

Jean L. Seawright, CMC

Curriculum Vitae

Seawright & Associates
126 Park Avenue South, Suite C
Winter Park, Florida 32789

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Areas of Expertise

Employment, discrimination (all areas), harassment, negligent hiring and retention, policies and procedures (employee handbooks), performance management, internal investigations, compensation, termination, personnel decisions, employment regulations (EEOC, FLSA, FMLA, ADA, ADEA, and others), and general human resource matters.

Career Summary

As a management consultant since 1987, I have provided professional HR consultation services and advice to business owners, CEOs, boards, and HR leaders across the nation. I have consulted with organizations of all sizes, including for-profit, non-profit, public, and publicly traded companies, creating essential human resource infrastructure and helping position organizations for future growth and development. I have owned and operated the HR management consulting firm, Seawright & Associates, since 1996.

My consultation practice has focused on a variety of HR-related engagements such as executive advisory, regulatory compliance, management training and development, compensation plan design, internal investigations (including harassment), performance management programs, hiring systems, job descriptions and job profiles, employee opinion surveys, organizational development, HR due diligence and integration, employee handbook/policy development, and others. I have represented clients before the U.S. Department of Labor, the Equal Employment Opportunity Commission, the Unemployment Compensation Division, the Office of Federal Contract Compliance Programs, and other regulatory agencies. I have published numerous articles in the field of human resources, am a columnist, and frequently present at national and state conventions and trade association conferences. In 1999, I also wrote and published *The Employment Genie*[®], a comprehensive hiring, coaching, and termination system for businesses.

I received my Bachelor of Science degree in Chemistry from the University of Florida in 1986. In 2000, I earned the CMC (Certified Management Consultant) designation, credentialed by the Institute of Management Consultants. The CMC designation is the preeminent mark of competency, knowledge, and professionalism in the management consulting industry. Less than one percent of all consultants have achieved this level of performance.

Employment History

Seawright & Associates

Winter Park, Florida

1996 – Present

President/Human Resource Management Consultant

Seawright & Associates is an HR management consulting firm that represents employers exclusively and specializes in providing human resource solutions that promote an organization's culture and strategic goals, enhance profits and productivity, and ensure compliance with employment regulations.

Professional Certification

Certified Management Consultant (CMC), Institute of Management Consultants USA, 2000. The CMC certification represents evidence of the highest standards of consulting and adherence to the ethical canons of the profession. Less than 1% of all consultants in the nation have achieved this level of performance. For more information about the CMC credential, contact www.imcusa.org.

Professional Associations

- Institute of Managements Consultants, USA (IMC)
- Society for Human Resource Management (SHRM)
- National Speakers' Association (NSA)
- Society for the Advancement of Consulting (SAC)
- WorldatWork (formerly American Compensation Association)
- National Association of Female Executives
- Board Member and Vice Chair of Administration, Winter Park Chamber of Commerce
- Board Member, Ronald McDonald House Charities
- Board Advisor, Executive Advisory Board Exchange

Published Materials—Books/Systems

Fred Whitford, E. Mark Hanna, Jean Seawright Pileggi, Kevin Pass, Paul Sommerville, and Nicole Mason, *The Complete Book of Pesticide Management*, "Chapter 12—The Employee Bulletin Board: Where Employers Communicate Policies, Procedures, and Practices to Employees," John Wiley & Sons, Inc., New York, 2002.

Jean Seawright Pileggi, *The Employment Genie® Exclusive PMP Package*, Seawright & Associates, Winter Park, Florida, 2000.

Jean Seawright Pileggi, *The Employment Genie®, Your Comprehensive Step-By-Step Employment System*, Seawright & Associates, Winter Park, Florida, 1999.

Published Materials—Booklets*

Jean Seawright, *Guidelines for Employee Performance Evaluation and Review*, The Florida Turfgrass Association, Orlando, Florida, 1994.

Jean Seawright, *How to Hire Good Employees*, The Florida Turfgrass Association, Orlando, Florida, 1994.

Jean Seawright, *How to Write an Employee Handbook*, The Florida Turfgrass Association, Orlando, Florida, 1994.

Jean Seawright, *Sexual Harassment in the Workplace*, The Florida Turfgrass Association, Orlando, Florida, 1994.

Jean Seawright, *Turfgrass Managers Guide to Substance Abuse in the Workplace*, The Florida Turfgrass Association, Orlando, Florida, 1994.

Jean Seawright, *Unemployment Compensation*, The Florida Turfgrass Association, Orlando, Florida, 1994.

