JESSICA BLALOCK

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SUMMARY

- 10 years of domestic and international experience helping companies identify, develop, and track talent and spot gaps that need to be addressed.
- Experience includes change management, organizational analysis, succession planning, individual and 360-assessment and coaching, training and development, performance management, leadership development (e.g., web-based, e-Learning videos, curriculum, action planning guides), and survey development (e.g., employee engagement, customer service, satisfaction).
- Authored books and eLearning videos that guide individuals/employees in personal growth and leadership development.
- Designed and developed leadership guides and toolkits in various global organizations to help increase managers leadership knowledge, skills and abilities.
- Researched, designed and implemented customized professional and personal development training programs (e.g., leadership development, emotional intelligence, stress management, communication skills).
- Developed and led organizational development initiatives (e.g., processes, performance, tools) in private and non-profit organizations (domestically and internationally).

Education:

Ph.D., the University of Tennessee, Knoxville, TN Major: Applied Psychology
B.A., Clark Atlanta University, Atlanta, GA Major: Psychology

Additional Information:

- Training Courses/Tools: Assessment Center Training, Microsoft Office, Microsoft SharePoint, Microsoft Project, Freelance Graphics, Word Pro, SAS, SPSS, Camtasia Studio
- Professional Affiliations: Association of Black Psychologist, Atlanta Society of Applied Psychology
- Board of Directors Trinity Community Ministries: Chair Program Committee

Professional Experience

The Center for Discovery, Leadership Development Consultant 2006-Present

Developed, managed and evaluated organizational effectiveness strategies that promote the growth and development of a skilled, high-performing, motivated workforce focused on the achievement of company key performance indicators. I have worked with domestic and international organizations such as APS, TCCC, UPS and Fulton County.

Leadership Development/Succession Planning

- Performed needs assessments to determine skill/performance gaps and individual learning developmental opportunities
- Evaluated, developed and implemented leadership strategies and programs employees
- Assisted employees in career development initiative to build skills and competencies for the workforce and enhance leadership knowledge and skills that were applied on the job
  - Identified and addressed employee development opportunities through focus groups, 360-degree assessments, and blended training solutions that include instructor-led classes, case studies, self-study, executive coaching, e-Learning, OJT, and web-based training

Employee Engagement

- Assisted fortune 100 companies with the execution of global Employee Engagement Surveys
- Worked with a team implementing, administering and analyzing data (qualitative and quantitative-SPSS) for global employee opinion surveys

- Created tools (action planning guide, leadership guide) to guide leaders in engagement results, globally. The leadership guide was later implemented in a different department to enhance leadership development skills
- Provided creative approaches to improve the Global Employee Opinion Survey and HR function
- Conducted statistical analysis to determine the impact of career development and leadership initiatives on employee engagement

Talent Management

- Analysed performance and learning needs then developed and implemented talent management programs aligned with key business strategies and competencies
- Designed and executed programs in the areas of change management, executive development, diversity, competency development, assessment and feedback, coaching and employee engagement.
- Led executive coaching sessions to address individual development needs and conducted professional development training for support staff
- Created and implemented paper and pencil and web-based surveys (e.g., satisfaction, 360 feedback)
  - Administered the MBTI to the Leadership Team
  - Developed change management strategies and devised appropriate plan of action

❖ Improved leadership behaviors and performance of executive staff that impacted team/individual performance
❖ Increased employees alignment and awareness of organizational vision and mission

Change Management

- Conducted stakeholder analyses to understand and manage expectations of change programs and conducted an impact assessment to determine the extent of change to staff. As a result of my findings, I developed a transitions plan of action for the team
- Developed and conducted focus group sessions to determine specific purpose of evaluation and evaluation methods
- Designed and conducted baseline data via surveys, observations, and interviews

Reach for Wellness, Leadership Development Consultant, 2003-2006

I worked with various non-profit organizations conducting leadership development training, process, impact and outcome assessments.

- Conducted needs-assessments to determine internal needs to effectively meet program guidelines and expectations
- Designed and launched paper-and-pencil and web-based surveys
- Conducted focus group sessions to collect program participants and staff perceptions of program
- Conducted literatures to determine programs best practices
- Created final reports, communicated findings and recommendations to executive management and staff
- Implemented a data collection system to efficiently and accurately collect information about participant's progress
- Conducted group/team professional development training

Leadership Development: Authored Books/e-Learning Video's:

- Discover Yourself: A Personal Development Workbook, 2006, Jessica Blalock
- Discovery: Raise Your Personal Power in a Changing World, 2012 Jessica Blalock
- Create the Life You Want Certification Program (e-Learning Video's and Facilitators Manual), 2010, Jessica Blalock
  - This Program was designed for HR professionals to guide employees in professional and personal development. The 17 e-Learning videos provide relaxation tools, how to create emotional intelligence, skills for communicating with others and a development plan to create goals and take action.

Presentations and Publications:

- Blalock, J. (2009). Discovery in Turbulent Times: A New Way of Thinking, Acting and Responding. Workshop at the Association of Black Psychologist.
- Blalock, J (2003). Getting Into Graduate School: How to Overcome Barriers. Georgia State University.