

QUAD Conference Presenters

Joe Schumacher

Program Director/Faculty/Executive Consultant

OPM's Center for Leadership and Development – Denver



Joe Schumacher's leadership journey began in 1972 as the seventeen year-old manager of a high-traffic truck stop on the northeast side of Denver. One year later, he joined the U.S. Army serving in increasingly responsible leadership roles at Ft. Campbell, Kentucky and with the 1st Armored Division in Germany. Joe is a graduate of the 101st Airborne Division's Leadership School and an honorably discharged, Viet Nam era veteran.

Joe served in uniformed positions with two metro-Denver fire departments as EMT, Academy Instructor, Code Enforcement Supervisor, Director of Emergency Medical Services, Director of Training, Director of E9-1-1 Emergency Communications, Director of Disaster and Emergency Preparedness and Director of Media Relations before completing his fire service career as Fire Chief in 2000. He is a former Professor with Lake Superior State University and the Institute for Public Safety, Sault Ste. Marie, Michigan and an adjunct faculty member with both the Rocky Mountain Fire Academy and the National Fire Academy. He is the former Director of E9-1-1 Operations for a high-tech company in Colorado and senior member of their Training Faculty. Today, Joe is a Program Director, Faculty Member and Executive Consultant with the federal government's Office of Personnel Management, Center for Leadership Development—Denver where his research interests include Best Practices of Employee Engagement; Transformational Leadership; Disruptive Innovation; Level 4 Training Impact; and Crisis Leadership.

Joe has an MBA and completed twenty hours of PhD course work at the University of Colorado's Graduate School of Public Affairs and twenty hours of Doctoral work at Michigan State University's College of Education. He's conducted extensive research, facilitated hundreds of seminars and workshops, and published over fifty manuscripts on leadership and administrative management best practices. "Recent works are "Great Managers Lead with Core Values"; "Keeping Your Team Engaged in Challenging Times"; "Setting a Trajectory for the SES"; and "How Executives Drive Employee Engagement" (two-parts). Recent workshops include: "Common Elements of Uncommon Leadership"; "Taking Over and Taking Charge"; and "Trust Building & Trust Busting."

BEST AND CURRENT PRACTICE OF EMPLOYEE ENGAGEMENT

Participants will learn real world ways to inspire and engage employees. Addressed in detail is the importance of leading by example, instilling a culture of CPR (Courtesy, Professionalism and Respect), how employees really want to be treated and what they want

most from leadership, when and how to recognize employees along with the importance of eliminating job interference and why regular 1:1 guidance is critical to employee engagement and building a high performing team. Participants are encouraged to read Daniel Pink's best seller "Drive: The Surprising Truth about What Motivates Us" as his three elements of motivation (Autonomy, Mastery, Purpose) will be explored in this workshop.

Dr. Joe Fierro, DBA



A recognized professional in leadership and organizational excellence that is founded upon successful military, government and corporate experience, Joe has delivered performance consulting and training for small businesses through multi-billion dollar public and private enterprises throughout the United States and Caribbean.

Joe's expertise in leadership is the culmination of more than three decades of combined U.S. Coast Guard (USCG), Fortune 100 Co., state economic development, small business, and private consulting experience. He has successfully completed a multitude of executive, management, and operational assignments "distilling" national strategies into viable action plans. A retired military officer, his service included "real-world" operations management in most every USCG mission including law enforcement, search and rescue, space shuttle operations, and regulatory compliance.

Joe holds a Doctoral Degree in Business Administration (DBA) with a concentration in Organizational Leadership. He has a Master's of Science in Quality Systems Management, a Bachelors of Science in Marine Science Technology and Psychology, and numerous professional certificates. Adding to Joe's academic study are consulting assignments that earned the trust and confidence of chief executives, admirals, commanding officers, senior staff, board of directors and front-line teams. Government and private industry responsibilities included executive coaching, change management, strategic planning, performance optimization, and implementing organizational excellence programs.

Strengthening Employee Engagement – Tips & Techniques that Work!

