***Achievements in Jobs Held – Dr. John A. Gedeon***

Management consulting project details are available under separate cover on this website.

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| **DATES** | **JOB TITLE** | **ACHIEVEMENTS** |
| 2010Apr1 –  2017Sep30 | **Planning Officer II**  University Office of Planning  University of the West Indies  St. Augustine Campus | **Description**: Facilitated and monitored the implementation of the Strategic Plan utilizing the Balanced Scorecard System; assisted in setting up the Business Process Reengineering unit; made recommendations for performance improvement interventions; design, conduct, and report on special institutional studies; designed and conducted technical workshops.  **Publications**  “A Summative Evaluation Model for Strategic Planning” Chapter 9 in the book, *Quality in Higher Education in the Caribbean* (2015), a model for evaluating the process and content of strategic plan over the 5-year planning cycle.  **Papers**   * *Measuring Departmental Performance* * *Massive Open Online Courses* MOOCs: *The Promise and the Realties* (policy paper) * *Employee Engagement* (policy brief) * *Process Improvement: A Concept Paper* for establishment of a Process Improvement Unit that would conduct Business Process Reengineering * *UWI Workplace Issues Map* flowchart and discussion on UWI’s organizational issues * *Strategic Plan 2007-2012: UWI Graduate Attributes* (a critique) * *Entrepreneurship: Do you have what it takes?* Alumni Affairs *eNewsletter*   **Document Sections Written**  *“*Strategic Perspectives, Themes & Goals, and Strategic Objectives” section of the *Strategic Plan 2012-17*  **Guides & Reference Documents**   * *Terms of Reference* for all campus strategic planning teams (2012-2017) * *Strategic Planning Terminology for Higher Education* glossary for the whole university * *Strategic Plan 2012-2017: Articulation of Strategic Objectives* unpacking objectives’ scope and intentions * *Balanced Scorecard Primer* * *Initiatives – Identifying, Planning, Managing, & Evaluating* * *Creating Performance Indicators & Setting Targets* * *Administrative Department Process Performance Indicators* comprehensive list for the university * *Strategic Integration Plans* for writing strategic plans at the departmental level * *Strategic Initiatives Coding System* * *Terms of Reference Generating Questions* how to write a TOR for a new department/unit   **Reports**  *Strategic Plan 2007-2012: A Comprehensive Review e*valuated and reported on the (previous) plan’s process and performance  **Document Design**  *Initiative Planner* template for planning strategic initiatives (projects)  **Systems**   * *Unit-Level Integrated Planning & Reporting System* complete planning system for annual work plans, budgets, and performance reports * *UWI Strategic Planning Process: Strategic Plan 2007-2012* five-year framework of major activities and reports in a flowchart   **Surveys**  *First Year of Strategic Plan 2012-17: Employee Feedback Survey* University wide online survey of 3,000 staff  **Training Workshops**  Conducted a number of workshops related to the topics above   * Strategic Planning * Operational Planning * Balanced Scorecard * Strategy Maps * Project Planning & Management * Performance Measurements & Reporting * Train-the-Trainer (designing and delivering workshops) |
| 2007Apr2  2010Mar31 | **Educational Technologist**  Instructional Development Unit  University of the West Indies  St. Augustine Campus | **Description**: Promote/train/coach and provided supporting documentation for faculty in tertiary teaching principles, using educational technology in the classroom, the computer laboratory, and designing, delivering, and evaluating blended and fully online courses.  **Workshops**   * *Preparing Your Course for Online Teaching & Learning* * *Preparing your Course for Online Teaching Plan* * *Introduction to myeLearning (UWI’s name for MOODLE)* * *Setting Up myeLearning for Your Course* * *Adding Learning Resources to myeLearning* * *Blended Learning: e-Learning Strategies for Large Classes* * *Blending e-Learning Possibilities in your Course* * *Presentation Skills* * *PowerPoint Presentations Design*   **Online workshops**   * Created web-based versions of standard face-to-face IDU workshops * Develop at least 3 ET (Educational Technology) online tutorials coming out of workshops & support materials on the IDU website & *myeLearning* portal   **LMS Documentation**  Drafted step-by-step technology support documentation (“how-to”) for faculty for use of MOODLE (online classroom) and other ET tools   * *myeLearning Resources* * *Managing Learning Resources in myeLearning* * *myeLearning* Side Blocks * *Setting Up Administrative Features in myeLearning (Side Blocks)* * *myeLearning Course Designer* (template) * *myeLearning Activities* * *Designing Learning Activities* * *myeLearning Learning Activities* * *myeLearning e-Tool & Resources Selection Chart* * *myeLearning Assignment Grading & Feedback* * *Using myeLearning Gradebook*   **Guides**   * *Writing Learning Objectives* * *Guidelines for Developing* *Online* *Courses* * *7 Essential I’s of Online Activities* * *6 ET Domains* * Wrote technology sections of *Faculty Teaching & Learning Handbook*   **Consultancies**   * Department of Engineering – Students did not have pre-requisite knowledge required for lab sessions; set up online tutorials to prep and test them   **Promotion**   * Developed and executed a campus wide plan to promote the use of ET by faculty (as its adoption was voluntary) * Developed and conducted *EdTech Talk* to promote ET on campus   **Systems**   * Create standards and approval checklist and system for placing courses online   **Academic Writing & Models**   * Developed Module 5 entitled, “Teaching & Learning with Technology” in the *Masters in Tertiary-Level Teaching & Learning* * Develop online learning activities for some courses in the *Post-Graduate/Master in Tertiary-Level Teaching & Learning* * *Classification of the Roles of Course Management Systems* (SEED Model) classifying uses of a learning management system (online classroom)   **Publications**   * “Principal William’s Vision,” Chapter 19 in *Cases’n’Places: Global Cases in Educational Technology* (2008) an educational technology case study on introduction of ET and its organizational implications for a university * *Instructor’s Guide* (for above)   **Peer Reviews**   * Peer-review of *Community of Practice* article for journal of *Innovations in Education & Teaching International* (UK)   **Surveys**   * *Faculty Educational Technology Preferences Survey* a needs assessment questionnaire for faculty who are converting their courses for blended or online usage   **Special events elearn09**   * Led the “Support & Technology Subcommittee” for the *eLearn09* regional conference on e-learning online guide development   **Coaching**  Held many one-on-one consultations with faculty to advise on using ET or course design |
| 2001May01  2007Mar30 | **Management Consultant** | **Description**: Led consultancies in strategic organizational change and quality & performance management. Conducted customized workshops in generic organizational topics targeted at improving individual and organizational performance. Educational consulting & training in distance education design & delivery, computer mediated instruction, and systematic curriculum & instructional design, and evaluation initiatives.  *Note*: I was still doing work for the Institute of Business (now Arthur Lok Jak Graduate School of Business) until September 10th, 2005.  **Consulting Projects**   * **Distance Education Conversion of B.Ed Programme for In-Service Teachers** * **Moodle-Mediated Online Course Development, Delivery,** Administration, & Student Orientation * Leadership Development Programme * Policy & Procedure Manual Development * e-Learning Course Delivery System * High School Equivalency Program * Vision 2020 Project Mgt. Unit Design * Regional Crime Plan Strategic Framework * Business Planning * Process Improvements * Doctoral Applied Dissertation on “Transfer of Training”   **Training Workshops**   * Designing & Delivering Online Courses * Blended Learning * Resources for Blended Learning * Converting f2f to Online Courses * Moodle For Instructors: Configuring Courses * e-Tutoring Delivery Competencies * Introduction to Blended Learning for Administrators * Moodle for Administrators * Learning Online: A Student Introduction * Moodle for Learners * Personal Productivity * Train-the-Trainer * Training & Development-Intellectual Capital * Strategic Improvement Interventions * Presentation Skills * Academic Entrepreneurship * Training On-the-Job * Supervisor Skills * Presentation Skills * Business Process Improvement * Policy & Procedure Manual Development * Personal