

DEBORAH MURPHY

Tinley Park, Illinois 60477 708-691-4295 dalzmurphy@comcast.net

**Dynamic and Engaging Instructor
Innovative and Strategic Human Resources Leader
Leadership and Organization Development Expert**

EDUCATION

PhD. Organizational Leadership –2019

The Chicago School of Professional Psychology, Chicago, IL
Dissertation Research: *Movement Capital, Personal Resources for Engagement and Performance*
Dissertation Chair: Dr. Maria Malayter, Asst. Professor

MEd, Educational Leadership DePaul University, Chicago, IL

Human Resources Development Concentration: Mentoring and adult development
Culminating Academic Paper:

Mentoring Skills for Managers, Navigating Employee Developmental Stages

BA, Education Lake Forest College, Lake Forest, IL

Practicum in applied learning theories; Second Major in Social Theories and Research

HIGHER EDUCATION EXPERIENCE

UNIVERSITY OF LOUISVILLE 2021 - Present
Clinical Assistant Professor, Organization Leadership & Learning

THE CHICAGO SCHOOL OF PROFESSIONAL PSYCHOLOGY 2018 -Present
Director, Institute for Organizational Psychology 2018 -2019

- As a Post-Doc Fellow, supervise three Masters' level interns in Industrial Organizational Psychology consulting to external clients:
 - Leadership Development Training at large (\$65M annual revenue) social service agency; 18-month contract to develop, present, evaluate and reinforce leadership to nearly 200 managers using appropriate instructional design principles.
 - Process analysis and strategy consultation for growth stage company
 - Keynote speaking for partner college advisors on personal & professional engagement
 - Customer Focus Group Facilitation for the Chicago Bulls

Contract Instructor 2019 – Present

- Continue relationship with clients teaching subsequent cohorts of the Leadership Development modules on contract basis, including development of materials for pivoting to online presentation and development of CEU materials.
- Post Doc professional training for instructing higher education environment (2021)
 - TOPS: Teaching Online Pedagogy and Standards
 - Dissertation Chair Training

KELLER GRADUATE SCHOOL OF MANAGEMENT 2004 -2006

Adjunct Faculty Human Resources Management Program

- Instruct graduate students in Employment Law and in preparing their Capstone Projects

PROFESSIONAL EXPERIENCE

Murphy Management Partners, Chicagoland, IL 2016 – Present

Human Resources and Organization Development Consultant

As an independent resource, conduct fixed-term projects for multiple clients providing expertise in HR leadership, leadership development and training such as:

- Interim Senior HR Leader for private equity portfolio company of 600 employees, distributing automotive parts including –
 - Defining workflow, improving processes and reporting procedures for all HR functions

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- Establishing initial safety practices including defining procedures, training and reporting
- Implementing disaster procedures during pandemic, including communications, sanitation & safety procedures, whole scale workforce shift scheduling, flexible staffing processes for quick responses to shockwave of business results.
- Represent company to federal regulatory agencies (EEOC and OSHA)
- Developed Certification Program and Curriculum for Regional Maintenance Managers for transportation company
- Interim Senior HR Leader for local facility of 560 employees
- Re engineered processes, implemented Lean practices resulting in reduced turnover (by 30%), reduced days-to-hire (reduced aged reqs by 50%), reduced out-of-cycle payroll checks (by 90%), increased "Day 1 Wins" onboarding readiness;
- Sourced Multiple Technical roles for Chemical Manufacturer

GC AMERICA INC., Alsip, IL

2006 - 2016

Senior Human Resources Leader

GC America Inc., winner of the 2014 prestigious Deming Award for Total Quality Management, is part of GC Corporation, distributing professional dental products internationally and manufacturing in an FDA/cGMP regulated environment.

- **Top HR Leader** for 3 related corporations, in 3 facilities and a field organization
- Achieved recognition in world class HR Development practices from international panel of expert TQM examiners (Japanese Union of Scientist and Engineers)
- Successfully implemented HR-related functions of **divestiture** of 2 related corporations
- Establish foundation of corporate culture change through reengineering entire Associate Value Proposition including benefits, wellness and compensation
- Achieved **Employee Engagement** scores above Gallup's norm (35% Engaged vs. 32% in Gallup's database) by implementation of companywide and departmental action plans.
- Acted as fiduciary and administrator for **9 benefit programs**, including plan design, broker and carrier contract negotiation, administration, regulatory filings and audits.
- Using **metrics** from extensive carrier claim database, safety incidents and wellness assessments participation, developed comprehensive Annual Plans including monthly training, and promotions for continuous improvement of health and reduction of costs.
- Developed company leaders by implementing **High Potential Leadership Development** process, with defined Leadership Competencies, assessments, development activities and assignments
- Lead the development of a professional human resources management information system and related processes including change of payroll frequency, elimination of paper checks and employee self-service. Took the company from an excel spreadsheet through multiple databases to a state-of-the-art SaaS **HRMS system (UltiPro)**.
- **Trained Managers** to provide feedback, coaching and development
- Manage **Employee Relations** including policy management, training, discipline, coaching and negotiating settlements at State Human Rights Commissions and EEOC.
- Manage **compensation** treatment including job evaluation, surveys, wage structure development and merit and variable pay treatments.
- Manage **Workers' Compensation** program including negotiating returns to work, and settlements at Illinois Commission.
- Successfully represented company's human resources development function in annual **audits** to ISO13485 section 6.2 and FDA's CFR 21-820.25

AB DICK Des Plaines, IL

2005 - 2006

Director, Human Resources

AB Dick, then a newly acquired segment of Presstek, was a \$160M manufacturer of printing consumables with approximately 500 employees. The ABDick segment manufactures, markets, distributes and services equipment and supplies for the graphic arts and printing industries.

