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

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

|  |  |  |
| --- | --- | --- |
| **DATES** | **JOB TITLE** | **ACHIEVEMENTS** |
| 2010Apr1 –2017Sep30 | **Planning Officer II**University Office of Planning University of the West IndiesSt. 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)
 |
| 2007Apr22010Mar31 | **Educational Technologist**Instructional Development UnitUniversity of the West IndiesSt. 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 |
| 2001May012007Mar30 | **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-Time1994Nov012001Apr30Part-Time until2005Sep10Max Richards DriveUriah Butler Highway Mt. Hope | **IOB Resident Consultant****& Trainer**Institute of BusinessArthur Lok Jak Graduate School of BusinessDr. Bhoe Tewarie868-645-6700info@lokjackgsb.edu.tthttp://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
 |
| 1993Jul011994Jun16 | **Corporate Manager - Planning & Marketing**Dr. Trevor TownsendPublic Transport Service Corporation# 60 Railway Building, South Quay, Port-of-Spain, Trinidad, W.I.(868) 623-2341-4ptscpos@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. |
| 1988Mar1991Jan | **Management Consultant**John A. Gedeon, MPALot 9 Victory GardensVictory StreetArimaTrinidad | **Description**: Conducted management consulting projects within Trinidad & Tobago that involved problem analysis, solution design and development, implementation, and monitoring and evaluation. ACHIEVEMENTSSpecialists 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
 |
| 1981Sep211982Jan29 | **Productivity Consultant***Leonhardt-Sullivan & Associates*142 Bridge Rd. Tequesta FL 33469United 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
 |
| 1978Oct091980Aug03 | **Consultant/****Trainer**APC Skills Division ofProudfoot1355 Peachtree Street NESuite 700Atlanta, GA 30309404-260-0600No 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.ACHIEVEMENTSGifford-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
 |

🙜