

## **VERETTA T. NIX, M.A., SPHR, SHRM-SCP**

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### **Leader In Human Resources/Diversity/Organization Development/Talent Management**

Strategic, results-focused leader with demonstrated ability to work in large, complex organizations--entry level to executives and board members. Served as internal consultant/advisor on change management. Led performance management and learning & development strategies. Implemented organization development strategies to improve employee/labor relations and employee engagement. Worked collaboratively with stakeholders to develop and implement workforce planning strategies, including recruiting, onboarding, retention and right-sizing. Designed and implemented diversity strategies. M.A. Sociology, University of Chicago; B.A. Sociology (Phi Beta Kappa), Fisk University

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|--------------------------|---------------------------------|------------------------------|
| • Diversity & Inclusion  | • Organization Development      | • Change Management          |
| • Training & Development | • Talent Management             | • Team Building/Intervention |
| • Workforce Planning     | • Employee Relations/Engagement | • HR Compliance              |
| • Policy Implementation  | • Career Planning & Coaching    | • Lean Management            |

### **Work Experience**

#### **Total Talents, LLC**

##### ***President***

***Jun. 2016 to present***

Provide consulting services with a focus on leadership coaching, organization development, diversity & inclusion, learning & development, team building and employee engagement.

#### **University of Michigan Health System**

##### ***Director of Organization Effectiveness & Diversity***

***2006—2016***

- Developed and implemented a talent management strategy with organization leadership--included a leadership competency model, a performance management process and leadership development.
- Developed and implemented diversity strategies with leadership and staff diversity teams. Staffed executive committee that planned and helped implement the Office of Health Equity & Inclusion.
- Co-led system-level employee engagement strategy--survey content, increased survey participation, increased manager competence in action planning and accountability.
- Designed and implemented education for management and union representatives--pre-negotiations.
- Implemented learning strategies--conferences, orientation (3000+ employees/yr.), workshops on organizational objectives--diversity, communication, service excellence, disruptive behavior.
- Change management, strategic planning, team intervention at unit, department and system levels. Worked with HR directors to implement a redesign of the health system's HR function.
- Human resources liaison to the health system's Lean (quality management) strategies.
- University-wide--advisor to Career Development Team (career programs for over 500 participants); HR team--improved HR competency across UM; co-chaired 2013 MLK Health Science Symposium.

#### **University of Phoenix**

##### ***Adjunct Faculty, Sociology (part-time)***

***2010—2016***

Taught sociology courses on topics including: introduction to Sociology, diversity, communications

#### **Henry Ford Health System**

##### ***Corporate Director of Talent Planning & Workforce Diversity***

***2005—2006***

- Responsible for implementation of a talent planning strategy--selection, leadership competencies, performance management, leadership development and succession planning.

- Planned the implementation of a career center for entry-level employees at Henry Ford Hospital & Detroit Campus Henry Ford Medical Center—aim--retention, development, D&I strategy
- Ensured organization-wide compliance with affirmative action planning and reporting.

***Vice President of Human Resources & Customer Service*** **2002—2005**  
***And Vice President of Customer Service, Henry Ford Hospital*** **2001—2002**  
***Henry Ford Hospital/Detroit Campus***

- Led the hospital's employee relations function. Under direction of HFHS Sr. VP of Labor Relations, contracted with security officer's union.
- With HFHS Corporate HR and hospital operational leadership developed hospital workforce strategy. Coordinated the search and selection of key executives. Worked toward continued progress relative to hospital's affirmative action plan.
- Led hospital employee engagement strategies—coordinated the survey process and action planning, chaired Leadership Action Committee. Survey participation and overall satisfaction scores improved.
- Worked with hospital leadership to ensure compliance with HR related Joint Commission standards.
- Chaired the Human Services Committee of the Hospital Emergency Incident Command.
- Responsible for the hospital's Patient Relations function and related CMS standards; also the Department of Community & Volunteer Services and the Division of Pastoral Care.
- With the Corporate Quality Department facilitated the transition of the patient satisfaction survey process from a mainframe to an internet based patient feedback reporting process.
- Chaired Service Excellence Steering Committee of hospital leadership. Planned with hospital leaders to communicate best practice strategies for improving patient/customer satisfaction.
- Responsible for the Dept. of Community & Volunteer Services and the Division of Pastoral Care.

