



## Human Resources Professional of the Year 2010 Winner

**Susan Stade, PHR**  
*Director of Human Resources*  
*Coinmach*

The Patricia D. Phifer / HR Professional of the Year award recognizes a member of the Charlotte Area SHRM chapter who has shown outstanding leadership not only in the HR community - CASHRM, the NC State Council and other organizations - and who has also exemplified service to the HR profession, leadership in the business community and service to the local community.

It is with great pleasure that we announce the recipient of the 2010 award – **Susan Stade, PHR.**

Regardless of the job role or position that she may have held, Susan frequently holds leadership positions. She was President / President-Elect for two different SHRM Chapters; President and District Area Leader for a women's non-profit organization, President of Paralegal Association, HR Advisory Committee Member for a SC Chamber of Commerce Board and for Central Piedmont Community College, as well as numerous other titled positions within these and other organizations. Susan serves as an advisor/mentor to past and current CASHRM leadership; teaches Benefits and Compensation Administration courses at Central Piedmont Community College and has been a substitute teacher for benefit courses at Winthrop where she has also spoken to students on Careers in HR. Susan served as a judge at the Student HR games and helps direct HR students towards their career path.

She is very visible in the HR community and has earned the respect of peers, bosses, staff and employees. Susan is insightful, organized, an exceptional communicator and a multi-skilled colleague; a person her company has come to depend to champion important tasks to be completed in a systematic and precise way. She believes in and develops those who work with her. She demonstrates leadership and strategic thinking in the way she approaches her responsibilities.

### **Professional Accomplishments:**

- Conducted a benefits gap analysis which resulted in the implementation of a new, valued benefit for employees; made significant cost savings on benefit plans thru her tough negotiating skills;
- Assisted with and developed training programs and thereafter conducted training company-wide;
- Designed and implemented manager evaluations for employees to rate their managers, then trained managers based on the results;
- One of the key originators of the development of a Business Continuity Plan for a Contact Center which is the main communication hub for the company;
- Team member of a multi-million dollar project to deliver training to over 650 individuals nationwide
- Fulfilled other leadership roles on additional projects.

### **Service to the HR Profession:**

- **Anderson Area SHRM:** Chapter President-Elect; Pinnacle Award winner: In 2001, while President-Elect for the Anderson Area SHRM in SC, the chapter held a job fair for a local manufacturing plant that was scheduled to close. In one week, they placed 13 people in new jobs. Susan submitted the nomination for a pinnacle award with SHRM. This project was chosen as an award winner with the presentation made at the Annual Leadership Conference.
  - Susan was also awarded the 2001 Anderson Area SHRM HR Professional of the Year.
- **CASHRM:**
  - 2003 - Served on CASHRM 60th anniversary committee
  - 2004 - First VP, Programs
  - 2005 - President - Started HR Professional of the Year Award with chapter submission representing the chapter as State nominee. Represented Chapter at State Council
  - 2006 - Served as Past President
  - 2007-2008 Participated in CASHRM Past President's Advisory Board
  - 2008 - Served on HR Professional of the Year Committee
  - 2009 -2010 - Chair Person, Nomination committee- Led the chapter new officer slate nomination committee
  - As President of CASHRM, Susan served on the NC SHRM State Council during her term. Susan attended all quarterly meetings, actively participated in State Council initiatives and represented the CASHRM chapter by highlighting and sharing chapter accomplishments.
- **Anderson, SC Chamber of Commerce:** Served on the HR Board for the Chamber of Commerce helping small businesses.
- **State of South Carolina Chamber of Commerce:** Was a Finalist for South Carolina HR Professional of the Year.
- **South Carolina Budget and Control Board:** Was the first Benefits Coordinator with the school district to win the Excellence in Benefits in two consecutive years.
- **Charlotte Paralegal Group:** President of Charlotte Paralegal group; became 1st VP of North Carolina's Paralegal Association; worked with Educational Development by planning, coordinating and implementing professional development seminars for over 300 members (when Susan worked as a paralegal).
- In addition, Susan has been a member of **ISCEBS**, **Charlotte Area Compensation Council** and **ASTD**, **IFEFP**, and of course, national **SHRM**.

### **Civic and Community Service:**

- **Non-Profit Organization for Women:** During a stay-at-home mom period of her life, Susan was President of the MOMS Club-"Moms Offering Moms Support." The group offered workshops on parenting skills and held numerous charity fundraisers (especially for the women's crisis center), The organization provides support to other stay-at-home mothers interested in child development and social interaction. This non-profit is an International organization, and after being President she was the District Area Leader for North and South Carolina overseeing 13 Chapters.
- **FAAN (Food Allergy and Anaphylaxis Network):** Susan served as the Sponsorship Chair for a Walk-a-Thon for Food Allergies held in Mooresville NC where she helped to raise over \$50,000 towards the research, education and cures of food allergies. Having a son with a life-threatening peanut allergy prompted Susan to become active in this nonprofit organization's endeavors to help educate the community on the seriousness of food allergies.
- Susan has been a member of the school districts' **PTA** organizations and once held the position of Volunteer Chairperson where she was responsible for recognizing Volunteers who went above and beyond to help the schools.