

Gail S. Pursell Elliott
PO Box 552, Roland, IA 50236
515-388-9600

CONFIDENTIAL

Human Resources Consultant, Employee Relations, Professional Development and Training, Human Services Administration, Author, Educator, Mobbing/Bullying National Expert

EDUCATION:

University of South Florida – ATP (Alternative Teacher Preparation) program -
30 post-baccalaureate hours in Education/Special Education for teaching certification GPA 4.0
Pennsylvania State University – Bachelor of Arts, English
Mentored Independent Study by Recommendation - Writing
David Mandt System of Communication and Behavior Management - Certified Trainer
Qualified Mental Retardation Professional – QMRP
Member of American Mensa

PROFESSIONAL EXPERIENCE:

1998 – Present

PROPRIETOR – Innovations “Training With a Can-Do Attitude”®
“The Dignity and Respect Lady”© Training and Human Resources Consulting

- Staff and Supervisory Training based on treating people with Dignity and Respect. Conference Presentations, Teleconferences, Web-conferences, Seminars, Workshops, Leadership Institutes.
- Development and design of all training/presentation materials and programs
- Consulting Resource for targets of workplace mobbing
- Expert Witness work for litigation involving mobbing/bullying
- Expert Advisor/Moderator/Designated Owner: Bully On Line and Nineveh support forums for targets of workplace mobbing and bullying.- International
- Soft skills topics: Interpersonal Communication; Motivation and Morale, Stress Management; Mastering Change; Civility and Ethics; Reward and Recognition; Staff Retention; Disciplinary Action; Evaluating Performance; Mobbing Risk Management; Establishing and Maintaining Trust.
- Human Relations/Human Resources Consulting; Assessments, Individual Mentoring and Organizational Consulting
- Mobbing Awareness, Assessment, Intercept and Prevention
- Dignity and Respect Training and Mobbing Prevention Programs for Schools

concurrent
1998-2001

Director of Adult Education – Ames Community Schools

- Contractual agreement to coordinate evening adult education programs
- Coordinate local DMACC community college courses
- Liaison to State Community Education Consultant

1994 - 1997

AREA ADMINISTRATOR - North Central Human Services, Inc.

24 Hour accountability for four community based Intermediate Care facilities for Developmentally Disabled adults, Vocational Services, Health Services, Plant Services, Fiscal and Human Resources.

Combined management and direct care staff of approximately 100 persons.

- \$2 M Budget development and Administration, Public and Community Relations, Staff Development, Policy Administration, New Program Development, establish and monitor program standards. Direct supervision of upper management staff, fiscal, human resources, plant services.
- Liaison to state and local regulatory agencies, parents and guardians of persons served, other NCHS areas and the corporate office.

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- Achievements: Opened all four facilities and established the agency as a positive presence in the community: major local employer; Chamber of Commerce, community celebrations and events.
Fourth home achieved a deficiency-free opening survey rating by the State.
- Collaborative Agreements: School Districts re: transportation services and school to work vocational program for disabled students; school to work program for all students; high school work experience program site.
Vocational Rehabilitation Department of the Blind re: external vocational services to county persons with disabilities.
- Fundraising and Promotional Activities: Public Events

1990 - 1994
1986 -1987

EDUCATOR - Hillsborough County Schools

Full-time and substitute assignments in Exceptional Education and Language Arts:
Intensive Learning Alternatives Program - At-Risk Students – Junior High/Middle
The Children's Home - Severely Emotionally Disturbed – Junior High/Middle
Gifted and Talented - Elementary
Language Impaired - Elementary
Educable Mentally Handicapped - Elementary
Trainable Mentally Handicapped - Elementary and Secondary
Participated in the development of an Academy for At-Risk Junior High Students

1987 – 1992

STAND IN MANAGER/SALES REP. – Avon Products District 333

Sales Training: Conducted Basic and Advanced Sales Training classes, Makeup and Skin Care Training Classes for Direct Sales Representatives. Recruited and Mentored new Sales Reps.
Sales Achievements: Presidents Club, President's Honor Society for Sales Volume

1980 - 1985

VICE PRESIDENT - Pathfinders Personnel Consultants

Recruitment, Interviewing, Screening, Marketing, Placement, Contract Negotiations, Career Planning, etc., for Health Care Professionals
Specialization: Administrative, Management, Technical specialties: i.e., perfusionists, dosimetrists. Client emphasis on the U.S. Eastern Seaboard.
Administrative: Hiring, Training, Supervision of Account Executives and Office Staff, Billing and Collections.