According to Gallup data, only 13% of employees worldwide are engaged at work. Dr. Steven Covey in his book *The 8th Habit* describes similarly low engagement levels indicating that "only 37% have a clear understanding of what their organization is trying to achieve and why." What is worst is the significantly high level of employees who are "actively disengaged." Gallup defines actively disengaged as "unhappy and unproductive at work and liable to spread negativity to coworkers." In this workshop, Dr. Joe Fierro will present tips and techniques used to discern current levels of employee engagement, the dangers of disengagement, and methods he has used in the public sector to strengthen engagement. Joe's recent experiences include coaching and consulting with chief executives through front-line teams in military and government agencies. Dr. Fierro will summarize the tips and techniques to use to advance employee engagement goals for today's progressive government agency.

Introduction to Performance Optimization

In today's ever changing environment, we must be smart, creative, and challenge the process regularly. How do we empower our folks to step outside of their comfort zone? What tools can they use to execute wild ideas? What basic tools can they use to deliver the vision to the team and leaders of the organization? Dr. Joseph Fierro will deliver some basic techniques we can all apply to help in identifying a problem and leading it through fruition with our team and leadership. Some tools he'll discuss during the 60 minute session will be as follows:

Team Dynamics (Forming, Storming, Norming Performing)

Brain Storming Techniques

Essentials to an Effective Team Meeting (Purpose, Agenda, Ground Rules, Roles and Expectations)

Very High Level Understanding of Change Management (Using the ADKAR model, Awareness, Desire, Knowledge, Ability, and Reinforcement)

Reference Guide (Performance Improvement Guide created by the US Coast Guard available for everyone to download)

Commissioner Ines Delgado-Albert



Ines Delgado-Alberto is a Mediator with the Federal Mediation and Conciliation Service (FMCS) in Miami Lakes, Florida. She and another mediator service the south Florida area. She has a Bachelor's of Public Administration from Florida International University. She worked 9 years for The American Arbitration Association's Miami office, where she administered various arbitration case loads and assisted with training of arbitrators and mediators in a wide area of civil and employment matters. She has worked as a mediator for the FMCS since October 1997. She has mediated contract negotiations in the public, private and federal sectors, as well as EEO matters for the U.S. Postal Service, Dept. of Homeland Security, EEOC, IRS and many other federal agencies. She has conducted training for numerous employers and unions in Florida. She currently serves as the Chairperson for the Shared Neutrals Program for the South Florida Federal Executive Board and the Treasurer for the South Florida LERA (Labor and Employment Relations Association) Chapter.

ESSENTIALS OF COMMUNICATION: Ines Delgado-Alberto, Commissioner FMCS Miami Field Office-

The workshop will focus on the different ways we communicate and the essentials of good communication. We will also look at the differences in the way the generations communicate in the work place and how we can better prepare for conflict. We will also look at the reasons why we all don't communicate in the same manner.

Sylvia R. Smith, MS, MBA
Department of Veterans Affairs
Miami VA Healthcare System
Equal Employment Opportunity (EEO) Program Manager



Sylvia R. Smith is the Equal Employment Opportunity (EEO) Manager and Alternative Dispute Resolution (ADR) Coordinator for the Miami VA Health Care System. Sylvia holds a Master's in Science degree with an emphasis in Human Resources and Management, and a Master's degree in Business Administration, all from University of Maryland.

As an EEO Manager, Sylvia helps to ensure that the organization is in compliance with federal, state, and local requirements to maintain a discrimination-free workplace. Sylvia chairs the advisory committee, is a true advocate for alternative dispute resolution, and leads the special emphasis programs in an effort to make them an integral part of the total EEO program.

Sylvia joined the federal sector in October 2002 at the US Department of Agriculture in Maryland. She now lives in Coconut Grove, FL with her husband and 4 year old son.

Improving Employee Experience: Walking the Talk of Servant Leadership

The workshop is aimed at improving Employee Engagement as we explore the 7 pillars of Servant Leadership (SL) and a few SL tools to begin walking the talk of a servant leader. Supervisors and managers will examine what true servant leadership looks like, identify specific behaviors for each pillar of SL and practice 3 tools to help align day-to-day work with Servant Leadership.

