessee Society for Human Resources, Association for Talent Development, Tennessee Society for Human Resources, and the National Association of State Personnel Executives.

She serves on the Board of Visitors for the College of Education at Lipscomb University, Tennessee State University's College of Public Service and Urban Affairs Advisory Board, Impact Nashville, Habitat for Humanity of Tennessee, president of Toastmaster's International Tennessee Government Leadership Chapter, Tennessee SHRM state council board member, and past board member of Special Olympics Tennessee. In 2015, Trish earned her Doctorate of Education (Ed.D.) with an emphasis in Learning Organizations and Strategic Change from Lipscomb University. Doc Holliday is driven by a passion to help leaders develop strategies to create learning organizations and implement effective change initiatives.

## Concurrent Session Presenters

### Alternative Workplace Solutions

**Ellen Wicke** is the Marketing and Business Relationship partner for Strategic Technology Solutions (STS - formerly the Office for Information Resources) a division of the Department of Finance and Administration. STS engaged Ellen to help increase awareness of the State of Tennessee's technical enterprise solution offerings and to partner with State departments to help support their technology needs. Ellen has been with the State for over 4 years and has over 20 years experience in the telecommunications industry. She has a bachelor's degree in marketing and communications.

### Benefits for Tomorrow

**Laurie Lee, Executive Director, Division of Benefits Administration** is Executive Director of Benefits Administration in the Department of Finance and Administration for the State of Tennessee. The division is responsible for managing state-provided insurance benefits for nearly 300,000 individuals who receive coverage through the state, local education, and local government insurance plans.

Ms. Lee has over 30 years of experience in health services planning, strategy, management and informatics, with a focus on offering solutions to help improve health care quality and build sustainable health care delivery systems.

Prior to joining the State in 2005, Ms. Lee was vice president of Thomson Healthcare (now Truven Health Analytics) market planning products and manager of their Franklin, Tennessee office. Prior to joining Truven, Ms. Lee was associate vice president of Quorum Health Resources and served as a planning executive for Saint Thomas Hospital, part of Ascension Health in Nashville.

Ms. Lee holds a BA and MHA from Duke University.

**Patrice Steinhart CPA Operations Director, Division of Benefits Administration** serves as the Operations Director of Benefits Administration in the Department of Finance and Administration for the State of Tennessee. In her capacity, Patrice oversees all aspects of operations, including project and customer relationship management, new technology implementation, and strategy analysis for continuous improvement

## Concurrent Session Presenters

### Change Management

**Steve Chester** is a Learning Facilitator Supervisor with the Department of Human Resources, Strategic Learning Solutions (SLS) team. Steve comes to DOHR after holding a post as an assistant program director with the Tennessee Commission on Children and Youth for 13 years. He served as a U.S. Army officer for over 14 years, with a variety of leadership, command and staff assignments worldwide. He also served as a Middle School Science and Social Studies teacher for five years. Steve has a total of over 30 years' experience in the arena of training and curriculum development. Steve also has extensive training assessment and evaluation experience both from his military service and developing and operating a major interagency training program in his previous position. He received a B.S. from the United States Military Academy at West Point and an MA, Ed (Curriculum and Instruction) from Austin Peay State University in Clarksville, TN. He is a graduate of LEAD Tennessee, Alliance 2, TGMI, and the U.S. Army Command and General Staff College. In his current role, Steve serves as program lead for various learning and development initiatives within SLS.

### Conflict Management

**James Moore** is a Learning Facilitator with the Department of Human Resources, Strategic Learning Solutions (SLS) team. James comes to DOHR after 3 years of service with the Department of Children's Services as the Training Coordinator. In his role with DCS, James gained recognition for developing reports and training procedures for mandatory state training required by Federal Government, which lead to consistent & timely reporting to Accreditation Boards and the development of a Shared Training schedule that consistently yielded 95% or greater completion of State and Federal required training courses for 250 + social workers and supervisors. James also worked with the Department of Mental Health and Substance Abuse Services for 14 months. As the Training Manager, he revamped 2 years of training records and provided complete and accurate reports for the entire department statewide. In addition, he developed the department's first online learning, "HIPAA Training," which was launched through Edison ELM Administrator. James has a total of 14 years in Learning and Development.

He also has 9 years of employment with AT&T where he worked in management for 5.5 years and 3.5 years as Training Manager. James traveled extensively to many states across the country training in the areas of Product Development, Sales, Customer Service, Policies and Procedures, Motivation, and others. James received an Associate Degree from Nashville State Community College and a Bachelor's Degree from Trevecca Nazarene University in Business and Human Resource Management.