- Managed downsizing and multiple, major restructuring events integrating divisions
- Implemented new performance management and development program, new benefits program, payroll cycle, and payroll system and a physical move to new building.

ALLIANT CREDIT UNION Chicago, IL

2003 - 2004



Director, Organizational Development and Training, Human Resources

Newly divested and rebranded (2003) from "United Airlines Employees' Credit Union," A.C.U. is the 7th largest Credit union, a member-owned financial services institution.

- Consulted with business leaders to map and improve all processes for Banking Enterprise system conversion and Product/Channel Management business planning initiative.
- Designed and implemented Talent Review, Succession Planning, Career Development and Coaching processes including training managers to provide feedback, to coach & conduct career discussions in The Gallup Organization's *Strengthsfinder* model.
- Managed 4 employees' contributions training and LMS administration

PANDUIT CORPORATION Tinley Park, IL

2000-2002

Manager, Employee Development and Communications, HR Department

Privately owned, \$1B Global manufacturer of physical infrastructure components for communication, computing, control, power, and security, with 7 facilities globally and 5000 employees.

- Managed projects to achieve certification to ISO 14001 in 6 month timeframe
- Implemented a standard project-management process for development of web-based, product training (Dreamweaver and HTML tools used by developers on my team) to improve productivity and reduce development time.
- Managed 5 employees, and their 7 divisional employees, who monitor plant employees' job certifications, readiness for job grade promotions, and adherence to quality, safety and management priorities.

SARA LEE BAKERY Chicago, IL

1992 – 2000

Management Development Consultant/Training Manager, HR Department

Then a \$1B division of Sara Lee Corporation (now Tyson Foods) with 2500 employees in 6 facilities, manufacturing consumer baked goods products in union and non-union plants and 2 R & D facilities.

- Manager and Associate Training, strategic HR Planning, employee survey action planning, succession & development

AT&T (AMERITECH SERVICES INC.) Hoffman Estates, IL

Management Training Associate

Regional Bell Operating Company supporting five state Bell Telephone companies in the Midwest

- Support analyst for Management Training Departments 5 Midwestern States implementing culture changes required of transition from regulated "Ma Bell" culture to market orientation

PROFESSIONAL ASSOCIATION LEADERSHIP

President, Organization Development Network of Chicago

2018 – Present

Lead Board of an organization undergoing transition, including strategy consultation, budget priorities forecasting, customer research, program facilitation, systems analysis, and services design; Supervise one I/O Psychology Grad student in curating thought leadership pieces, conducting workshops and presenting Zoom-enabled podcasts.

Co-Chair, Human Resources Management Association of Chicago (HRMAC)

Interest Group

2018-2019

Convened team of colleagues to present professional development sessions on innovative aspects of engaging employees for local HR leaders.

PROFESSIONAL SPEAKING/FACILITATION ENGAGEMENTS

"Sit and Stay Awhile: A Small Group Approach to Awareness and Competence in the Hard Conversations"

July, 2021, Program Leader for multi-session, peer-group experience to develop awareness of Intercultural Competence, and develop competence in the "hard conversations" around sensitive topics of diversity, equity, inclusion and justice.

"It's Time to Talk: An Open Space on Diversity, Equity and Inclusion"

April, 2021, Program Facilitator, Organization Development Network of Chicago. Designed for entire ODNC population to clarify and articulate priorities and recommendations for addressing DE&I for our organization and how we can prepare consultants to address difficult issues.

"Fear and Loathing in Consulting: An Agile Journey to the Heart of the American Dream".

April, 2019. Program Facilitator, Organization Development Network of Chicago. Designed for independent OD Consultants to clarify and articulate challenges and benefits of the consulting path, to collaborate on best practices and provide input to the ODNC for future programs.

"Engaging Heads, Hearts and Hands: Tapping into Purpose to Engage Student Clients"

May, 2019. Keynote Speaker for Harold Washington College Advising Team Professional Development Conference.

"#GaugingEngagement: Listening in New Ways"

February, 2019. Lead Facilitator for Professional Development Program for The Human Resources Development Association of Chicago (HRMAC), regarding innovative ways of capturing employee engagement data points.

"Workplaces that Work: When/How Flexible Work Environments Make Sense"

November 2018. Lead Facilitator for Professional Development Program for The Human Resources Development Association of Chicago (HRMAC), regarding best practices for HR flexible workplace policies.