Kelvin Manning
Associate Director of NASA's Kennedy Space Center (Florida)



Kelvin Manning serves as associate director of NASA's John F. Kennedy Space Center in Florida. In this capacity, Manning is responsible for the oversight of Kennedy's institutional business and technical support functions, planning, directing and coordinating center policies on a day-to-day basis. This includes establishing strategies and procedures to ensure the Kennedy work force, facilities and operations are aligned to facilitate agency program and project goals.

In 1992, Manning began his career at Kennedy and has served in a number of positions within the former Shuttle Processing Directorate including flow director for space shuttle Atlantis, chief engineer (acting) for Shuttle Upgrades, vehicle manager for space shuttle Columbia, and NASA test director. More recently, Manning was the Orion division chief in the Kennedy Constellation Project Office.

Born in Fort Meade, Maryland, as an "Army brat," Manning traveled throughout the U.S. and has resided in Texas, New Jersey, Indiana, Hawaii, Illinois and Maryland. After graduating from Aberdeen High School in Aberdeen, Maryland, Manning went on to obtain his B.S. from the U.S. Air Force Academy in Colorado Springs. In addition, Manning has an M.S. in engineering management from the University of Central Florida in Orlando and has completed the Senior Executive Fellows Program at the John F. Kennedy School of Government at Harvard University.

As an Air Force officer, Manning served six years as a space operations analyst, stationed at Eglin Air Force Base in Florida and NORAD Cheyenne Mountain in Colorado Springs.

Following his military service and prior to joining NASA, Manning was an engineer with General Electric Aerospace, Military and Data Systems Operations, in Springfield, Virginia, and McDonnell Douglas Space Systems Company in Washington, D.C.

Manning has received numerous awards, including the NASA Exceptional Achievement Medal, NASA Exceptional Service Medal, the astronauts' Silver Snoopy Award, National Black Engineer of the Year Award for Outstanding Technical Achievement in Government, NASA Public Service Award, and the Department of Defense Joint Service Commendation Medal.

Building an Engaging Workplace

As a result, the Kennedy Space Center is well postured to enable NASA's future; focusing on deep space exploration and a human journey to Mars, while at the same time facilitating partnerships with private companies to enable both government and commercial access to space. Mr. Manning's presentation will highlight how this came to be. He will share his personal insight on the criticality of leadership in fostering an environment that promotes innovation and engagement to solve complex problems to allow the Agency to accomplish its mission. In addition, he will discuss how leadership, employee engagement, and empowerment defines the Agency's core values to drive the culture, making NASA the best place to work in the federal government among large agencies for four years in a row.

Fittingly, he will also address the importance of effective leadership in addressing change,

aligning the workforce to the mission, growing employees through leadership development, succession planning, promoting diversity, inclusion, and learning how to fail; all critical factors in the pursuit of excellence.

Todd Floersheim
Office of Personnel Management



Todd Floersheim is a Senior Human Resources Specialist with the Recruitment Policy and Outreach (RPO) section at the Office of Personnel Management (OPM). As a seasoned recruiter, Todd brings considerable knowledge and insight to RPO which he displays by developing innovative and effective recruitment strategies, programs and policies to assist Federal agencies in attracting highly-qualified and diverse individuals for service in the Federal government.

Prior to joining OPM, he spent over twenty-two years in the military, retiring from the U.S. Army in 2011. During his last thirteen years, Todd managed two U.S. Army recruiting stations, was one of two recruiting trainers in New England, recruited Soldiers to become “Green Berets” for the Army Special Operations Command and during his final six years managed the worldwide recruitment for a highly sensitive DOD program. Todd holds a B.S. with honors in Business and Communications from Liberty University, VA.

Writing Your Federal Resume

This free presentation will explain each section of the job opportunity announcement (JOA) in an effort to better inform applicants and to assist them in selecting the right job. The presentation highlights a 3 part process to assist applicants in writing their Federal resume. Attendees will be shown a real JOA and walked through a process that helps them review the JOA to determine qualifications and interest, identify the important requirements and then tailor their resumes with that JOA. Lastly, it will provide a quick overview of the resume builder on USAJOBS.

