

CONFLICT, ETHICS AND R-E-S-P-E-C-T: *HOW TO DISAGREE WITHOUT BEING DISAGREEABLE*

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Gayla R. Sherry Associates, Inc.

*Helping organizations improve employee
morale, retention and productivity*

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Gayla Sherry is President of Gayla R. Sherry Associates, Inc., a consulting firm established in 1995. The firm provides human resources consulting, training, mediation, conflict resolution and internal investigations.

Gayla's business background includes staff experience at General Electric and senior management positions with the former Liberty National Bank and the Federal Reserve System. Gayla is a former faculty member at the University of Phoenix, Oklahoma City University, Oklahoma City Community College and Rose State College.

Gayla offers a highly credentialed background as a Senior Professional in Human Resources, a Certified Management Consultant, an EEOC-trained Internal Investigator, a Certified Mediator and a Certified Consultant in Conflict Resolution. She is a member of the Society of Human Resources Management and the Institute of Management Consulting. Gayla is a member of the faculty for the Oklahoma Bankers Association professional development schools at Oklahoma State University. She is a frequent contributor to "The Branch Managers Newsletter," and "The Oklahoma Banker." She is the author of numerous professional articles and books, including: "Employee Retention: Reducing the Risk and Cost of Employee Turnover," published in 2004 by Thomson Publishing.

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