James has been employed with the SLS team for 19 months where he has successfully developed and launched 3 online Edison courses, and successfully written several Statewide Learning Pyramid courses. He has also been a key contributor in the rollout of the State's Get S.M.A.R.T.er in Performance Management classroom training. In addition, he has demonstrated advanced skills in classroom facilitation in each of the Statewide Learning Pyramid courses.

## Concurrent Session Presenters

### Emotional Intelligence

**Gregg M. Steinberg, Ph.D.** is a professor of human performance at Austin Peay State University. He has worked with some of the greatest athletes in the world from the PGA, LPGA, NBA and NFL. Golf Digest ranked him as one of world's greatest sport psychologists. He has presented to Fortune 500 companies including Pacific Life, Boeing, Hughes, Bank of America, and UBS.. For the past 20 years, Dr. Gregg has been given workshops and training programs for education, government and private business that help individuals perform at their best in any difficult and pressure-packed situation. He has appeared on CNN, Fox News and Dancing with the Stars (no he did not dance.) He lives in Nashville with his wife, Tommie, their son, Myles and their Italian Greyhound, Fabio.

### HR Forms Automation

**Kim Yap** serves as Assistant Commissioner and Chief Human Resources Business Partner for DOHR. In this position, he leads human resources professionals to shape the direction of state-wide practices and support the agency's role as the provider of HR services across the enterprise. He is responsible for streamlining DOHR's human resource operations, and works with agency leadership across the state to assure the department provides value added services with a customer focused approach. Kim joined DOHR in September 2015 as Director of HR and Talent Management to oversee the efficient and effective delivery of HR services to department leaders and employees at every level. In that role, he also supported nine other state departments/commissions. Prior to joining DOHR, he served as Director of Human Resources for the Department of Children Services. Kim holds a Master's degree in Industrial-Organizational Psychology, and has eighteen years of HR management and related experience in the public and private sectors, including finance, engineering, and manufacturing.

### Maximizing Edison

**Chad Rue** has 5 years of service with the State of Tennessee. He currently serves as the Edison Business Intelligence Team Lead for Human Capital Management. He previously served in TDOT's external audit and payroll departments. He loves to watch a good football game and spending time with his family.

**Chris Harmon** has 17 years of service with the State of Tennessee. He currently serves as the Edison Human Resources Team Lead. He previously served as staff to the Tennessee House of Representatives. He enjoys spending time with his family and judging barbecue.

## Concurrent Session Presenters

### Mediation for Workplace Conflicts

**Melanie Bradsher** serves as Staff Attorney in the Office of the General Counsel, EEO/ADA Division of the Tennessee Department of Human Resources (DOHR). In that capacity, she serves as the coordinator of the Tennessee Employee Mediation Program by providing oversight, education and guidance to state agencies and state employees. Ms. Bradsher also assists in daily oversight and guidance on matters pertaining to workplace discrimination and harassment and provides support to the Director of EEO/Assistant General Counsel regarding issues such as Title VI, ADA, FMLA, and Affirmative Action.

Ms. Bradsher previously worked within DOHR's Division of Legal Services, where she served as the mediation program coordinator and assisted in the disciplinary appeals process.

Ms. Bradsher earned her Bachelor's degree in Animal Science from Auburn University in Auburn, Alabama and her law degree from Faulkner University, Thomas Goode Jones School of Law in Montgomery, Alabama. While in law school, she served as both Senator and Treasurer of the Student Bar Association and sat on the Executive Council of the Board of Advocates. She was an active member of the Advocacy Program. She is licensed to practice law in Tennessee and is a Rule 31 trained mediator and certified facilitator. Ms. Bradsher is a 2015 graduate of DOHR's Next Level Leadership Academy.

## Concurrent Session Presenters

### On-Boarding for Success

**Amy Malo** serves as a Learning Facilitator II in the Strategic Learning Solutions division within the Department of Human Resources. In her current role, Amy facilitates services to agency leaders to assist in the implementation of statewide talent management initiatives. Prior to joining with the State of Tennessee, Amy held the position of Manager, Training & Development with Cumberland Consulting Group, a local healthcare IT consulting firm. Her experience as a human resource professional includes areas of learning and development, professional and leadership development, performance management, learning management system administration, needs assessment, job task analysis, facilitation, project management, and human resource allocation and planning.

Amy's passion for development goes beyond the corporate setting. In addition to her corporate development experience, Amy has served at the Director level in a local girls basketball club and currently head coach of a high school exposure team that is comprised of top athletes across the state.

Amy earned a Bachelor of Science degree in Human & Organizational Development with an emphasis in Leadership & Organizational Effectiveness and a Master of Education in Human Resource Development from Vanderbilt University's Peabody College. While at Vanderbilt, she was a member of the Commodore Women's Basketball team. During her time as a Commodore, the team saw much success including two SEC Tournament Championships and two appearances to the NCAA Sweet Sixteen her Junior and Senior years.