Esau Williamson
Vice President Business Development



Esau Williamson joined First Command Financial Services as a Registered Representative in August 1992 in Orange Park, Florida and was promoted to District Advisor in Fayetteville, North Carolina, in July 1995. While serving there, he opened two offices in Fayetteville and one in Columbus, North Carolina. Esau was promoted to District Advisor of First Command's Kaiserslautern, Germany district in October 2001 and to Regional Advisor of the Southern European Region in December 2002. In September 2005, he was promoted to Regional Advisor of the First Command European Regional Operations, a position he held until January 2008, when he was promoted to Vice President, Business Development at the First Command headquarters in Fort Worth, Texas. A 20-year veteran of the United States Air Force, Esau earned a Bachelor of Science degree in Business and Management from the University of Maryland, with a minor in Spanish, and a Master of Science degree in Business and Management from Troy State University. He and wife Rosa Maria have three children, Esau II, Alexander, Jennifer and four very lovely grandchildren.

Brandon Siders
Director of FEM Development and Training



Brandon Siders joined First Command Financial Services as a Financial Advisor in North Charleston, South Carolina in March 2011. During his time as a Financial Advisor, he also served as an Advisor Team Leader. In 2015, he joined First Command's Home Office as the Director of Business Development and Training. In this role, Brandon is responsible for training advisors on the best ways to identify their local federal market and develop effective strategies to engage with local federal employees. He provides training at the national training meetings and individual districts. Brandon is a graduate of the College of Charleston with a Bachelor of Arts degree in Political Science and Charleston Southern University with a Master of Business Administration degree. He holds Series 6, 63 and 65 securities licenses and South Carolina life and health insurance licenses. In his free time, Brandon enjoys skiing, bodybuilding and traveling.

Retirement: Ready Set Go! – Esau Williamson and Brandon Siders, First Command Financial Services

The workshop will focus on planning for retirement and address the things employees should keep a watchful eye on while in the workforce and as they transition to retirement. The presentation is designed to get attendees to focus on retirement and things they may want to do in retirement to more accurately compute retirement needs. The presentation will address the 7 pitfalls that affect federal employees in general and how to avoid these common mistakes. Attendees will be given a Financial Solutions for Federal Employee workbook to assist them with retirement budgeting and determining retirement income.

John R. Vara, M.D.
Associate Chief of Staff, Education and Research
West Palm Beach VA Medical Center



Employee Engagement: A Systems Approach, Organizational Health

‘Employee Engagement’ has become the ‘hot buzz word’ for so many issues that erode employee morale and are associated with breakdowns in customer service, outcomes, and financial survival. The points of view and the proposed solutions to ‘turn it around’ are seemingly endless.

This presentation will be focused on the importance of the organizational assessment and the development of a systems approach to addressing employee engagement. Building upon the work Dr. Harry Levinson and others as well as initiatives in the Department of Veterans Affairs’ National Center for Organizational Development, we will review the importance of utilizing a systems approach to the issue, targeting key areas, and will present some examples of how this can be used in the workplace.

Panel: Key Factors that Drive an Engaging Workplace

Tammy M. Meckley

**Associate Director, Immigration Records and Identity Services Directorate
U.S. Citizenship and Immigration Services**



Tammy M. Meckley has over 15 years of experience with U.S. Federal Government in the Departments of Homeland Security and Justice, as well as service in the private sector, serving in key executive positions. Tammy holds a Bachelor of Science in Business Management from George Mason University.

As a Senior Executive, she's the Associate Director (AD), U.S. Citizenship and Immigration Services, Immigration Records and Identity Services Directorate (IRIS). Prior to becoming the AD, Tammy served a four year term as the Deputy Associate Director for IRIS.

Ms. Meckley has also held several positions within Immigration and Customs Enforcement (ICE). There she served as Assistant Director, Office of Professional Responsibility, Immigration and Customs Enforcement (ICE), from April 2010 to November 2010; Acting Assistant Director, Detention and Removal Operations (DRO) Mission Support, ICE from October 2009 to April 2010; and Chief of Staff for Management, ICE Headquarters from July 2007 to October 2009. Ms. Meckley has also held several management positions within the private sector including Assistant Vice President (AVP) and Assistant Chief Privacy Office, for ChoicePoint.

From February 1996 to August 2004, Ms. Meckley served in various positions with the U.S. Department of Justice, including the Office of the United States Trustee, the United States Attorney's Office for the Southern District of Florida, and the Executive Office for United States Attorneys (EOUSA).