

Proficiencies:

HR Management
Executive Coaching
Talent Hiring and Retention
Career Coaching
Cohesive Teaming Cultures
Conflict Resolution
Diversity and Inclusion
Compliance
Strategic Planning
Organizational Development
Work Climate Assessments
Employee Relations
Professional Development

Education:

Juris Doctorate
Salmon P. Chase College of Law
Northern Kentucky University
Licensed in Ohio

Bachelor of Arts Degree
English Literature
University of Cincinnati

Affiliations:

Advisory Board Member
Executive Leadership and
Organizational Change (ELOC)
Master's Degree Program at
Northern Kentucky University
College of Business

Cincinnati Bar Association's
Cincinnati Academy of
Leadership for Lawyers Fellow

Cincinnati Regional Chamber of
Commerce's WE Lead, Women's
Executive Leadership Alumna

Cincinnati Homeownership Center
Economic Development
Committee Chair

Deborah A. Heater

Human Resources
Organizational Development
Cincinnati, Ohio
513-602-6200 Cell
513-570-5282 Office
debheater@strategicperformancesystems.com

Professional Capabilities

I am a performance management professional focused on creating cultures of excellence. I collaborate to identify and operational strategies that align with organizational priorities.

Performance Results Include:

- Recruited high-potential employees that supported continuous improvement outcomes
- Increased management capacity through leadership development training at the Academy for Human Resources Development
- Collaborated to create a master's degree Program on Executive Leadership and Organizational Change for NKU's College of Business
- Provided diversity, equity and inclusion strategies for over 36 non-profit organizations
- Provided service client service strategies for community action agencies across the State of Ohio to support the launch of the new intake process
- Provided career strategy workshops with positive outcome feedback
- Oversaw employee engagement initiatives that improved employee morale and retention
- Coached district school leaders regarding leadership practices
- Collaborated on the creation of evaluation systems that align performance expectations with priority goals
- Used diversity and inclusion strategies that led to increases in diversity in underrepresented classifications
- Structured a customer service feedback system that provides timely response to stakeholder concerns
- Collaborated with the leadership team to increase K12 academic performance results across multiple state ratings
- Designed a tiered leadership development program that increased internal promotional opportunities
- Recognized by independent audits, including the State of Ohio for effective systems management

Deborah A. Heater
d_heater@msn.com
513-602-6200

Professional Experience

President, CEO, Strategic Performance Systems. LLC: Consulting Services related to HR, organizational development, and compliance – consulting services include

- Operational Effectiveness
- Strategic Planning Facilitation
- Unconscious Bias Training
- Career Strategies Workshops
- Harassment Investigations
- Work Climate Assessments
- Teaming Culture Improvements
- Transformational Leadership Training
- Anti-Sexual Harassment Training
- K12 and College HR Consulting
- Legal Compliance and Risk Reduction
- Executive Coaching
- Non-profit Consulting

Vice President, Human Resources, Columbus State Community College: Leadership of HR and Leadership Institute - responsibilities included

- Human Resources Functions
- Performance Coaching
- Professional Development
- Labor Relations
- Executive Searches
- Onboarding and Orientation
- Title VII and Title IX Compliance
- Community Projects
- Employee Engagement
- HR Strategic Planning

Director of Human Resources and Organizational Development (Director of Administrative Services), **University of Cincinnati, Blue Ash:** HR and Organizational Development - responsibilities included

- Diversity Hiring Plans
- Reorganization Strategies
- Strategic Planning
- Organizational Development
- Labor Relations
- Executive Searches
- Conflict Resolution
- Audit Preparation and Response
- Public Safety Department Liaison
- Investigations
- Performance Coaching
- Student Complaint Review

Chief Officer, Human Resources, Cincinnati Public Schools: Oversight of comprehensive HR programs for an organization of approximately 40,000 students and 5,000 employees – responsibilities included