She is currently a member of the national organization of the Society for Human Resource Management (SHRM) and the Middle Tennessee Society for Human Resource Management (MT/SHRM). Amy has earned certification as a Senior Professional in Human Resources (SPHR).

## Concurrent Session Presenters

### Optimizing Performance Management

**Antonio Q. Meeks** currently serves as Director of Learning and Talent Development of the Strategic Learning Solutions division within the Department of Human Resources where he provides leadership to a team of learning consultants charged with increasing organizational effectiveness through customized learning and development.

Antonio's work experience spans across corporate, non-profit, government and higher education sectors. Prior to his service with the State of Tennessee, Antonio worked as an independent consultant with organizations such as AmeriCorps, AT&T, Memphis City Schools, Nashville Metropolitan Schools, and United Neighborhood Health Services in the areas of leadership development and diversity. Having over 16 years' professional learning and development experience, Antonio has established an impressive portfolio of specialized workshops in the areas of leadership development, diversity, team building, customer service, and performance management. Antonio is particularly proud of his work providing leadership to non-profit organizations geared towards eradicating adult illiteracy.

Antonio earned a Bachelor of Arts degree in Sociology from Fisk University and a Master of Education (M.Ed.) from Belmont University. He is also a graduate of the Tennessee Government Executive Institute, (TGEI) and the Tennessee Government Management Institute (TGMI). Having the heart of a servant leader, Antonio volunteers at homeless shelters teaching life and career skills to men and women; serves on the board of the Teacher Education Council at Belmont University; and builds relationships as president of the alumni association for his alma mater. He also serves as chair of Diversity for Belmont's Department of Education.

### Retirement Readiness

**Joy Harris** serves as the Assistant Treasurer for Financial Empowerment for the Tennessee Treasury Department. Joy has a passion for improving the financial lives of others. Under her leadership, the Financial Empowerment Division helps Treasury better engage Tennesseans in important conversations on managing their financial resources. Joy oversees the work of the TNStars® College Savings 529 Program, the Tennessee Financial Literacy Commission, and RetireReadyTN, which includes both the Tennessee Consolidated Retirement System and the Tennessee Deferred Compensation plan. She is also, currently, leading the implementation of ABLE TN, a savings program designed to help individuals with disabilities put aside money to pay for qualified expenses.

Joy is an accomplished leader in Treasury, previously managing daily operations of the Department as Chief of Staff. Many of the initiatives of the Financial Empowerment Division were developed by legislative action during her role as Chief of Staff and she played a significant role in shaping their policies. Before joining Treasury, Joy worked for Senators Lamar Alexander and Bob Corker.

## Concurrent Session Presenters

### Retirement Readiness continued

**Mary Beth Franklyn** serves as the Director of Employer Reporting and Customer Service for the Financial Empowerment Division of the Tennessee Treasury Department. She is responsible for coordinating with employers regarding retirement plan information, monthly reporting, and overseeing customer service for retirement plan members.

Mary Beth joined the Tennessee Treasury Department in 2013 and has played an important role on a variety of projects and programs. A licensed attorney who graduated from the Nashville School of Law, Mary Beth enjoys the process of implementing new programs and initiatives, building partnerships and facilitating communications. She is a 2014 Graduate of LEAD Tennessee. Before joining Treasury, Mary Beth worked for the Tennessee Attorney General's office, Departments of Finance & Administration and Children's Services, the Department of Health, and a health care claims contractor.

Mary Beth has lived in Nashville for over 30 years. In the community, Mary Beth serves as the Chair of the Board for the East Nashville Hope Exchange and creates altar design for her church worship services.

**Drew Freeman** is the Director of Outreach for the Tennessee Treasury Department. Drew oversees the Outreach team that travels around the state to educate local governments and participating employers about Treasury programs. These programs include RetireReadyTN, Treasury's retirement initiative combining the strengths of the Tennessee Consolidated Retirement System, and the Deferred Compensation Program (401k/457) with holistic retirement education. Drew oversees Treasury's effort to provide comprehensive retirement readiness counseling to TCRS members and Deferred Compensation participants.

Outreach also represents the TN Stars College Savings Program and the TN Financial Literacy Commission. Drew has faithfully served the Tennessee Treasury Department since the very beginning of the Outreach program in 2013. Before joining Treasury, he served on the Outreach team for the TN Student Assistant Corporation, the State's agency that administrates the lottery-funded HOPE Scholarship to eligible TN college students. He received his master's degree at the University of Tennessee, Knoxville and completed his undergraduate degree at Carson-Newman College in Jefferson City.