Published Materials—Magazine Articles*

- “Attracting Women in Pest Management,” *PestWorld*, November/December 2008.
- “The Employee Compensation Puzzle,” *PestWorld*, May/June 2008.
- “Hire for Attitude, Train for Skill,” *GrowerTalks*, May 2008.
- “Hire For Attitude, Train for Skill,” *GreenProfit*, March 2008.
- “By the Book,” *PestWorld*, November/December 2007.
- “Hiring a Manager,” *PestWorld*, August/September 2007.
- “CEO: Take Stock,” *The Buzz*, July 2007.
- “It’s Vacation Time,” *PestWorld*, June/July 2007.
- “Is That Your Final Answer? Interview Questions to Help You Hire the Perfect Candidate,” *PestWorld*, March/April 2007.
- “Background Checks: What You Don’t Know CAN Hurt You,” *PestWorld*, July/August 2006.
- “Successful Reference Checks,” *Lawn & Landscape*, December 2005.
- “Dress for Success,” *Lawn & Landscape*, November 2005.
- “Fostering Employee Loyalty,” *Lawn & Landscape*, October 2005.
- “Organizational Change: Strategies Facing Layoffs,” *Today’s Garden Center*, October 2005.
- “Tackling Turnover,” *Lawn & Landscape*, September 2005.
- “Severance Pay and Benefits,” *Lawn & Landscape*, July 2005.
- “The Value of a Positive Attitude,” *Lawn & Landscape*, June 2005.
- “Sexual Harassment; Same Problem, Greater Liability,” *Lawn & Landscape*, May 2005.
- “By the Book, Chapter 2,” *Lawn & Landscape*, April 2005.
- “By the Book,” *Lawn & Landscape*, March 2005.
- “Resignation or Termination?” *Lawn & Landscape*, February 2005.
- “Reviewing the New Overtime Laws,” *Lawn & Landscape*, January 2005.
- “Tips on Hiring Manager-Level Employees,” *Lawn & Landscape*, December 2004.
- “Build Performance with a Better Review,” *Today’s Garden Center*, November/December 2004.
- “Communication 101,” *Lawn & Landscape*, October 2004.

- "Personnel Files: That's Confidential," *Lawn & Landscape*, September 2004.
- "Called to Duty," *The Independent*, July/August 2004.
- "By the Book," *PCT Pest Control Technology*, July 2004.
- "Personnel Files: Friends or Foes?," *Lawn & Landscape*, July 2004.
- "Executing Your HR Decisions," *Lawn & Landscape*, June 2004.
- "Hire for Attitude, Train for Skill," *Today's Garden Center*, May/June 2004.
- "Making the Right HR Decision," *Lawn & Landscape*, May 2004.
- "Personality Profiles," *Lawn & Landscape*, April 2004.
- "Ready To Reinstate," *Lawn & Landscape*, March 2004.
- "Being Called to Duty," *Lawn & Landscape*, February 2004.
- "What Exactly Is My Job?" *Lawn & Landscape*, January 2004.
- "Legally Authorized Workers," *Lawn & Landscape*, December 2003.
- "It's Holiday Party Time," *PCT Pest Control Technology*, December 2003.
- "Smart Hiring Does Not Happen By Accident," *Tree Care Industry*, November 2003.
- "Properly Paying for Training and Travel Time," *PCT Pest Control Technology*, November 2003.
- "So, You Want to Be an Owner?" *Lawn & Landscape*, November 2003.
- "CEO: Take Stock," *PCT Pest Control Technology*, October 2003.
- "So, You Want to Be a Manager?" *Lawn & Landscape*, October 2003.
- "Have Handbook, Will Read," *PCT Pest Control Technology*, September 2003.
- "The Death of Business Ethics?—Part II," *Lawn & Landscape*, September 2003.
- "Hiring a Manager?" *PCT Pest Control Technology*, August 2003.
- "The Death of Business Ethics?—Part I," *Lawn & Landscape*, August 2003.
- "Communication 101," *PCT Pest Control Technology*, June 2003.
- "Managing the Trust Meltdown," *Lawn & Landscape*, June 2003.
- "Is That Your Final Answer?" *Lawn & Landscape*, May 2003.
- "Pain-Free Pay; Five Commonly Misunderstood Requirements," *Garden Center Merchandising & Management*, May 2003.
- "Personnel Files: Friends or Foes?" *PCT Pest Control Technology*, May 2003.

- "It's Vacation Time for Your Company," *Lawn & Landscape*, April 2003.
- "Making the Right HR Decision," *PCT Pest Control Technology*, April 2003.
- "Forming Your Culture," *Lawn & Landscape*, March 2003.
- "Making the Most of Personality Profiles," *PCT Pest Control Technology*, March 2003.
- "Implications of Being Called to Duty," *PCT Pest Control Technology*, February 2003.
- "Organizational Change Strategies, Part Two," *Lawn & Landscape*, February 2003.
- "Organizational Change Strategies, Part One," *Lawn & Landscape*, January 2003.
- "So What Exactly is My Job?" *PCT Pest Control Technology*, January 2003.
- "So You Want to be an Owner?" *PCT Pest Control Technology*, December 2002.
- "Human Resources for the 'New War,'" *Lawn & Landscape*, November 2002.
- "So You Want to be a Manager?" *PCT Pest Control Technology*, November 2002.
- "A PCO's Guide to Pain-Free Pay," *PCT Pest Control Technology*, October 2002.
- "Interviewing Words for the Wise," *Lawn & Landscape*, October 2002.
- "Faced With Difficult Decisions? Develop an Effective Game Plan for Managing Organizational Change,"
Members Only, National Pest Management Association, September 2002.
- "Opinions Count," *PCT Pest Control Technology*, September 2002.
- "Trusted Advisors: An Essential for Leaders," *Lawn & Landscape*, September 2002.
- "Designing an Effective Bonus Program," *California Nurserymen*, Autumn 2002.
- "Preventing Workplace Violence," *Lawn & Landscape*, August 2002.
- "The Death of Business Ethics?" *PCT Pest Control Technology*, August 2002.
- "Workplace: Facts of Business Life," *Lawn & Landscape*, July 2002.
- "Managing the Trust Meltdown," *PCT Pest Control Technology*, June 2002.
- "The Bermuda Triangle of Employment," *Lawn & Landscape*, June 2002.
- "Build Performance with a Better Review," *California Nurserymen*, Summer 2002.
- "15 Ways to Motivate Employees," *Tree Care Industry*, May 2002.
- "Hire for Attitude, Train for Aptitude," *Lawn & Landscape*, May 2002.
- "Is That Your Final Answer?" *PCT Pest Control Technology*, May 2002.
- "Five Regulations You Can't Ignore," *Lawn & Landscape*, April 2002.

