

Monica Lynne Friedman, SPHR

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EXPERIENCE

Nationwide

June 1996 to present

Vice President Human Resources

September 2009 to present

Allied Insurance, Nationwide Agribusiness, Titan Insurance, Scottsdale Insurance, Nationwide National Partners, Harleysville Insurance

- Provide guidance and counsel to senior leaders within Allied, NWAG, Scottsdale, Titan, NNP, and Harleysville
- Led a team of HR Business Partners in support of 5000 associates in 6 business units
- Led the HR due diligence, closure, and integration work in conjunction with the Harleysville merger
- Provide strategic HR leadership for the entire Nationwide organization as part of the Human Resources Executive Team
- Provide strategic direction for the Human Resources initiatives and deliverables for Allied, NWAG, Scottsdale, Titan, NNP, and Harleysville
- Led my team in development and implementation of talent management strategies to meet the strategic needs of our business units
- Partner with internal HR centers of expertise to deliver seamless HR support in Talent Acquisition, Talent Management, Organizational Effectiveness, and Associate Relations

HR Director

August 2004 to September 2009

- Led a team of seven HR recruiters and generalists in support of 1500 associate business unit
- Led a recruitment team in an intense year of successful volume recruitment with over 1000 requisitions filled in 2008
- Partnered with PCCS business unit leadership on reorganization including multiple location closures
- Led the implementation, evaluation, and coordination of the Talent Planning Process for multiple business units
- Consult with business unit leadership on complex compensation issues
- Consult with business unit leadership on effective incentive compensation plan utilization
- Responsible for analyzing the succession planning data to identify talent gaps and develop appropriate build and buy strategies
- Responsible for ongoing analysis of organizational architecture and partnering with business unit leaders to modify org design
- Developed a peer mentoring program focused on cross functional and cross channel development across CL PCCS
- Led a team responsible for community outreach/diversity activities and proactive diversity recruitment/sourcing
- Established associate affinity groups and diversity council for Des Moines based associates
- Led strategic HR projects which impact the entire Nationwide Property and Casualty Insurance Organization
- Partnered with business unit leadership on the evaluation of the Associate Engagement Survey and the development of effective action plans
- Developed and manage the Human Resources budget
- Responsible for advising regional HR Leads on complex associate relations issues
- Developed comprehensive Internship program which has been utilized across Nationwide
- Responsible for overseeing the implementation of the Internship Program and Campus Recruiting Program across Des Moines operations
- Responsible for overseeing the implementation of New Associate Orientation Program in Des Moines operations

Human Resources Consultant/Manager**January 2003 to August 2004**

- Led a team of three HR Professionals in a 600 person business unit
- Led diversity efforts for Des Moines Regional Office
- Operated as a business partner with senior leadership in the areas of human capital, strategic staffing, associate engagement, organizational structure, talent planning, and ergonomics
- Consulted with managers in the areas of performance reviews, incentives, job structure, and compensation
- Worked closely with leadership to develop and implement an action plan to address the Associate Engagement Survey
- Worked closely with leadership to develop and implement an action plan to address talent gaps
- Developed an accelerated development plan for key pipeline talent
- Handled investigations and consultations with managers with regard to complex associate relations issues
- Acted as a resource for complex associate relations issues across the Allied organization
- Developed and facilitated classroom training on a variety of topics including employment law, compensation, processes and procedures, harassment prevention, disciplinary action, interviewing, and leave processes utilizing accelerated learning techniques
- Oversaw the recruitment of exempt and non exempt associates

Human Resources Specialist**January 1999 to January 2003****Human Resources Senior Field Representative****October 1997 to January 1999****Personal Lines Underwriter****June 1996 to October 1997****Von Maur Department Store****Buyer****June 1991 to June 1996****EDUCATION****University of Iowa** Iowa City, IA**Bachelor of Business Administration with Highest Distinction****May 1991****Major:** Industrial Relations Human Resources (Management and Organizations)**Minor:** Psychology**GPA:** 4.0/4.0**Greater Des Moines Leadership Institute Community Leadership Prog.****June 2006****PHR designation****May 2001****SPHR designation****December 2001****Certificate in HR Related Law through Simpson College****April 2004****PROFESSIONAL AFFILIATION**

Red Cross Central Iowa Chapter Board Chairperson

2012 - present

Red Cross Central Iowa Chapter Nominations Committee Chair

2009 - 2011

Des Moines Business Record's "40 Under 40"

2006

Appointed to Governor's Regional Workforce Investment Board

2010

3 Term Chair Person Greater Des Moines Partnership Diversity Committee

2004 - 2007

Greater Des Moines Partnership Central Iowa Works Committee Member

2008 -2010

Greater Des Moines Partnership Community Development Board

2004-2007

Willkie House Board Member

2004-2007

Central Iowa SHRM Member

1997 - present

Member Central Iowa SHRM Legislative Committee

2000 - 2009