Productivity * Management Cycle * Approaches to Public Sector Management * Practicum & Research Skills * Project Management * Organizational Profiling * Executive Team-working Skills * Leadership Development Plans * Problem Solving & Decision Making * Production & Operations Management * Evaluating Funding Proposals * Assessing Training Needs * Time Management * Basic Communications Skills for Staff * Scenario Planning * Developing Annual Training Plans * Advanced Supervisory Skills * Time Management for Managers * Personal Productivity * Train-the-Trainer for TQM (5 RHA’s) * Coaching for Performance * Organizational Communications * Negotiation Skills * Presentation Skills * Basic Communication Skills * Problem Solving & Decision Making * Process Improvement & Management Cycle * Research & Data Collection Skills * Practicum Skills * Personal Productivity * Report Writing * Organizational Assessment * Improving Managerial Effectiveness * Continuous Improvement for Supervisors * Relapse Prevention * School Based Management |
| Full-Time  1994Nov01  2001Apr30  Part-Time until  2005Sep10  Max Richards Drive Uriah Butler Highway  Mt. Hope | **IOB Resident Consultant**  **& Trainer**  Institute of Business  Arthur Lok Jak Graduate School of Business  Dr. Bhoe Tewarie  [868-645-6700](javascript:void(0))  info@lokjackgsb.edu.tt  http://www.lokjackgsb.edu.tt/ | **Description**: Conducted workshops and academic courses in Organizational Development and Training & Development; specialized in Strategic Planning, Business Process Improvement, and Learning Organization assessment, infrastructure, performance, and reporting. Developed and launched the *MBA International* program.  **C0NSULTING PROJECTS**   * Process Reengineering Master Plan * Supervising Practicum Projects * Strategic Modeling * Modular Education Program for Middle Managers * Executive Management Assessment Center * Reforming the Ministry of Education * Business Process Reengineering * Reporting System Design * Strategic Business Planning * Strategic Planning * Organizational Assessment * Strategic Visioning * Institutional Strengthening Analysis * Teambuilding * Management Problems Case Study * Training Needs Assessment * 360 Performance Appraisal System * Strategic Business Plan for Growth * Business Process Formalization * Business Process Redesign * Business Planning * Route Sales Resource Manual * Strategic Communications Plan * Opportunistic Projects * Production Department Systems * Job Descriptions Exercise * Business Plan   **TRAINING WORKSHOPS**   * Strategic Planning * Training & Development * Supervisory Skills * Leadership Skills * Management Skills * Business Communications * Train-the-Trainer * Teaching with Technology * Presentation & Communications Skills * Problem-Solving & Decision-Making * Process Improvement & Management Cycle * Distance Education Modes * Creating the High Performance Organizations * Business Process Reengineering * Performance Impact Assessment * Using PowerPoint * Presentation Skills * Time Management * Workshop Design & Delivery * Training Presentations * Packaging Your Communications * Solving Customer Problems * Corporate Visioning * Supervisory Management Skills * Customer Communications * Appraisal Interviewing Skills * Relationship Marketing * Effective Report Writing * Developing Training Materials * Leadership Skills for School Supervisors * Business Policy & Strategy * Business Process Improvement * Performance Management * Creative Thinking * Teambuilding * Management & Decision-Making * Supervisory Management * Setting Strategic Direction * Strategic Thinking * The New HR Environment * Managing Organizational Transformation * Interpersonal Communications Skills * Problem Solving * Strategic Issues in Planning * Managing the Change Process * Operational Planning |
| 1993Jul01  1994Jun16 | **Corporate Manager - Planning & Marketing**  Dr. Trevor Townsend  Public Transport Service Corporation  # 60 Railway Building, South Quay, Port-of-Spain, Trinidad, W.I.  (868) 623-2341-4  [ptscpos@ptsc.co.tt](mailto:ptscpos@ptsc.co.tt)  [www.info@ptsc.co.tt](http://www.ptsc.co.tt/) | **Description**: Responsible for the Planning & Marketing Divisions, which included: Information Systems, Corporate Planning, Bus Network Scheduling, School Bus System, Public Relations, Customer Service, and Marketing Department. Staff: 30; Budget: $5M.  ACHIEVEMENTS   * Created the Marketing Department * Facilitated the Strategic Plan * Chaired *Restructuring Committee* that oversaw the creation of business plans for privatization * Introduced Park-n-Ride * Introduced Weekly-Monthly Travel Cards * Introduced Commercial Parking * Introduced Complaint & Information Hotline * Created Customer Complaint & Resolution System * Marketing Campaign designs   Left because: Resigned over dispute where drivers were not being paid back wages. I could no longer defend management in my public relations role. |