- "It's Vacation Time for Your Company," *PCT Pest Control Technology*, April 2002.
- "Does Culture Matter?" *PCT Pest Control Technology*, March 2002.
- "Interviewing Words for the Wise," *Members Only*, National Pest Management Association, March 2002.
- "Managing Unemployment Costs," *Lawn & Landscape*, March 2002.
- "Smart Hiring Does Not Happen by Accident," *California Nurserymen*, Spring 2002.
- "Effective Bonus Programs," *Lawn & Landscape*, February 2002.
- "Organizational Change Strategies—Part II," *PCT Pest Control Technology*, February 2002.
- "Organizational Change Strategies—Part I," *PCT Pest Control Technology*, January 2002.
- "Managing Unemployment Costs," *National Arborist Association Tree Care Manager*, December 2001.
- "Understanding and Coaching Y2K Employees," *Roofing Contractor*, December 2001.
- "Wanted: Legally Authorized Workers," *PCT Pest Control Technology*, December 2001.
- "Employment of the New War," *California Nurserymen*, Winter 2001.
- "Employment Issues of the 'New War,'" *PCT Pest Control Technology*, November 2001.
- "Interviewing Words for the Wise," *PCT Pest Control Technology*, October 2001.
- "Trusted Advisors," *PCT Pest Control Technology*, September 2001.
- "Preventing Workplace Violence," *PCT Pest Control Technology*, August 2001.
- "Generation X'ers Help Us Prepare for the Y's," *Roofing Contractor*, July 2001.
- "Terminations: A Fact of Business Life," *PCT Pest Control Technology*, July 2001.
- "The ADA/WC/FMLA Connection (The Bermuda Triangle of Employment)," *PCT Pest Control Technology*, June 2001.
- "Hire for Attitude, Train for Skill," *PCT Pest Control Technology*, May 2001.
- "Smart Hiring Does Not Happen by Accident," *Roofing Contractor*, May 2001.
- "Designing an Effective Bonus Program," *Members Only*, National Pest Management Association, April 2001.
- "Managing Unemployment Costs," *PCT Pest Control Technology*, April 2001.
- "Five Regulations You Can't Ignore," *PCT Pest Control Technology*, March 2001.
- "Generation X'ers Help Us Prepare for the Y's," *Members Only*, National Pest Management Association, March 2001.
- "Designing an Effective Bonus Program," *PCT Pest Control Technology*, February 2001.

"Employment of the Future: Are You Ready?" *Members Only*, National Pest Management Association, January 2001.

"Hiring Talent Begins with Recruiting Talent," *PCT Pest Control Technology*, January 2001.

"Build Performance With a Better Review," *PCT Pest Control Technology*, December 2000.

"The Truth Behind 'Employment at Will,' " *PCT Pest Control Technology*, November 2000.

"Understanding Sexual Harassment Liabilities," *PCT Pest Control Technology*, October 2000.

"Interviewing Talent—Why You Can't Wing It," *PCT Pest Control Technology*, September 2000.

"Coaching the Y2K Employee," *PCT Pest Control Technology*, August 2000.

"Employment of the Future—Are You Ready?" *PCT Pest Control Technology*, July 2000.

"Relax—You *Can* Get a Reference!" *PCT Pest Control Technology*, June 2000.

"Retaining Employees in the Age of Disloyalty," *PCT Pest Control Technology*, May 2000.

"Generation X'ers Help Us Prepare for the Y's," *PCT Pest Control Technology*, April 2000.

"Merger Mania," *PCT Pest Control Technology*, March 2000.

"Top Five Wage and Hour Liabilities," *PCT Pest Control Technology*, February 2000.

"Smart Hiring Does Not Happen by Accident," *PCT Pest Control Technology*, January 2000.

"Smart Hiring Does Not Happen by Accident," *Chamber Insider*, A Publication of the Winter Park, Florida, Chamber of Commerce, November 1999.

"Sexual Harassment Claims: A Three-Step Protection Plan," *The Independent*, Vol. 1, No. 1, January-February 1999.

"Help Wanted," *PCT Pest Control Technology*, January 1997.

"Smart Hiring; Successful Strategies for Raising the Bar," *International Cemetery & Funeral Management*, January 1997.

"Wage and Hour," *PCT Pest Control Technology*, February 1996.

"12 Easy Steps to 'Demotivate' Employees, Decrease Productivity and Lose Revenues," *Florida Turf Digest*, January/February 1994.

"Are You Paying Your Employees Properly?" *Florida Turf Digest*, September 1991.

"Employee Pay: Know the Facts," *The Florida Chamber*, Fall 1991.

Seminars & Presentations*

"The Shifting Labor & Employment Arena: New Administration, New Obligations," Insulate America, Scottsdale, Arizona, May 29, 2009.