***Corporate Director of Organization Development & Diversity Strategies*** **1999—2001**

Led organization development, leadership development and diversity strategies. Coordinated 9-month leadership development program. Directed two minority/ women mentoring programs—one for administrative/operational leaders; one for physicians and senior bio-scientific professionals.

- Served as the OD representative/communication lead to the UMHS Voluntary Separation Program (downsizing). Received *2000 American Society for Healthcare Human Resources Administration (ASHHRA) Internal Communications Award*.
- Served on the health system's Diversity Steering Committee.
- Directed the redesign and coordination of new employee orientation.
- Prepared and presented reports to the health system board, under the direction of the CHRO.

***Manager, Organization Development, Corporate Human Resources*** **1994—1999**

- Led a system-wide team, focused on improving patient/customer satisfaction. Managed the selection, customization and implementation of a customer service training strategy; 1<sup>st</sup> system-wide conference on customer service. Consulted with business unit leaders to customize training and strategies.

### **Education**

- Masters of Arts, Sociology University of Chicago, Chicago Illinois  
Danforth Foundation Fellowship and Ford Foundation Fellowship
- Bachelor of Arts, Sociology, Fisk University, Nashville, Tennessee  
Mortar Board, Phi Beta Kappa, Summa Cum Laude

## **ADDITIONAL PROFESSIONAL INFORMATION HIGHLIGHTS**

### **Professional Development**

- Hogan Certification, 2015
- Women in Leadership Institute, Linkage Inc., conference learning team facilitator
- Senior Professional in Human Resources-Senior Certified Professional (SPHR-SCP) June 2015
- Senior Professional in Human Resources (SPHR) December 2014
- Coaching Certification, Linkage Inc.
- Lean Learning--Coaching Summit, 2013; Lean Enterprise Institute Conference, 2009, 2013; Managing to Learn (Lean Learning for Organization Leaders), 2011; HR Affinity Group (HR lean learning collaborative) Inaugural Workshop (at ThedaCare), 2012
- University of Michigan Health System, Healthcare Leadership Institute, 2008
- University of Michigan Health System Emerging Leader Program, 2006
- Certified Myers-Briggs Facilitator, Association of Psychological Type, 2002
- Leadership Detroit XXII, Detroit Regional Chamber

### **Professional Affiliations and Community Service**

#### ***Professional Affiliations***

- Society of Human Resource Management; Detroit Society for Human Resource Management
- National Association of African Americans in Human Resources, Member 2002 to 2010; Advisory Board 2005 to 2010; Co-chair annual conference 2006, 2007 and 2009.

#### ***Community Service***

- Retreat Facilitator, Alternatives for Girls, Detroit, MI, August 2016
- Leadership Development Workshop and Leader Coaching, St. Paul's Hospital Millennium Medical College, Addis Ababa, Ethiopia (co-designed and facilitated) December 2014
- Services for Older Citizens, Board of Directors, 2001-2003; Executive Board 2004-2005
- American Society of Healthcare Human Resources, 2000 recipient of Communications Award
- Lone Pine Elementary School, Parent Teacher Organization, Co-chair Disability Awareness Day of Learning for all 4<sup>th</sup>-5<sup>th</sup> graders—2002-2004

### **Presentations**

- Presenter, Co-Presenter, *Colossal Shift: An Academic Medical Center's Aggressive Push to Improve Employee Engagement*, 2014 Press Ganey National Client Conference, Nov. 2014
- Panelist, UM Center for the Education of Women Leadership--*Leading Positive Change*, 2013
- Panelist, UM Staff Works Conference, *Community Involvement As a Professional Development and Resume Building Tool*, 2013
- Workshop Presenter, University of Michigan Women of Color Task Force Conference 2016 - *Leading High Performance Teams-What's Diversity and Inclusion Have to Do With It?*; 2013 - *Dare to Lead Yourself and Others--co-facilitated with Jane Pettit*; 2012 - *New Leaders 101—Strategies for Success*; 2011 - *Building an Inclusive Work Environment*; 2010 - *Play Your Best Career Game—Coach and Be Coached*
- Co-Presenter, University of Michigan Management Conference, *Developing Leaders at U-M: Leadership Development at the University of Michigan Health System*, 2008
- Co-Chair/Facilitator, Leadership Detroit Orientation, Detroit Regional Chamber, 2003-2007
- Presenter, Conference on Building and Implementing an HR Balanced Scorecard, International Quality & Productivity Center, *Organizational Transformation—Measuring the Impact on HR Indicators*, Atlanta, Georgia, 2001