| 1988Mar  1991Jan | **Management Consultant**  John A. Gedeon, MPA  Lot 9 Victory Gardens  Victory Street  Arima  Trinidad | **Description**: Conducted management consulting projects within Trinidad & Tobago that involved problem analysis, solution design and development, implementation, and monitoring and evaluation.  ACHIEVEMENTS  Specialists Furniture Ltd. - 75 staff/$5M sales:   * Developed a complete marketing system * Designed a production scheduling system * Designed a reupholstering quotation system   Carib Brewery Ltd. - 333 staff/S105M:   * Designed an operational performance measurement and reporting system with executive report * Assisted in developing their first Strategic Plan * Restructured sales force compensation system * Restructured product distribution by opening regional depots   ABEL 252 staff/$24M:   * Created first product catalogue (140-page Computer-Assisted-Drawing) * Redesigned product identification code system |
| 1981Sep21  1982Jan29 | **Productivity Consultant**  *Leonhardt-Sullivan & Associates*  142 Bridge Rd.  Tequesta FL 33469 United States | **Description**: Developed and installed productivity measurement and control systems for the Subscription Services Division of TIME magazine, Chicago, IL.  ACHIEVEMENTS   * Redesigned their subscription services process to accomplish same volume of work with 30% less staff * Restructured the Mail Distribution Department * Improved performance of the Time-Life Books inventory and reporting system |
| 1978Oct09  1980Aug03 | **Consultant/**  **Trainer**  APC Skills Division of  Proudfoot  1355 Peachtree Street NE  Suite 700  Atlanta, GA 30309  404-260-0600  No email  http://www.proudfoot.com/ | **Description**: Diagnosed management, staff, and operating problems. Developed & conducted management education and staff skills training programs and operating/reporting systems. FORTUNE 500 clients in: electronics, construction, concessions, pharmaceuticals, paper, airlines, and printing industries. Worked in 10 US cities/4 foreign countries. In Trinidad: BWIA & TTPP.  ACHIEVEMENTS  Gifford-Hill, Dallas, Texas:   * Training for forklift operators for production/storage resulting in 30% reduction in pipe chipping   Sports Services, Buffalo, NY:   * Developed stadium crowd forecasting model so staffing is optimized * Developed “Hawking” techniques training to improve product sales with stadium vendors * Above resulted in 250% increase in sales   Searle Medical, Chicago, IL:   * Developed a quality control system for printed circuits   Searle Medical, Phoenix, AZ:   * Training film and program for Metamucil packing machine operators   International Paper, Kansas City, MO:   * Training program for corrugated boxes die cutters   British West Indian Airways (BWIA), Trinidad:   * System design and training in handling and tracking baggage and cargo with 50% drop in baggage damage claims; 30% reduction in lost bags; 80% of all lost bags delivered within 48 hours; baggage off-loading from 2 hours to 20 minutes; and, introduced curb-side tagging * Customer Relations training for non-flight staff with 70% reduction in complaints from ground staff * Improved traffic operations on-time performance from 25% to 75% * Recreated the aircraft delay reporting system * Designed the *Station Weekly Operating Report* * Created the system-wide (manual) reservations system * Drafted the *BWIA Systems Procedure Manual* * L-1011 aircraft turnaround time reduced from 3 hours to 45 minutes * Decreased absenteeism from 8% to 4% * Speedier passenger check-in from 4.5 to 1.5 minutes and time in line down from 30 minutes to 15 minutes   Trinidad & Tobago Printing & Packaging:   * Redesigned Quotation Estimating System that increased profit by 15% * Improved Inventory Control & Accounting system   Neal & Massy Hi-Lo Supermarket Chain   * Improved check-out line efficiency |

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