- "Immigration Compliance: An Up-to-the-Minute Briefing on Current Employer Requirements," National Insulation Contractors' Exchange, LLC, San Juan, Puerto Rico, January 12, 2009.
- "HR Update: On the Horizon for '09 and Beyond," National Insulation Contractors' Exchange, LLC, San Juan, Puerto Rico, January 12, 2009.
- "Ten Things Every Owner Must Know About Human Resources," National Pest Management Association, Washington D.C., October 23, 2008.
- "Immigration Compliance: An Up-to-the-Minute Briefing on Current Employer Requirements," National Pest Management Association, Washington, D.C., October 23, 2008.
- "Ten Things Every Garden Center Must Know About Human Resources," The Garden Center Group, Portland, Oregon, August 19, 2008.
- "Stump the Genie," The Garden Center Group, Portland, Oregon, August 19, 2008.
- "Ten Things Every Leader MUST Know About Human Resources," TeamStrength, Inc., Winter Park, Florida, July 29, 2008.
- "Smart People Hire and Fire Smart," National Insulation Contractors' Exchange, St. Louis, Missouri, June 9, 2008.
- "Employee Compensation: Exposing the Myths and Liabilities," Insulate America, Palm Beach, Florida, May 29, 2008.
- "Smart Hiring: How to Make Your Management Life Easier," Florida Fire Sprinkler Association, Orlando, Florida, April 23, 2008.
- "Smart Hiring Does Not Happen By Accident," American Nursery & Landscape Association, Louisville, Kentucky, February 10, 2008.
- "Ten Things Every Owner Must Know About Human Resources," American Nursery & Landscape Association," Louisville, Kentucky, February 10, 2008.
- "Managing Excellence: HR Secrets for Smart Hiring, Developing Employees, and Minimizing Risk in Terminations," Insulate America, Dallas, Texas, January 22, 2008.
- "Pest Management Employment from A to Z," North Carolina Pest Control Association, Greensboro, North Carolina, November 14, 2007.
- "Want Results? You Got 'Em! An Overview of the 2007 NPMA Nationwide Wage & Benefits Survey Final Results (Based on the survey conducted by Seawright & Associates), National Pest Management Association, Orlando, Florida, October 18-19, 2007.
- "Sexual Harassment: How to Stay Out of Trouble," National Insulation Contractors' Exchange, LLC, Kansas City, Missouri, August 21, 2007.
- "Want Results? You've Got 'Em! A Sneak Preview of the 2007 NPMA Wage and Benefits Survey," National Pest Management Association, Tucson, Arizona, July 20, 2007.
- "Ten Things Every Owner Must Know About Human Resources," Insulate America, Santa Barbara, California, May 31, 2007.
- "Smart Hiring Techniques," GIE Media's Snow Magazine, Indianapolis, Indiana, May 9-10, 2007.

- "Hire Hard; Manage Easy," American Wholesale, Ltd., St. Petersburg, Florida, March 23, 2007.
- "Coaching Employees to Excellence," The Canadian Pest Management Association, Toronto, Ontario, Canada, March 10, 2007.
- "Smart Hiring: The Key to Business Success," The Canadian Pest Management Association, Toronto, Ontario, Canada, March 10, 2007.
- "Hire Hard, Manage Easy," South Carolina Nursery & Landscape Association, Myrtle Beach, South Carolina, February 8, 2007.
- "Employee Compensation; Exposing the Myths," South Carolina Nursery & Landscape Association, Myrtle Beach, South Carolina, February 8, 2007.
- "Coaching Employees to Excellence," International Window Cleaning Association, Nashville, Tennessee, February 1, 2007.
- "Hire Hard, Manage Easy," International Window Cleaning Association, Nashville, Tennessee, February 1, 2007.
- "Attracting Women in Pest Management," National Pest Management Association, Dallas, Texas, October 26, 2006.
- "The New Hire Process From Applications to Background Checks," National Pest Management Association, Dallas, Texas, October 26, 2006.
- "Smart Hiring Does Not Happen by Accident," Florida Nursery, Growers, and Landscape Association, Orlando, Florida, September 28, 2006.
- "Cultivating Performance and Productivity through Smart Hiring," Wisconsin Public Power, Inc., Madison, Wisconsin, September 14, 2006.
- "Employee Handbook Dos and Don'ts," The Garden Center Group, Hartford, Connecticut, September 6, 2006.
- "Can't We All Just Get Along?" The Garden Center Group, Hartford, Connecticut, September 6, 2006.
- "HR Best Practices," National Association of Catering Executives," Orlando, Florida, August 22, 2006.
- "Smart, Effective, and Legal Hiring and Firing," Cremation Association of North America, Orlando, Florida, August 18, 2006.
- "Hire Hard, Manage Easy," Mid-Florida Society for Human Resource Management, Lakeland, Florida, August 10, 2006.
- "Hiring Practices for Cutting-Edge Businesses," National Pest Management Association, Scottsdale, Arizona, June 30, 2006.
- "Employee Handbook Essentials," National Insulation Contractors' Exchange, La Jolla, California, June 24, 2006.
- "Compensation Essentials," National Insulation Contractors' Exchange, La Jolla, California, June 23, 2006.

"HR Excellence Begins With You," National Association of Executive Recruiters, Celebration, Florida, April 28, 2006.

"Recruiting and Hiring Women," National Pest Management Association, Washington D.C., February 27, 2006.

"Straight Talk on Employee Compensation," International Window Cleaning Association, Mesa, Arizona, February 17, 2006.

"Smart Hiring Practices," International Window Cleaning Association, Mesa, Arizona, February 17, 2006.

"Real Life HR in the Trenches," North Carolina Nursery Association, Greensboro, North Carolina, January 19, 2006.

"Ten Things Every Business Must Know About HR," North Carolina Nursery Association, Greensboro, North Carolina, January 18, 2006.

