

Dr. Geri Puleo, PhD, SPHR, SHRM-SCP President/CEO – Change Management Solutions, Inc.

SELECTED CLIENTS

- Carnegie Library of Pittsburgh
- Chambers of Commerce (various)
- Cox Automotive
- DDI (Development Dimensions International)
- Duquesne Light Company
- Giesecke + Devrient
- Holos Lighting
- International Payroll Association
- LaRoche University
- Malley's Chocolates
- Manufacturing Growth Network
- Microsoft
- Pennsylvania State University
- Pennsylvania Career Link
- Scribd
- Small Business Development Centers
- Snyder Manufacturing
- Westinghouse
- Women's Impact
- Workforce Development (Robert Morris University, Slippery Rock University, various community colleges)
- YMCA

AREAS OF EXPERTISE

Strategic Planning, Human Resources, and Change Management

- Work with executives and senior leaders to incorporate qualitative metrics to align HR and business strategies.
- Collaborate with financial and legal experts to assist HR representatives in identifying causes and resolving complex employee issues.
- Through observation and interviews, identify symptoms and causes of change resistance and recommend appropriate responses to sustain and embed changes in the organization.

Training and Organizational Development

- Maintain updated catalogue of +100 training programs in the areas of leadership, management, sustainable change, stress management, human resources, employee motivation, flexible work schedules, and “train the trainer”; consistently achieve workshop evaluations in the upper 90th percentile from participants.
- Multi-channel delivery methods: live programs, “lunch and learn” sessions, blended delivery, and e-learning (webinars, podcasts, and online courses).

Management and Executive Coaching

- Work with mid-to-senior level managers to improve leadership skills, enhance performance, and boost organizational productivity.
- Adapt solutions to meet client needs from diverse industries, educational backgrounds, and experience.

COMPETENCIES AND SKILLS

- ***Energetic, self-motivated, innovative, and highly ethical professional.*** Working scholar-practitioner using qualitative scientific method (grounded theory) to identify, understand, and create practical models to address workforce challenges. LinkedIn Top Voice in HR Consulting.
- ***Powerful communicator across mediums.*** Present to domestic and international conferences, professional associations, podcasts, and radio. [TEDx Talk](#) (*Burnout and Post-Traumatic Stress Disorder: More similar than you think*) has been viewed on YouTube +680,000 times and averages +2,000 views per month.
- ***Solid record as both a leader and contributor.*** Able to efficiently and effectively achieve results across organizational hierarchies and for internal/external stakeholders. Strong history of creating and leading successful collaborations in joint alliances between for-profit, non-profit, and educational institutions.
- ***Creative, decisive problem-solver with excellent analytical abilities.*** Particularly effective in identifying root causes (rather than symptoms) and developing sustainable changes that achieve desired outcomes.

PRESENTATIONS, KEYNOTES, AND INTERVIEWS (DOMESTIC/INTERNATIONAL)

Presented +200 workshops/keynotes to audiences of 20 to +500 attendees at national HR and business conferences, trade associations, and business groups; consistently ranked in upper 90th percentile in participant evaluations for delivery, relevance, and expertise.

Selected Media Appearances:

- DDI Leadership 480 podcast
- NPR: The Takeaway (WNYS Studios)
- International Burnout Awareness Week
- ALTIUS Answers
- International Summit on Burnout in Nurses
- WPXI-TV

UNIVERSITY TEACHING

Since 2002, consistently developed and taught undergraduate/graduate courses (on ground, online, and blended delivery) for various universities.

Awards/Recognition: University Teaching Council’s Faculty Recognition Award (Kent State University), Provost’s Circle for Teaching Excellence (Strayer University)

Courses:

- Introduction to Business
- Strategic Management (capstone)
- Business Consulting Practicum (capstone)
- HR Management
- Strategic HR Management
- Developing Human Capital
- Managing Organizational Change
- Organizational Development and Leadership
- Organizational Behavior
- Organizational Dynamics
- Leadership and Motivation
- Labor Relations
- Innovation and Entrepreneurship

Colleges/Universities:

- Kent State University
- Strayer University
- Robert Morris University
- Community College of Allegheny County
- Seton Hill University
- Penn State University

EDUCATION AND CERTIFICATIONS

- **Ph.D. in Management**, Walden University
Focus: Leadership and Change Management
- **M.B.A.**, Capella University
Focus: Leadership and performance management.
- **M.A.**, St. Francis University
Focus: HR/Industrial Relations Management
- **B.A.**, Duquesne University
Focus: Speech/Communications
- **SPHR**, HR Certification Institute (2001-Present)
- **SHRM-SCP**, Society for HR Management (2015-Present)

RELEVANT EXPERIENCE

President/CEO - Change Management Solutions, Inc. (B2B) – 2010 to Present

- Management consulting firm dedicated to creating the new normal by transforming priorities, processes, and people.

