

October Professional Development Event
Tuesday, October 12, 2010

Building a Strengths-Based Organization with Ken Shearer from The Gallup Organization

Holiday Inn West (Off I-131 @ Stadium Dr. Exit-36)

Registration is available at www.apicsswmi.com under Monthly PDM's

Schedule: 5:30 PM hors d'oeuvres; 6:00 PM speaker begins

Ken Shearer, a Senior Partner with Gallup, will present on what's required to build a strengths-based organization. He will highlight corporate success stories and practical implications of the impact of talent on an organization. In addition, each pre-registered attendee will be given a Clifton StrengthsFinder code to take the assessment. They will be able to pick up their results the evening of the event. Ken will also highlight team-building benefits of the self-awareness and development tools offered by Gallup. Some of the best known names in the business world work with Gallup to build top-notch organizations—Wells Fargo, PNC, Caterpillar, Stryker, Best Buy, USAA, and others.



Ken Shearer is a Senior Partner with Gallup in the Chicago office. As an executive and consultant, he is responsible for the development and growth of Gallup's business with large global accounts. Prior to this assignment, Ken successfully managed Gallup's Canadian operations, which are based in Toronto, and the Michigan office in Detroit. Ken's mission is to apply Gallup's research and deep understanding of today's business challenges while providing consulting and leadership advice to Gallup clients. By leveraging Gallup's research, management intelligence, and insights into the dynamics of behavioral economics in the marketplace, Ken helps client companies optimize their human capital strategies and overall business performance.

Ken consults with organizations to embrace a strengths- and talent-based development philosophy and achieve better management of their organizations. His perspective on change management comes from more than 30 years' experience and an understanding of the dynamics between employees, customers, management, and executive leadership in a competitive market.

As a seasoned business executive, he has achieved success in both large blue-chip companies such as IBM and Lockheed Martin and smaller entrepreneurial firms and marketing agencies. Ken brings a strong understanding of the impact of human performance on the financial performance of companies. Of particular note is his expertise in customer engagement research and programs, with the included experience in dealing with Service Recovery Systems, problem resolution and the financial impact of not soliciting and addressing defects/client problems. His client and personal experience in the retail, B2B, financial services, and high tech fields is an asset to Gallup clients. He has worked successfully with many global blue-chip clients such as HSBC, Stryker, Bombardier, Hudson's Bay Company, IBM, HP, Canadian Tire, Honda, AARP, Neiman Marcus, the British Columbia Health Authorities, Chrysler, and Citibank.

Prior to joining Gallup, Ken was CEO of TARP, a customer satisfaction research and consulting firm based in Washington, D.C., and London. He also served as President of Brann Data, a marketing database and analytics firm, part of the Havas Worldwide Communications network.

Ken earned his bachelor's degree from the United States Naval Academy at Annapolis and his master's in business administration from the University of Denver.