"Are You QualityPro: The Map to Excellence, Part I," National Pest Management Association, Nashville, Tennessee, October 15, 2005

"Are You QualityPro: The Map to Excellence, Part II," National Pest Management Association, Nashville, Tennessee, October 15, 2005

"Hot Topics in the HR Trenches," National Insulation Contractors' Exchange, Miami, Florida, September 20, 2005.

"How the New Overtime Regulations Affect Your Business," National Pest Management Association, Mid-Atlantic Conference, Hot Springs, Virginia, August 6, 2005.

"Employee Retention," National Pest Management Association, Academy 2005, Scottsdale, Arizona, July 23, 2005.

"Hiring Tips for a Multi-Generational Workforce," Bowling Proprietors' Association of America, Orlando, Florida, June 28, 2005.

"Wage and Hour Update; Exposing the Top Ten Myths," American Wholesale, Ltd. Conference, Orlando, Florida, April 22, 2005.

"Getting Smart in Hiring," South Carolina Nursery & Landscape Association Conference, Myrtle Beach, South Carolina, February 3, 2005.

"Coaching and Motivating Employees," South Carolina Nursery & Landscape Association Conference, Myrtle Beach, South Carolina, February 3, 2005.

"HR Best Practices," The Garden Center Group Conference, Nassau, Bahamas, January 23, 2005.

"What Every Company Needs to Know About HR," Southern Nursery Association Conference, Atlanta, Georgia, August 11, 2004.

"The Labor Force of the Future," National Pest Management Association, Academy 2004, Tucson, Arizona, July 24, 2004.

"A Look Into the Future of HR: New Realities, New Challenges," American Wholesale Annual Conference, American Wholesale, Ltd., Orlando, Florida, March 19, 2004.

"Good People: How to Make Finding Them Easier," Lawn & Landscape Conference & Trade Show, Lawn & Landscape Media Group, Atlanta, Georgia, March 6, 2004.

"How to Comply with QualityPro HR Standards," Legislative Day 2004, National Pest Management Association, Washington, DC, February 23, 2004.

"How to Comply with QualityPro HR Standards Parts I & II," Southern Conference 2004, National Pest Management Association, Nashville, Tennessee, February 13, 2004.

"Coaching Employees to Excellence," National Insulation Contractors' Exchange Conference, Nassau, Bahamas, January 31, 2004.

"Hiring Tips for a Multi-Generational Workforce," Eastern Conference 2004, National Pest Management Association, Mashantucket, Connecticut, January 22, 2004.

"Results of the Nationwide Wage & Benefits Survey," Eastern Conference 2004, National Pest Management Association, Mashantucket, Connecticut, January 22, 2004.

"Coaching Employees to Excellence," Grunder Boot Camp, Cincinnati, Ohio, January 16, 2004.

"Stump the Genie," Grunder Boot Camp, Cincinnati, Ohio, January 15, 2004.

"Employee Compensation; Exposing the Myths and Liabilities," Major League Baseball, Orlando, Florida, November 18, 2003.

"Hiring and Managing Multiple Generations," American Public Power Association, Savannah, Georgia, November 4, 2003.

"Results of the Nationwide Wage & Benefits Survey," Pest World 2003, National Pest Management Association, Dallas, Texas, October 24, 2003.

"Straight Talk on Overtime, Salaries & New Pay Regulations," Pest World 2003, National Pest Management Association, Dallas, Texas, October 24, 2003.

"HR 101: Strategies for Success," National Insulation Contractors' Exchange, Nashville, Tennessee, October 16, 2003.

"A Look Into the Future of HR: New Realities, New Challenges," The Garden Center Group Fall Event, Greensboro, North Carolina, September 18, 2003.

"The Employment Arena of 2003: New Realities, New Challenges," Florida Gift Fruit Shippers Association, Orlando, Florida, August 28, 2003.

"Hiring Tips for a Multi-Generational Workforce," American Public Power Association, Jacksonville, Florida, April 1, 2003.

"Employee Compensation: The Foundation of Retention," American Nursery and Landscape Association, Louisville, Kentucky, February 1, 2003.

"Interviewing and Hiring: How to Find the Winners," American Nursery and Landscape Association, Louisville, Kentucky, February 1, 2003.

"The Difficult Employee: Disciplining and Coaching Bad Attitudes," American Nursery and Landscape Association, Louisville, Kentucky, February 1, 2003.

