

Amy B. Shannon



Amy B. Shannon, President, Pinnacle Leadership Solutions, LLC, and Partner, Your Partner in HR has specialized in Organizational Development, Human Resources and Training for over 20 years. For the past seventeen years, Amy has been an Organizational Development consultant working with clients in manufacturing, service, financial and healthcare industries. Most recently, Amy served as the Executive Director II/Vice President of Corporate College where she built robust leadership training curriculum to serve clients throughout the Greater Cleveland Ohio area. Prior to her OD work, she spent six years as a Human Resources Manager in service and manufacturing organizations, and then she moved into Director level positions with Western-Southern Enterprise and at Kendle International, Inc. In both of these organizations, Amy built competency-based corporate universities that were recognized on a national level as well as noted numerous times in trade magazines.

While serving as an OD Consultant, Amy helped several clients build their Corporate Universities for various industries such as medical, health and life insurance, and an education provider with annual revenue of \$4.8 million. In each one, she captured their ROI through implementation of financial and training measurement tools. Kendle College, her most prestigious corporate university initiative, served 1300 employees in eight countries and was taught in three languages. Amy has worked in roles ranging from an Executive Coach to management professionals to Program Director of a city-wide leadership program for 50 women from various organizations. She has been certified by the Ohio Supreme Courts and Community Mediation Services of Central Ohio in the area of *Personal Conflict Resolution and Mediation*.

Throughout her career, Amy has designed and implemented numerous organizational development programs, including 360-degree feedback programs, recruitment for relocation of a division of 200 plus employees, and designed and conducted training courses. These courses covered Customer Service, Behavioral Interviewing, Performance Management, and Process Mapping. She has been responsible for HRIS implementations, TQL/Continuous Improvement, Malcolm Baldrige Quality Training, and Senior Level training for 40-plus Sales Vice Presidents and many employee retention/relations programs.

Amy holds certifications with numerous nationally known training vendors such as: Kepner Tregoe, Kaset International/Achieve Global, Franklin Covey, Pace Group, Personnel Decisions, Inc., and Development Dimensions International. She has spoken at national conferences on topics such as the 2018 summer WELD Leadership Conference and was a featured speaker at *The Corporate University Week 1999* at the Disney Institute. She is a regular speaker for the HR Star Conference Cleveland. As a result of her high ratings, she has also been a key speaker at the HR Star Atlanta and received the Gold Medal Award three years in a row for best session speaker. Amy is a regular speaker at organizations such as: Medina, Wayne Co., Akron, Stark Co., Lorain, Dayton, and Geauga Lake SHRM, Ohio Hospital Association and Olmstead Falls Chamber of Commerce. She was also selected as a facilitator of the *Human Resources Executive Summit* sponsored by the HR Star organization. Amy was a recipient of the 2015 HR Awards presented by ERC & CSHRM. Amy Shannon is a regular speaker at the Cleveland Bar Association as well as a facilitator for the Supreme Court of Ohio.

Amy serves as the Past President and a Board Member with the HRLG/NOHRPS association, Chairperson of Faces of Hope Campaign for Volunteers of America and is an advocate of community service.