

PROTECTING TOMORROW...TODAY.



## KAREN SHANNON

Vice President of Business Consulting/CHRO

Karen Shannon is the Vice President Business Consulting/CHRO for Ollis/Akers/Arney. Karen has served in senior leadership positions in banking and human resources for over 25 years. She and her team provided HR services to 5,000 employees across the United States, United Kingdom, India and Mexico. Today, she works with clients on key business and HR strategies which have resulted in cost savings upward of \$7 million.

Karen has expertise in all functional areas of Human Resources including administration, compensation and benefits, compliance, employee relations, performance management, organizational development, talent selection and management, training and development and labor relations. Karen's experience includes advanced employee relations issues including managing litigation and discrimination charges, conducting investigations, and working with federal and state commissions and regulatory agencies.

Karen received her MBA and BA in Business Administration and Economics from Drury University. She is a graduate of Leadership Missouri, past president of the Junior League, and is a member of the Local Issues Public Policy Task Force for the Springfield Area Chamber of Commerce. She has served on the Board of Directors for numerous organizations and is a regular presenter at national and regional conferences. Karen was recognized in 2000 by the Springfield Business Journal in its inaugural class of the Most Influential Women in Business.



## CAROLYN O'KELLEY

Human Resources Consultant

Carolyn O'Kelley has over 20 years of leadership experience in all aspects of human resources activities including benefits, compensation, training and development, organizational development, talent selection, employee relations and legal compliance. She has worked in a variety of industries for local and national large and mid-size companies in the profit and not-for-profit arenas.

Carolyn graduated with a Bachelor of Science degree in Business Management from Missouri Southern State University and holds two HR professional certifications – Senior Professional in Human Resources (SPHR) from the HR Certification Institute (HRCI) and Senior Certified Professional (SHRM-SCP) from the Society for Human Resource Management (SHRM).

Carolyn is a member of SHRM and has served on the board for the Missouri State Council of SHRM and served in various board positions for the Springfield Chapter of SHRM. In 2016, Carolyn was President of the Springfield Area Human Resources Association (SAHRA) and nominated for the Springfield Business Journal Top Local Human Resources Professional of the Year.



## HOLLY LOVEN

Human Resources Consultant

Holly Loven has more than a decade of experience in Human Resources in manufacturing and nonprofit organizations. Her experience includes benefits management, recruiting, employee relations, best employment practices and legal compliance.

Holly received her Bachelor of Arts in Business Administration, Summa Cum Laude, from Drury University. She is a certified Professional in Human Resources (PHR) by the Human Resources Certification Institute and a former Board Member of the Springfield Area Human Resources Association.



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Ollis/Akers/Arney knows how challenging it is for business leaders to stay informed in all areas of Human Resources. To allow you to focus on your core business, our trusted advisors in the Business Consulting Division offer expertise, knowledge and Human Resources solutions to maximize your return and minimize business risk.

## We offer solutions in all areas of Human Resources.

### Administration

- Human Resources Policies & Practices
- HR Assessments
- HR Best Practices
- HR Documents & Forms
- Human Resources Information System (HRIS)
- Online HR Resource Tool
- HR Hotline

### Compensation & Benefits

- Benefit Analysis
- COBRA Administration
- FMLA Administration
- Total Compensation Statements
- Compensation Structure Analysis

### Compliance

- Affirmative Action Plans
- Americans with Disabilities Act (ADA)
- COBRA
- EEO-1 Reporting
- Employment Law
- ERISA
- Family Medical Leave Act (FMLA)
- FLSA - Wage & Hour Position Review
- I-9 Online Tool or Assessment
- Record Retention
- Worksite Required Postings
- Worker's Compensation

### HR Department Outsourcing

- Comprehensive HR Department Facilitation

### Employee Relations

- Employee Handbook
- Employee/Manager Problem Resolution
- Diversity Program
- EEOC & State Commission Investigation & Response
- Incident Reporting Hotline
- Investigations (Sexual Harassment, Discrimination, etc.)
- Management & Employee Education (Sexual Harassment, Diversity, etc.)
- Outplacement Services
- Reduction in Force and Position Elimination
- Unemployment Claims
- Workplace Violence

### Performance Management

- Coaching and Counseling
- Corporate Core Competency and Job-Specific Competency Integration
- Involuntary Termination Process
- Job Descriptions
- Performance Appraisal Process
- Performance Appraisal System
- Problem Resolution Process
- Progressive Disciplinary Process

### Organizational Development

- Employee Satisfaction Survey
- Employee Engagement Survey
- Corporate Core Values Identification, Implementation and Integration
- Succession Planning

### Talent Selection

- Applicant Assessment Tool
- Background Check & Drug Screening (Criminal, Credit, Identity, Motor Vehicle, Sexual Offender Registry)
- Behavioral-Based Interviewing Training and Implementation
- Employment Verification
- Onboarding Process
- Retained Job Search
- Talent Acquisition System (Applicant Tracking, HRIS Integration, Job Posting, Online Application Tool, Selection Required Documents)

### Training & Development

- Management Development Training
- Individual Development Training
- Individual Development Plans
- One-on-One Coaching for Managers
- One-on-One Training for HR Professionals