- “Results of the Nationwide Wage and Benefits Survey,” Southwestern Conference, National Pest Management Association, El Paso, Texas, January 30, 2003.
- “Top 10 Wage and Hour Myths,” Southwestern Conference, National Pest Management Association, El Paso, Texas, January 30, 2003.
- “Employee Compensation: Exposing the Myths,” Marty Grunder’s 6th Annual Boot Camp, Orlando, Florida, January 15, 2003.
- “Hiring Tips for a Multi-Generational Workforce,” Marty Grunder’s 6th Annual Boot Camp, Orlando, Florida, January 15, 2003.
- “Interviewing and Hiring Talent in the New Millennium,” National Arborist Association, TCI Expo 2002, Milwaukee, Wisconsin, November 8, 2002.
- “Employee Compensation; Exposing the Myths,” New Jersey Pest Control Association, Livingston, New Jersey, October 30, 2002.
- “Hiring Tips for a Multi-Generational Workforce,” Pest Management 2002, National Pest Management Association, Orlando, Florida, October 18, 2002.
- “Presenting Results of the Wage & Benefits Survey,” Pest Management 2002, National Pest Management Association, Orlando, Florida, October 18, 2002.
- “10 Things Every Manager Has to Know About Human Resource Issues,” The Garden Center Group, Branford, Connecticut, September 13, 2002.
- “10 Things Every Owner Has to Know About Human Resource Issues,” The Garden Center Group, Branford, Connecticut, September 13, 2002.
- “Employee Compensation; Exposing the Myths,” Mid-Atlantic Conference, National Pest Management Association, Williamsburg, Virginia, July 26, 2002
- “Wage and Benefit Survey—Benchmarking Your Company Against Industry Norms,” Academy 2002, National Pest Management Association, Tucson, Arizona, June 14, 2002.
- “Employment of the New War,” American Wholesale, Ltd., Orlando, Florida, April 18, 2002.
- “Hiring Tips for a Multi-Generational Workforce,” 2002 School of Management Conference, Lawn & Landscape Media Group, Charlotte, North Carolina, February 18, 2002.
- “How to Hire and When to Fire,” Florida Nurserymen & Growers Association, Fort Lauderdale, Florida, January 18, 2002.
- “Hiring and Firing Employees,” Sunshine Conference, National Pest Management Association, Fort Lauderdale, Florida, January 17, 2002.
- “Hiring Talent in the New Millennium,” Mid-America Horticultural Trade Show, Chicago, Illinois, January 16, 2002.
- “Virtual Office—Empowering Your Employees to Reach Peak Performance from Remote Locations,” Pest Tech 2002, National Pest Management Association, Orlando, Florida, January 4, 2002.
- “15 Ways to Motivate Your Employees, Increase Productivity, and Improve Morale” (keynote address), National Arborist Association, Columbus, Ohio, November 1, 2001.

- "Hiring and Retaining Talented Employees," National Arborist Association, Columbus, Ohio, October 31, 2001.
- "Employee Challenges: Violence, Drugs, and Attitude Problems," National Pest Management Association, New Orleans, Louisiana, October 29, 2001.
- "Professional Women in Pest Management," National Pest Management Association, New Orleans, Louisiana, October 29, 2001.
- "Keeping Good Employees; Retention Secrets From the Best," Western Nursery & Garden Expo, California Association of Nurserymen, Las Vegas, Nevada, October 11, 2001.
- "Recruiting and Hiring Talent in the New Millennium," Western Nursery & Garden Expo, California Association of Nurserymen, Las Vegas, Nevada, October 11, 2001.
- "Developing an Employee Management Plan in Your Company," GIE Media, Inc., Scottsdale, Arizona, October 8, 2001.
- "Employment Regulations Affecting Employers," GIE Media, Inc., Scottsdale, Arizona, October 8, 2001.
- "The Difficult Employee: Disciplining and Coaching Bad Attitudes and personality Conflicts," Garden Center Management Group, Winter Park, Florida, September 20, 2001.
- "Human Resource Update," American Wholesale, Ltd., Orlando, Florida, May 18, 2001.
- "Hiring and Retaining Talented Employees," International Order of the Golden Rule, Nashville, Tennessee, March 17, 2001.
- "Finding, Hiring, & Keeping Talent in the New Millennium," Midwestern Conference, National Pest Management Association, St. Louis, Missouri, March 9, 2001.
- "Employee Compensation," Midwestern Conference, National Pest Management Association, St. Louis, Missouri, March 8, 2001.
- "Recruiting and Retaining Employees," Southern Conference, National Pest Management Association, Memphis, Tennessee, February 9, 2001.
- "Employee Compensation," Southwestern Conference, National Pest Management Association, Albuquerque, New Mexico, February 1, 2001.
- "Recruiting and Retaining Employees," Southwestern Conference, National Pest Management Association, Albuquerque, New Mexico, February 1, 2001.
- "Employee Issues, Part I," Eastern Conference, National Pest Management Association, Manshantucket, Connecticut, January 26, 2001.
- "Employee Issues, Part II," Eastern Conference, National Pest Management Association, Manshantucket, Connecticut, January 26, 2001.
- "Developing and Placing Ads to Recruit New Talent," Master's Program, National Pest Management Association, Las Vegas, Nevada, October 18, 2000.
- "How to Pay Service Technicians, Sales Employees, and Managers," Master's Program, National Pest Management Association, Las Vegas, Nevada, October 18, 2000.

