
Gloria Regalbuto Bentley, Ph.D.

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Human Resource and Organizational Development Executive *Recognized Leader in the Management of Human Capital*

Demonstrated Competence:

Executive Leadership
Organizational Development
Management of HR Function
Strategic Planning
Talent Management
Workforce Planning
Institutional Effectiveness
Performance Management
Leadership Development
Brand Marketing
Training & Development
Instructional Design
Simulation & Gaming
Curriculum Development
Continuous Improvement
Process Analysis
Job Evaluation & Analysis
Competence Analysis

Industries:

Banking
Beverage Manufacturing
Healthcare
Higher Education
Human Resource Consulting
Private Wealth Management
Retail
Research Consulting
Diversified Manufacturing

A highly experienced, Human Resources and Organizational Development professional who has served in executive positions across a broad spectrum of businesses. She is an innovative consultant and problem solver, skilled in managing human capital with a record of creating training, performance and talent management systems that facilitate access to the skills and knowledge needed to achieve the company's mission. As chief learning officer or Human Resources leader, Gloria has increased organizational effectiveness through exemplary management of strategic needs, competence, processes and performance.

Career History

Georgian Court University; Lakewood, New Jersey 08-18-2014 to Present

Founded and sponsored by the Sisters of Mercy, Georgian Court University provides comprehensive, co-educational, liberal arts education in the Roman Catholic tradition with a historic special concern for women.

Director of Learning & Development

Reporting to the VP of Institutional Effectiveness, Gloria's responsibility is to improve and sustain the professional growth of faculty, staff, supervisors, and senior administration. As Director of Learning and Development she focuses on designing and implementing programs and processes that enhance organizational effectiveness. She is responsible for the coordination, facilitation and implementation of the design, development, communication, administration, and evaluation of internal training programs; to identify and assess employee development needs; determine development tactics and programs to improve individual and organizational performance; and manage a faculty development program. Since arriving at GCU, Gloria has:

- Created and implemented a Mission-Centric Recruiting process, aligned with the core values of the Sisters of Mercy
- Developed and introduced a servant-leadership model to the campus-at-large
- Contributed to the origination of a five year plan for the Institutional Effectiveness Team, "The GCU Leadership Initiative"
- Contributed to the implementation of the inaugural GCU Workforce Plan
- Provided support to develop a new compensation and job evaluation system.
- Developed an implementation plan for the introduction of the Excellence in Higher Education Framework as a planning and evaluation tool.
- Facilitated a mapping and process improvement project with Financial Aid, Admissions and Registrar's Office.
- Implemented a new compliance training program and tracking system.

A Friend of Ours, LLC; (Incorporated in Ohio) 8/31/2013 to present

Independent Consultant in Organizational Development & Performance Consulting.

Principal/Owner

Gloria has offered consulting services in all her areas of expertise. Past clients have included Second City Communications; Onaben, the Native American Business Network; EQT Natural Gas Corporation; Blue Card, Blue Cross-Blue Shield of Michigan; Savant Learning; Celeste & Sabety, Inc.; The National Center for Research in Vocational Education; The Ohio State University; Department of Education & US AID; PriceWaterhouseCoopers; Provence Consulting, Inc.; and Riverside Methodist Hospital. She has partnered with The Center for Effective Performance in Atlanta, Georgia, Buck Consultants in Chicago, Illinois, and Global Lead (Consulting) in Cincinnati, Ohio.

Education:

Doctorate:

School of Behavioral Science
Ohio State University
Columbus, Ohio

Master's Degree

Ohio University
Athens, Ohio

Bachelor's Degree

Ohio University
Athens, Ohio

Awards & Recognition:

2012: National Consortium
for Continuous
Improvement in Higher
Education (NCCI):
"Leveraged Excellence"
award for development of
Loras College's performance
management system.

2010: Challenge 2010 Grant
from the National
Association of College and
University Business Officers
(NACUBO)/Lumina
Foundation grant for
Excellence in Higher
Education to develop Loras
College's performance
management system.

2004 The Ohio Principals
Leadership Academy
curriculum in use at
Cleveland State University
was named one of 5 best
practices for teaching
principal leadership by the
US Department of Education

1996 Received ASTD's
Gordon Bliss Memorial
Award for contributions to
business, the field of
learning and development
and the community-at-large.

1995 At Seafirst Bank
(Seattle First National Bank),

Loras College; Dubuque, Iowa 11/1/2010 to 8/31/2013

Loras College is a private, liberal arts, Catholic College and the oldest college west of the Mississippi. Loras College is a not-for-profit with a highly dedicated staff and an avante garde and aggressive approach to experiential learning.