- Organizational Development
- Executive Searches
- Leadership Coaching
- Professional Development
- Legal Compliance
- Conduct Investigations
- Onboarding and Orientation
- Labor Relations and Negotiations
- Leadership and Management Training
- Employee Safety
- Conflict Resolution
- Strategic Planning

PUBLICATIONS AND PAPERS

<i>Many Roads Taken</i> Contributing Short Story <i>Hope and You Shall Receive</i> Losantiville Press Society of Writers	November 2011
<i>Organizational Development and PreK-12 Continuous Improvement</i> Columbus African American New Journal	January 2014
<i>Widening the Circle</i> Blog on Increasing the Presence of Women in Leadership	February 2014
<i>Exploring the Origins of Unconscious Bias</i> Blog series on Racial and Gender-Based Bias www.strategicperformancesystems.com	March 2014
<i>Transformational Leadership and Organizational Culture</i> Columbus African American News Journal	April 2014
<i>The Care and Maintenance of a Career Path</i> Columbus African American New Journal	June 2014
<i>Building Cultures of Excellence</i> Ebook on www.strategicperformancesystems.com	August 2014
<i>A Lesson in Police and Community Relations</i> Columbus African American New Journal	December 2014
<i>Criminal Convictions and Employability</i> Columbus African American News Journal	February 2015

Presentations & Workshops

Diversity and Recruitment Bowen Center Diversity Conference Covington, Kentucky	June 2002
Effective Last Chance Agreement Cincinnati Bar Association Women Lawyers Committee	May 2004
Women of Color in Leadership Conference Panelist Ohio Women's Diversity Conference Cincinnati, Ohio	May 2009
Effective Governance of Non-profits Osher Life Long Learning Institute University of Cincinnati	October 2010
Student Affairs Department Strategic Planning Workshop University of Cincinnati, Blue Ash	June 2012

PRESENTATIONS & WORKSHOPS (Contd.)

HR and Leadership Development Institute Strategic Planning Facilitation Columbus State Community College	March 2013
Hiring and Supporting Minority Personnel National Association of Multicultural Education Bexley City Schools, Columbus, Ohio	October 2013
New Albany Public Schools, New Albany Ohio In-service Keynote Speaker Unconscious Bias Awareness in Education	February 2014
Behavioral Intervention and Threat Assessment Table Top Exercises Workshop Columbus State Community College	February 2014
Creating a Gender Inclusive Workplace Defense Logistics Agency Women's Leadership Summit Columbus, Ohio	March 2014
Strategic Career Development for Women Workshop Strategic Performance Systems, LLC Scheduled, Columbus, Ohio	April 2015
Ohio Diversity Council Women's Conference Women of Color Striving for Excellence Panelist Cincinnati, Ohio	May 2015
Brand Yourself as an Ideal Applicant Ohio Department of Commerce Job Fair Training	May 2015 July 2016
Urban League Class of XXIII Keynote Speaker – Transformational Leadership Cincinnati, Ohio	June 2016
Unconscious Bias Presentation Cincinnati Association Cincinnati, Ohio	April 2017
Urban League Class of XXIV Unconscious Bias Awareness Cincinnati, Ohio	December 2017
Interact for Health Workshop Framework for Diversity, Equity, and Inclusion Cincinnati, Ohio	March 22, 2018
Interact for Health Workshop Embedding DEI in Organizational Values Cincinnati, Ohio	May 3, 2018
Interact for Health Workshop DEI as a Service Model Cincinnati, Ohio	May 31, 2018

PRESENTATIONS & WORKSHOPS (Contd.)

Ohio Department of Community Assistance
A Heart for Service Presentation
Columbus, Ohio

June 6, 2018

Women for Leadership and Economic Development
The Care and Maintenance of a Career Path
Columbus Ohio

June 7, 2018

Dress for Success Cincinnati
Diversity, Equity, and Inclusion Workshop
Cincinnati, Ohio

July 30, 2018