- "HR of the Future," Master's Program, National Pest Management Association, Las Vegas, Nevada, October 18, 2000.
- "Key Characteristics of Generation-Specific Workers," Master's Program, National Pest Management Association, Las Vegas, Nevada, October 18, 2000.
- "The Future of Human Resources," Master's Program, National Pest Management Association, Las Vegas, Nevada, October 18, 2000.
- "The Difficult Employee; Disciplining and Coaching Bad Attitude and Personality Conflicts," Council on Education in Management," Orlando, Florida, July 12, 2000.
- "Interviewing & Hiring; How to Identify the Winners," Garden Center Management Group, Detroit, Michigan, June 20, 2000.
- "Eliminating the Top 10 Wage and Hour Liabilities in Your Business," Garden Center Management Group, Detroit, Michigan, June 20, 2000.
- "Finding and Keeping Good Employees; The Dilemma of the Decade," Council on Education in Management, Orlando, Florida, May 18, 2000.
- "Human Resources of the Future," American Wholesale, Ltd., Orlando, Florida, May 1, 2000.
- "Finding, Hiring, and Keeping Talent in the New Millennium," Garden Center Management Group, Louisville, Kentucky, February 3, 2000.
- "The Difficult Employee; Disciplining and Coaching Bad Attitude and Personality Conflicts," Council on Education in Management, Orlando, Florida, January 26, 2000.
- "Finding, Hiring, & Keeping Talent in the New Millennium," Florida Association of Realtors, Orlando, Florida, January 15, 2000.
- "Interviewing Techniques for Success," National Pest Control Association, Atlanta, Georgia, October 29, 1999.
- "Keeping Good Employees," National Pest Control Association, Atlanta, Georgia, October 29, 1999.
- "Attracting and Keeping Good Employees," GIE Media, Inc., Atlanta, Georgia, February 15, 1999.
- "Hiring, Firing, and Everything in Between," GIE Media, Inc., Atlanta, Georgia, February 15, 1999.
- "Assembling All-Star Players: Hiring, Firing, and Keeping Funeral Home Employees," International Order of the Golden Rule, Charleston, South Carolina, November 2, 1998.
- "Employment Policies; Are You in Compliance?" GIE Media, Inc., Nashville, Tennessee, October 31, 1998.
- "Finding Employees in Today's Market," GIE Media, Inc., Nashville, Tennessee, October 31, 1998.
- "The Employment Arena of '98; New Realities, New Challenges," Academy 1998, National Pest Control Association, Orlando, Florida, July 25, 1998.
- "The Employment Arena of '98; New Realities, New Challenges," Winter Park Chamber of Commerce, Winter Park, Florida, Summer 1998.

"Smart Hiring Does Not Happen by Accident; Successful Employment Strategies for Pest Control Owners," Texas Pest Control Association, Houston, Texas, June 13, 1998.

"Employment Challenges of '98; Strategies for Success," American Wholesale, Ltd., Orlando, Florida, April 24, 1998.

"The Employment Arena of '98; New Realities, New Challenges," American Wholesale, Ltd., Orlando, Florida, April 24, 1998.

"How to Attract and Keep Good Employees," United Producers, Formulators, and Distributors Association, Tarpon Springs, Florida, April 3, 1998.

"The Employment Arena of '98; New Realities, New Challenges," Canada Dry Potomac Corporation, Washington, D.C., February 21, 1998.

"The Employment Arena of '98; New Challenges," First Southern Conference, National Pest Control Association, Memphis, Tennessee, February 9, 1998.

"When and How to Attract Good Employees," First Southern Conference, National Pest Control Association, Memphis, Tennessee, February 9, 1998.

"When and How to Attract and Keep Good Employees," Eastern Conference, National Pest Control Association, Cherry Hill, New Jersey, January 29, 1998.

"Recruiting, Interviewing, and Hiring for Success," Pepsi-Cola Bottlers' Association, Amelia Island, Florida, November 12, 1997.

"Employment Regulations—Your Rights and Obligations as an Employer," Pepsi-Cola Bottlers' Association, Amelia Island, Florida, November 11, 1997.

"Hiring, Firing, and What's in Between," Pest Management 1997, National Pest Control Association, Minneapolis, Minnesota, October 20, 1997.

"Profile of Good Employees," Pest Management 1997, National Pest Control Association, Minneapolis, Minnesota, October 20, 1997.

"Successful Hiring & Firing; The Best Kept Secrets," Florida Gift Fruit Shippers Association, Orlando, Florida, October 15, 1997.

"Smart Hiring Does Not Happen by Accident," Greater Orlando Chamber of Commerce, Orlando, Florida, September 11, 1997.

"The Employment Arena of '97; New Realities, New Challenges," Winter Park Chamber of Commerce, Winter Park, Florida, August 15, 1997.

"The Employment Arena of '97; New Realities, New Challenges," Florida Association of Realtors, Orlando, Florida, July 31, 1997.

"Successful Concepts to Building Your Business," Florida Gift Fruit Shippers Association, Orlando, Florida, May 22, 1997.

"Improving Employee Communication," GIE Media, Inc., Atlanta, Georgia, April 29, 1997.

"Unlocking the Mystery of Employee Recruitment," GIE Media, Inc., Atlanta, Georgia, April 29, 1997.

"Smart Hiring Does Not Happen by Accident," American Wholesale, Ltd., Orlando, Florida, April 20, 1997.

"The Employment Arena of '97: New Realities, New Challenges," American Wholesale, Ltd., Orlando, Florida, April 18, 1997.

"Build It To Last," Central Florida Society of Association Executives, Orlando, Florida, February 14, 1997.

"The Employment Arena of '97: New Realities, New Challenges," American Wholesale, Ltd., Orlando, Florida, February 5, 1997.

"How Recruiting and Hiring the Right People Impacts Your Profits," Whitmire Micro-Gen Symposium and Management Conference, St. Louis, Missouri, September 11, 1996.

Training & Development*

"HR Excellence for Managers," Smart City Telecom, Lake Buena Vista, Florida, July 7, 2008.

"HR Excellence: Secrets for Smart Hiring, Developing Employees, Promoting Respect, and Managing Terminations," Bio-Serv Corporation, Inc., Troy, Michigan, January 24, 2008.

"Attracting Women in Pest Management," Truly Nolen of America, Inc., Tampa, Florida, January 17, 2007.

"HR Management Training: Coaching Employees to Excellence and Recognizing & Preventing Harassment," Oliver Exterminating Corporation, Orlando, Florida, October 16, 2007.

"Recruiting Women into Pest Management," Rollins, Inc., Atlanta, Georgia, January 17, 2007.

"Hire Hard, Manage Easy," Middleton Lawn and Pest Control, Orlando, Florida, December 5 & 11, 2006.