Vice President of Organizational Development

As a member of the College's executive team, Gloria was responsible for performance management and organizational effectiveness initiatives. Information Technology, Marketing, Community & Media Relations, and Human and Organizational Development reported to her in this position. She was also responsible for auxiliary enterprises and special projects for the College President. In addition to Organizational Development responsibilities, Gloria:

- Created and implemented the College's Organizational Effectiveness Process. Originally supported through a NACUBO/Lumina Foundation Award to encourage the use of the Excellence in Higher Education, Baldrige-style quality criteria. After implementation, this process received the National Consortium for Continuous Improvement in Higher Education's (NCCI) "Leveraging Excellence" award in 2012
- Restructured the OD and Marketing Departments
- Introduced a Professional Development function
- Expanded the College's reach into new markets by focusing on media and community relations
- Directed the outsourcing and redesigned the Loras website
- Mapped and improved enrollment and admissions processes
- Collaborated in the creation of the College's diversity statement and developed the "DuTalk: Dialogue, Difference, Democracy" program in civil discourse, which is being emulated by three other Colleges. The program has also become an auxiliary enterprise, generating net-revenue through the sale of a card-deck used as a teaching aid in the program.

Director, Human and Organizational Development 07/15/2009 to 11/1/2010

Reorganized the Human Resources department to incorporate principles of organizational development and integrated talent management (recruiting, performance management, competence analysis and professional development)

- Received Grant from National Association of College Business Officers & Lumina Foundation to conduct process analysis and improvement in line with Baldrige Criteria for Higher Education, Excellence in Higher Education
- Restructured approach to valuing inclusion in line with college's Catholic Identity
- Restructured department & hired staff
- Revised human resource policies and procedures to align with college mission and values

GenSpring Family Offices LLC; Jupiter, Florida 8/15/2005 to 5/31/2009

GenSpring Family Offices, LLC, a private wealth management arm of SunTrust Bank, offers family office services to clients in the ultra-high-net-worth space.

Executive Director; Innovation & Learning Center

Created the organization's first learning function. Led design, development and implementation of learning opportunities for internal and external clients. Partnered in the initiation of the Innovation and Knowledge Management Group. Created online learning capacity, professional conference-style learning delivery process, and programs for internal staff and client families.

- Created flexible-use, multimedia curriculum for family learning
- Developed several simulations & games, including high-production value board-game, "Shirtsleeves to Shirtsleeves," featured in The Wall Street Journal, The New York Times, and National Public Radio
- Led development of card-deck called the "KMAAN" cards (Keeps Me Awake At Night), used by business development staff to help clients pinpoint critical issues facing client families
- Developed learning aspects of talent acquisition and performance management system

Miller Brewing Company/SABMiller; Milwaukee, Wisconsin 8/2003 to 5/2005

Miller Brewing Company, now Miller/Coors is one of America's great consumer brands.

Director of Learning and Development

Exemplary Voluntary Efforts Award (EVE) from the US Department of Labor.

1992 Elected National President of the American Society for Training and Development (ASTD)

Phi Beta Kappa

Affiliations

American Society for Training & Development
(ASTD, now ATD: Association for Talent Development)

- Granted life-time membership
- Learning Executives Network
- BEST Awards Evaluation Committee
- National Nominating Committee
- Received the Gordon Bliss Memorial Award
- Board of Governors
- President of International Association
- President Elect
- National Board of Directors Member
- Member External & Government Affairs Committee

International Society for Performance & Instruction (ISPI)

- Master's Series Presenter & Author
- Founding President, Heartland Chapter; Columbus, Ohio

Society for Human Resource Management

State of Washington; Workforce Training Task Force

Provided learning and development support for turnaround strategy after Miller's purchase by South African Brewing. Managed staff of 20 instructional designers and trainers and developed programs for entire value chain including executive development, world-class manufacturing, and integration with the talent management system. Provided learning interventions including support for Miller's extensive network of beer distributors and for some retail outlets, such as running "Wal-Mart University".

- Restructured function and unified across divisions and geographies
- Instituted sustainable work methods and processes
- Instituted training for world-class manufacturing strategy in the breweries
- Developed and implemented an executive development strategy
- Created new processes and work-practices in marketing, sales and distribution
- Designed and implemented a Competency Acquisition Process (CAP) aligned and fully integrated with the talent management system
- Selected and installed new learning management system
- Created new process for tracking, managing and reporting on tuition reimbursement
- Centralized control of corporate-wide budgeting and accounting for learning and development

The Ohio Principals Leadership Academy 12/1999 to 6/2003

As a loaned executive (from Bath & Body Works), The Limited, Inc. provided 50% of salary for two years, Gloria was responsible for starting-up a non-profit organization whose mission was school improvement through the provision of leadership skills to all of the State of Ohio's 5000+ K-12 school principals. Located at The Ohio State University; Columbus, Ohio.