1975 - 1979

MANAGER of VOLUNTEER SERVICES - Forbes Health System

2 - 200 Bed Acute Care Facilities, 90 bed Skilled Nursing Facility, Hospice

- Administrative, budgetary, and professional development responsibilities for Ancillary departments: Switchboard, Mailroom, Reception, Therapeutic Recreation, Volunteer Services, Community Relations.
- Hospice Development Consultant – internal consultant and educator
Development of Bereavement Team
- Acute Care to Skilled Nursing Facility Conversion Team
Therapeutic Recreation Program Development and Coordinator
- Blood Donor Recruitment Coordinator – System wide
- Liaison to local universities – Health Careers Community Advisor
- Guest faculty for local school districts – Thanatology/Death and Dying classes

1971 - 1975

DIRECTOR of VOLUNTEER SERVICES - St. Francis General Hospital

Regional Teaching facility: Physician Intern/Residency Programs; School of Nursing; Perfusion School, University Liaison - Physical and Occupational Therapy
600 beds Acute Care, 200 beds Psychiatry, Mental Health/Mental Retardation Base Service Unit

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- Administrative, budgetary, and new program development responsibilities for Community Relations, University Relations, Volunteer Services, Community Action, and Advocacy Programs.
- Established Volunteer Services as a functioning department with programs and services in all departments and community service areas.
- Developed liaisons with University Health Related Professions – community advisor coordinating experiential volunteer work with consultation to students
- Developed liaisons with local schools coordinating community service credit

1970 - 1971

ASSISTANT DIRECTOR, PUBLIC INFORMATION -

Pennsylvania Higher Education Assistance Agency

- Production of in-house publications, press releases, agency newsletter Writing, editing, layout design, oversee printing and distribution (national and international.)

MEDIA APPEARANCES:

Television:

- 2006 CBS News – Workplace Bullies Program – Featured Expert
- 2004 MSNBC Deborah Norville Tonight – National Expert on Bullying
- 2003 ABC World News Now – author interview: School Mobbing
- 2003 – 2005 Local News: Des Moines, IA; Springfield, IL; Omaha, NE

Radio:

- 2001 – 2004 Workplace Violence Today – several programs on Mobbing and Dignity and Respect
- Ongoing: Talk Radio and morning drive programs

PUBLICATIONS:

Books -

Author: School Mobbing and Emotional Abuse: See It– Stop It – Prevent It with Dignity and Respect – 2003 Brunner-Routledge

Co-Author: Mobbing: Emotional Abuse in the American Workplace– 1999 Civil Society Publishing

Author:

Food for Thought– Anthology of articles– 2001

Be True To You – for Teens – 2003

Power in the Darkness– 2004 e-book

Bridging the Gap Between the Spiritual and the Bottom Line– 2006

The Trust Book – Ten Tips for Trust – 2008

Articles –

ANCOR LINKS – American Network of Community Options and Resources (2000) (various issues)

“Designing an Effective Staff Training Program”

“Mobbing: Buzzword of the Next Decade”

“The Road to Motivation is a Hidden Agenda”

“Human Services Facility and Program Training Basics– Managers and Supervisors”

The Iowa Business Network (2000)

“Mobbing: Buzzword of the Decade”

“Motivation is a Hidden Agenda”

The Protection Quarterly (Risk Management) (2000)

“Did You Ever Hear of Mobbing?”

The Peace Exchange (May 2001)

“Mobbing is Emotional Abuse, Insight and Awareness Needed”

Mensa Bulletin Online (Aug 2001)

“Mobbing Is Emotional Abuse”

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The Des Moines Business Record (Oct. 2001)

“Personal Heroes”

“Courage”

Food for Thought – weekly Dignity and Respect based articles. International distribution.

Reprinted on other websites ie, topachievement.com, livinglifelifully.com Reprinted with permission in various church bulletins, company newsletters, etc.

Used in HS and college classes by individual instructors

Poetry - The Saturday Review; Journal of General Education;
Turk’s Head Literary Journal; The Christian Century; Unity Magazine;
Pivot Poetry Anthology, The Tampa Bay Review

CD Recordings – training, teleconference, and inspirational
Staff Retention and Motivation: Slowing the Revolving Door
Respectful Work Environment
We Have a Situation
Evaluating Performance
Reward and Recognition on a Limited Budget
Introduction to Dignity and Respect
The Power of Dignity and Respect: Footprints on the Sands of Time
What Matters Most: Gifts of Real Value
Power in the Darkness: Truth for Tough Times
Mobbing: A Spiritual Survival Guide

PROFESSIONAL AND COMMUNITY ACTIVITIES:

Current:

Rotary Club of Ames
Story City Chamber of Commerce
Roland Area Development Corp. – President
Octagon Art Center
American Mensa
Society for Human Resources Management (SHRM)
Human Services Council of Ames

Previous:

Friends n Service Club of Roland
Rotary Club of Nevada - Program Chairperson (3rd year), Director (2nd year)
Ames Chamber of Commerce– Quality Council
Iowa Community Education Association
American Society for Training and Development (ASTD)
First Christian Church - Outreach & Nominating Committees, Deaconate
Planning and Zoning Commission - local
Iowa Association of Residential and Rehabilitation Facilities - member
Wesley Memorial Church - Children’s Coordinator; Vacation Bible School
Coordinator; Children’s Church Coordinator; Board of Directors
PTA Board of Directors
Cub Scouts - Den Mother
Tampa Bay Poets
American Association of Directors of Volunteer Services (DVS)
Pennsylvania Association of DVS -Western Area Board of Directors (5 years)
Gamma Sigma Sigma - National Service Sorority (PSU) – Officer

REFERENCES: Available Upon Request