Principal/Founder - G. A. Puleo & Associates (B2C) – 1996 to 2015

- Provided executive career coaching to mid- to senior-level professionals in transition as well as training to corporate clients and associations.

Testimonials & Media Appearances: Dr. Geri Puleo

“Geri is exceptional. She is **smart, creative, diligent and a very good strategic thinker**. She is a great resource with an unique set of qualities and capabilities. Anyone who knows her is fortunate.” (GM & Chief IP Counsel, Texas)

“Her style is **warm and engaging**, and she asks pertinent questions to help understand what's really going on, and better yet, how to move forward from a difficult situation.” (Senior HR Leader in Learning & Organizational Development, California)

“I really appreciated your **leadership and involvement**...We gained **new insights** about our business from your work and the **process thinking** that you introduced.” (Sr. Vice President of North American Operations, Ohio)

“The information that you brought back to us was factual, was **good data**. Some things, you know, you may not want to hear, but you need to hear...We made improvements based off of it. And I still go back to that data and review it.” (President/Owner of manufacturing company, Ohio)

“Geri is one of the most **intelligent, knowledgeable and respected HR leaders** who I know.” (Talent Acquisition Coordinator, Pennsylvania)

“A large part of it for us was those assumptions, and sometimes acting on assumptions. You know, you should have went **right** and you went **left**. But to have that factual understanding behind it really allowed us to **pinpoint the direction that we needed** to have as an organization.” (Continuous Improvement Manager, Ohio)

“Geri is a **very honest, energetic and passionate person with a “can-do” attitude**. Geri is a pleasure to work with and to be around. She succeeds because she is confident, poised, and very creative. She believes in herself and the people she helps!” (Bank Branch Manager, Pennsylvania)

“Geri is a gift that keeps on giving. Aside from being **THE expert on the burnout**, Geri is an excellent trainer...on subject of being unstuck and moving forward...I am eternally grateful.” (iOS Developer, Netherlands)

Media Appearances (Samples)

Control + Click on the image to access the hyperlink for listening or viewing.



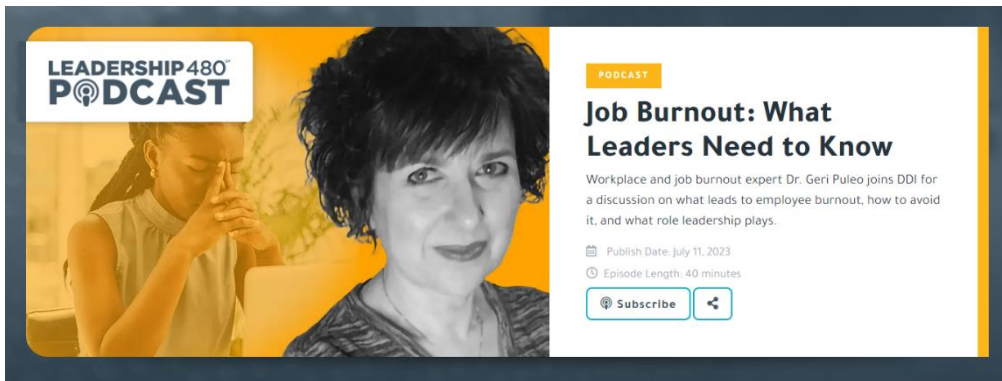
How to Recover from Burnout During the COVID-19 Pandemic

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November 19, 2020

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https://waaa.wnyc.org/takeaway/takeaway111920-burnout.mp3/takeaway111920-burnout.mp3_vvr3ahjkgc0_1dae525915d696f07c6652710c316f66_18888632.mp3?x-ais-classified=streaming&hash_redirect=1&x-total-bytes=18888632&listeningSessionID=OCD_382_32_f50015bc45e9f964f21636b1066c9f77e02fcd5f



<https://www.ddiworld.com/podcast/job-burnout>



<https://youtu.be/hFkI69zJzLI?si=dgzaXrBkbSb9T3PM>