Outside of his professional life, Drew serves on the Board of Directors for YOKE, a mentoring program for middle school students based in Knoxville. In his spare time, he and his wife, Elizabeth, enjoy the outdoors and seeing the country through road trips together. They have set a goal to visits all 50 States and all of America's National Parks. To date, they have visited 44 of the States and 25 of the National Parks.

## Concurrent Session Presenters

### Retirement Readiness continued

**Steve McComas** is the Manager of Retirement Plan Counseling for RetireReady TN. Steve oversees a team of 14 Retirement Plan Counselors that are based throughout the State of Tennessee. Steve and his team travel to all of the remote corners of the State, providing holistic education on retirement and retirement planning on the Defined Benefit Program (TCRS) and the 401(k) and 457 plans. This education reaches many across the State from State Agencies, Higher Education, K-12 Teachers and Local Government Employee's. Along with the field team, Steve manages two additional staff in the Nashville Office and organization of two additional State of TN offices.

Through Steve's 27 years in the Financial Services Business, Steve has worked in a few capacities. Steve has served State and Local Government plans exclusively for the past 17 years. In all of his years in the retirement business, Steve has not yet heard one person say "I have too much money." Unfortunately, the words "I wish I had started saving more sooner" are words he often hear.

Outside of his professional life, Steve serves as Trustee Chair for his Church and participates in many community fund raising events his children's High School. Steve tries to spend as much time as possible with his wife of 22 years, Jennifer and their two children. "It's time we cannot replace, and it seems to go by way too fast."

**Glenda Stone** serves as a Key Retirement Plan Counselor for RetireReady TN. Glenda is one of 14 Retirement Plan Counselors serving employees in here assigned territory of the Nashville and Middle TN area. Glenda brings with her 15 years of experience in the Financial Services Industry, serving for the last 5 years exclusively with the State of TN employees.

Glenda holds the distinction of already retiring from one career. She loves working and helping people so much, that she came back to work.

In her "spare" time, Glenda is on the Board of Key to the City in Gallatin TN, and does a great deal of work with the Humane Society. She spends all the time she can with her husband Jack, who is a pilot and her 4 cats.

## Concurrent Session Presenters

### Speed of Trust

**Jim Klonaris** of Franklin Covey brings a wealth of experience to his clients. He has an impressive sales, management, and marketing background with one of America's Fortune 100 organizations. He is also an entrepreneur and has been very successful in private business ownership. Innovative, versatile, and energetic are words that describe Jim. He is skilled in prioritizing multiple projects in high-pressure situations. Clients value Jim's superb communication skills. They appreciate his ability to translate his "real life" experiences into practical tools to help them achieve their most strategic priorities. In addition to his 14-year career with Coca-Cola, Jim has excellent entrepreneurial experience in several business ventures including restaurants, floor care, construction services, janitorial, and consulting businesses. In fact, over the course of 18 years, Jim has owned and operated 12 successful companies in various service industries. Jim has a B.F.A. from the University of Tennessee, Knoxville, from the College of Art and Architecture.

### The Art of Influence

**Mark Kenny** is the founder and president of Hippo Solutions, a training services company that uses actor-based training to develop the communication skills that make managers and leaders highly proficient in their roles more quickly. Mark is an innovative trainer, speaker, and consultant. He has 20 years of experience in technology that include: technical support, network administration, QA testing, software development, project management, software implementation, sales, business management, and professional services. He founded a software company in the project management space. He has worked in education, publishing, manufacturing, healthcare, technology, and transportation industries. Mark holds a Certificate in Project Management from the University of Washington and a Bachelor's degree in Business from Liberty University.

## Concurrent Session Presenters

### Workforce Planning and Succession Planning

**Louise Stelma:** Currently in the Doctorate of Education in Organizational Leadership at Argosy University, in Dissertation. FIRO-B and FIRO Business Certified.

#### Professional Experience

- 25 years of experience in training and development in corporate, academic environments, multi-cultural diversity, structured and unstructured environments. She designs for and delivers to upper level management, supervisors, mid-level management and front-line employees in the industries of manufacturing, semi-conductor, retail, and service..
- 25 years of experience in training the front-line assembly and leads, sales, marketing, customer care, continuous improvement, engineers, and document processing
- Instructional Curriculum Design – 15 years
- Designed and moderated focus groups in the semi-conductor industry for 5 years
- Needs assessment, strategic planning in departmental/interdepartmental in various levels of management and non-management
- In charge of faculty development with the Adult Learning Accredited University for exempt and non-exempt positions
- Auditor and Assessor, successful completion to ISO9000, 9002 Certification, and Malcolm Baldrige Award Winner
- Employment/Labor Law; EEOC/AAP, Safety/OSHA Compliance – 12 years
- Member: The Bay Area Consortium on Adult Learning (BACAL) 3 years
- Member of MTSHRM