



## **POLLY HEETER WRIGHT, MA, SPHR, CCP**



**POLLY HEETER WRIGHT** is Senior Consultant & Consulting Manager of HR Consultants, Inc. (HRC) and offers more than 20 years of innovative human resource and management related experience. Her expertise is identifying organizational dysfunction and applying logical and systematic thinking to the design of solutions that meet the strategic needs of the employer and its stakeholders.

Ms. Wright is experienced in creating human resource infrastructure systems, products, and services for state and local government, public and secondary educational institutions, large and small business (including federal government contractors and economic development corporations), and non-profits across a variety of industry sectors. Using sound analytical approaches, she has assisted clients in identifying core causes of lost opportunities related to human capital and built solid solutions to address such losses. Her experience in technical employment law-related knowledge was developed through assisting in many forums of employment litigation such as: Unemployment Compensation Hearings; Pennsylvania Human Relations Commissions Fact-Finding Hearings; Grievance Arbitration Hearings; National Labor Relations Board/Pennsylvania Labor Relations Board Hearings; Act 195 and 111 Interest Arbitrations; assistance in sexual harassment investigations, disciplinary interviews, employee grievance inquiries, and witness interviews. Through these experiences, Polly has perfected her ability to interact with individuals at all levels of an organization. Job analysis experience has also exposed her to an extensive variety of workplaces, work styles, and jobs which is critical in understanding organizational dynamics.

Ms. Wright has managed HR functional assessments, HR compliance audits, as well as workflow analysis and designed solutions aligned with organizational strategy. She has identified and analyzed human resource management and organizational issues through projects such as organizational audits, employee opinion surveys, employee focus groups, and compensation analysis. Ms. Wright has also managed job analysis projects and used resultant job descriptions to design performance management and compensation structures intended to attract, motivate and retain employees. She has managed human resource compliance initiatives such as policy and procedure development and affirmative action implementation and maintenance. Ms. Wright has been a workshop co-presenter at the national WorldatWork conference in 2011 and 2012, and presents regionally to Society of Human Resource Management (SHRM) chapters.

Ms. Wright has analyzed, designed, developed, implemented and evaluated a variety of training programs to enhance participant skills and effectuate change throughout organizations. Training solutions have been designed and delivered to meet a variety of strategic goals and impacting customer satisfaction or employee engagement. Ms. Wright has

designed, developed and delivered different training solutions and is experienced in delivering training in live, blended and web-based formats, consistently achieving training evaluation ratings of 4.2 or greater on a 5 point scale.

Polly's credentials include:

- Bachelor of Arts Degree, University of Pittsburgh at Bradford
- Master of Arts Degree in Industrial Relations and Personnel Administration, Saint Francis University
- National recognition as a Certified Senior Professional in Human Resources (SPHR)
- National recognition as a Certified Compensation Professional (CCP)
- Member of the Society for Human Resource Management (SHRM) and the American Society of Training and Development (ASTD)
- International membership of WorldatWork, the Total Rewards Association.

Continuous learning is part of Polly's value system and she continues to enhance her skills through attendance at various workshops and seminars. She is also involved in various community service projects. She serves as an Adjunct Instructor for human resource subjects, including PHR/SPHR preparatory courses, at local colleges and universities.