Founder & President

OPLA was initiative of Governor Taft and funded by the State of Ohio through the State Department of Education. Accountable to a Governing Board including: Governor's representative, State Superintendent of Schools, Chancellor of the Ohio Board of Regents, The Limited Inc., Procter & Gamble, two state principals associations, and The Ohio State University.

- Created performance-based, work-embedded, action learning curriculum in Principal Leadership
- Directed and lead 3 cascading cohorts of 90 students over a 2 year period, for a total of 4 years.
- Distributed final curriculum through "train-the-trainer" strategy to Miami University of Ohio, Cleveland State University, The Akron City Schools, and the Cincinnati Public School District
- Many graduates have now become superintendents
- Curriculum was selected as one of six best practices in principal development by the US Department of Education

Bath & Body Works; Reynoldsburg, Ohio 2/1997 to 12/1999

A subsidiary of The Limited, Inc., Bath & Body Works is one of the largest retail providers of beauty products.

Director of Human Resources Development

Served as one of the early founders of organization when the organization had only 300 stores. BBW was two-years old and growing at an unprecedented rate for a retail business. Initiated the Learning and Development function, "The Heartland Academy" and was responsible for corporate-wide professional development. Managed the intellectual capital of the corporation. Provided all education and development for corporate headquarters and for 1200+ retail stores' associates as the organization grew.

- Initiated work practices and processes for new learning function, the "Heartland Academy"
- Built new product launch process and achieved ability to launch 50% new products per year
- Created benchmark "Brand Orientation" program for new hires
- Created retail sales process and sales training program

Seattle First National Bank; Seattle, Washington 2/1992 to 1/1997

An affiliate of Bank of America; Now Bank of America, Seattle

American Bankers
Association (Washington
State)
Professional Development
Committee

Seattle Central
Community College
Development Board
Member

President, Seafirst University; Vice-President Seafirst Bank

Integrated isolated division-based learning and development teams into a single corporate-wide function. Increased efficiency and effectiveness of L&D interventions. Aligned L&D interventions with corporate strategy. Redefined jobs, created a new organizational structure, new work processes and practices.

- Managed staff of 30 faculty members and over 150 adjunct faculty in multiple geographic locations and facilities
- Became Northwest Regional Training Center for Bank of America
- Created Career Development Center
- Created Management Mentoring program
- Initiated multi-media, computer-based learning methods to reduce lost opportunity and delivery costs
- Created "Human Capital Asset" budget that paralleled the Capital Asset budget process
- Enabled Seafirst University to expand service from 7,000 to over 17,000 students per year without increasing the 4 million dollar budget
- Partnered with Norm Rice, Mayor of Seattle, and organizations and foundations to create at-risk youth program to provide jobs, job-skills and scholarships

Wm. M. Mercer Companies; New York, New York 6/1989 to 2/1992

The largest human resources consulting firm in the globe.

Principal

Reported to the Vice Chairman in charge of world-wide professional development. Designed, implemented and delivered professional development programs across geographies and practice areas for Mercer's 8000 global consultants.

- Frequently called in by consultants to work on projects for external clients
- Created one of the first electronic performance support systems (EPSS) in the country
- Developed regional conference programs, professional practice area professional development, and global consulting conferences
- Company adopted Dr. Regalbuto Bentley's personally copyrighted process for assisting clients in analyzing corporate-wide, cross-functional problems called "causal-modeling". This process is still in wide use across the globe

OhioHealth, Grant Medical Center; Columbus, Ohio 1987 to 1989

With a national reputation for specialized trauma capabilities, surgical excellence and nursing expertise, Grant is one of the nation's top hospitals.

Manager, Training and Education Department

Chief Staff Learning Officer, reporting to the hospital President. Also responsible for process analysis and improvement working with VP of Guest Relations. Was responsible for Hospital Library and Audio Visual Departments. While there, helped to move the hospital from recent bankruptcy to position it for merger with OhioHealth.

Battelle Memorial Institute; Columbus Ohio 1986 to 1987

Battelle is the world's largest nonprofit research and development organization, with over 22,000 employees at more than 60 locations globally. A 501(c)(3) charitable trust, Battelle was founded on industrialist Gordon Battelle's vision that business and scientific interests can go hand-in-hand as forces for positive change.

Senior Management Development Advisor

Responsible for design and development of training programs and interventions in the Columbus headquarters. Worked with the Center for Creative Leadership to create a benchmark job evaluation and performance management system for research scientists and engineers