"HR Management Training from A to Z," McCloud Services, Chicago, Illinois and St. Louis, Missouri, November 1 and 8, 2006.

"It's About Respect: Recognizing Harassment in a Diverse Workplace," CIBER, Inc., Orlando, Florida, June 9, 2006.

"Self-Knowledge; The Key to Your Leadership Success," Pestmaster Services, Inc., Sacramento, California, March 9, 2006.

"HR Excellence & Preventing Harassment in the Workplace," Pestmaster Services, Inc., Sacramento, California, March 10, 2006.

"HR Excellence in Hiring, Coaching, and Developing Employees," Fairway Lawns, Little Rock, Arkansas, January 25, 2006.

"HR Regulations That Impact Your Business," Moreno, Peelen, & Co., LLC., Orlando, Florida, January 20, 2006.

"Developing the Leader Within," Issa Homes, Celebration, Florida, December 13, 2005.

"HR Excellence in Hiring, Coaching and Developing Employees," McCloud Services, St. Louis, Missouri, November 16, 2005.

"HR Excellence in Hiring, Coaching and Developing Employees," McCloud Services, Chicago, Illinois, October 26, 2005.

"Coaching and Developing Employees," Orange County Property Appraiser, Orlando, Florida, April 13, 2005.

"Interviewing and Hiring Talented Employees," Orange County Property Appraiser, Orlando, Florida, January 26, 2005.

"It's About Respect: Recognizing and Preventing Harassment in a Diverse Workplace," Orange County Property Appraiser, Orlando, Florida, December 14, 2004.

"HR Excellence: Hire to Win," SchenkelShultz Architecture, Orlando, Florida, November 30, 2004.

"Human Resource Management Training," Marc-Michaels Interior Design, Winter Park, Florida, April 26, 2004.

"Human Resource Management Training," Clark Pest Control, Inc., Modesto, California, April 14-15, 2004.

"Human Resource Management Training," Turfscape, Inc., Twinsburg, Ohio, March 30, 2004.

"Respectful Workplace Training," Buy Owner, Inc., Deerfield Beach, Florida, February 10, 2004.

"Human Resources Training," Fairway Lawns, Little Rock, Arkansas, December 16-17, 2003.

"It's About Respect: Recognizing Harassment in a Diverse Workplace," Issa Homes, Inc., Celebration, Florida, June 17, 2003.

"Human Resource Management Training," Tierra Verde Resources, Inc., Encinitas, California, May 21, 2003.

"Bringing Out the Best in Your Y2K Employees," McCloud Services, Chicago, Illinois, February 18, 2003.

"Hiring & Coaching Employees to Excellence," Orange County Clerk of the Court, Orlando, Florida, April 8, 2002.

"Supervisory Training for the Managers' HR Reference Manual and Employee Handbook," Colorado Boxed Beef Company, Auburndale, Florida, February 6 and 7, 2001.

"Department Head Training for the Managers' HR Reference Manual and Employee Handbook," Colorado Boxed Beef Company, Kissimmee, Florida, January 9 and 10, 2001.

"Understanding & Coaching Y2K Employees," City of Titusville, Titusville, Florida, October 5, 2000.

"Eliminating the Top 10 Wage and Hour Liabilities in Your Business," The Garden Center Management Group, Utica, Michigan, June 20, 2000.

"Interviewing & Hiring; How to Identify the Winners," The Garden Center Management Group, Utica, Michigan, June 20, 2000.

"Finding, Hiring, and Keeping Talent in the New Millennium," Toptech Systems, Inc., Orlando, Florida, April 16, 2000.

"Understanding and Coaching the Y2K Employee," Rockwell Collins, Melbourne, Florida, April 11, 2000.

"The Employment Arena of 2000; New Realities, New Challenges," Sapiens Americas, Inc., Las Vegas, Nevada, February 19, 2000.

Pepsi Bottling Ventures, numerous management training programs between 1999 and 2000, Raleigh, North Carolina.

"The Employment Arena of 2000; New Realities, New Challenges," Clark Pest Control, Lodi, California, September 3, 1999.

"The Employment Arena of '99; New Realities, New Challenges," Arnold Palmer University, Orlando, Florida, February 25, 1999.

"The Employment Arena of '99; New Realities, New Challenges," J & L Building Materials, Inc., Frazer, Pennsylvania, January 20, 1999.

"The Employment Arena of '99; New Realities, New Challenges," Wiginton Fire Sprinklers, Inc., Lake Mary, Florida, November 20, 1998.

"Smart Hiring Does Not Happen by Accident," Ripley's Aquarium, Myrtle Beach, South Carolina, June 23, 1998.

"Management Development Training," Ripley's Aquarium, Myrtle Beach, South Carolina, Summer 1998.

"Smart Hiring Does Not Happen by Accident," Pepcom Industries, Inc., Raleigh, North Carolina, March 17, 1998.

"The Employment Arena of '98; New Realities, New Challenges," Wiginton Fire Sprinklers, Inc., Lake Mary, Florida, April 17, 1998.

"Improving Communication & Understanding," Childhood Development Services, Inc., Ocala, Florida, September 23, 1997.

"Management Training and Development," Phoenix International Ltd., Inc., Orlando, Florida, July 9, 1997.

"Substance Abuse in the Workplace," Tri-City Electrical Contractors, Inc., Altamonte Springs, Florida, December 16, 1991.

*The list is not all-inclusive; numerous materials/presentations that were developed and/or delivered prior to 1996 are maintained by a previous employer.

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