

SPOTLIGHT:

**Transformative Training,
Constant Reflection, and
a Drive to Serve**

ALSO INSIDE:

- ATHENA Award Recognition
- Welcome Aboard
- Tipton County Youth Leadership Program
- Gone Boss Podcast Returns





Transformative Training, Constant Reflection, and a Drive to Serve

Kelly Pearson-Carroll, Vice President of Human Resources at Meridian Health Services

Need an easy way to develop your people?

At Shafer Leadership Academy, we believe that growing your people is the best way to increase your impact. So find a program that's right for you. Now is the time to invest in your people. Let's multiply your success with more effective and enthusiastic leaders.

[Find A Program](#)



Kellie Pearson-Carroll's passionate purpose is a result of her environment. She watched her mother navigate the healthcare system for support with her brother's intellectual disabilities and schizophrenia. All people, she said, deserve decent healthcare and respect despite their diagnosis. Pearson-Carroll grew up in a loving community, but she and her friends "knew to come inside" before the glow of the Philadelphia streetlights. And as a black woman without industry connections, Pearson-Carroll worked harder to become a leader in healthcare.

And she is not done. Pearson-Carroll is the vice president of Human Resources for Meridian Health Services, responsible for the oversight of employee operation for roughly 1,000 employees who serve thousands of patients and families. She is also a doctoral student, working to gain the credentials and expertise needed to become a health care CEO.

A focus on whole health

Before moving to Muncie in 2019, Pearson-Carroll worked for 25 years in Philadelphia to build comprehensive human resources experience in acute care, long term care, and higher education. She could have left the City of Brotherly Love years before, but she stayed to serve as an example in her community and to give back to the city.

"You can't say that you are for whole health and not understand on a personal level the needs, hopes, and struggles of your community and the communities you serve," she said. "When I came to Meridian, I could have lived in Noblesville or another outlying, shinier city with





Meridian Health Services is a progressive healthcare organization specializing in "whole-person" health, integrating physical, mental and social well-being.

“**Shafer adapts each training and workshop we do to our unique industry and workplace culture.**

more affluence, but I live in Muncie. I am passionate about living in the community I serve. I am passionate about staying connected with the neighbors we serve and the city where they live, work, and play.”

Shafer pushed her to ‘take a look in the mirror’

That passion for service led her in 2022 to join the board of Shafer Leadership Academy, a Muncie-based nonprofit that provides inclusive leadership development so that people, organizations, and communities reach their full potential. She and her staff had benefited from SLA’s trainings and service, so Pearson-Carroll said she wanted to help guide and support this vital community resource.

“I sought out Shafer because many of Meridian’s longtime employees move up through the organizational structure, and they often need additional support to manage the new responsibilities and stresses of leadership,” she said. “You can find plenty of box trainings online, but Shafer adapts each training and workshop we do to our unique industry and workplace culture. It has been personally and professionally transformative for me and my team.”

Pearson-Carroll said SLA pushed her to “take a look in the mirror.” A product of the East Coast, Pearson-Carroll said she is direct and quick to make decisive decisions. It’s not wrong or different, but “people in the Midwest are a bit more fuzzy-wuzzy and boy do they love meetings,” she laughed.

“I realized that a lot of how I operate isn’t necessarily an East Coast way, but a Kellie way. I cannot completely change who I am, and I don’t want to, but as leaders we must adapt to our environments,” she said. “The work I have done with Shafer has taught me to pause, think, and better communicate with my team has been invaluable.”

Pearson-Carroll said Shafer’s professional development has also pushed her team to communicate differently with her and reflect on their own leadership and communication styles. Constant reflection, she said, is important, particularly in the health care and human resources fields, where you are working with many different personalities and circumstances, which are often emotionally charged.

“I take my job extremely seriously,” she said. “It’s a tremendous responsibility to manage and support the people who manage and support our patients and families. If someone is unhappy or not fully prepared, then that unhappiness trickles down. This is something that we cannot allow because, “People’s lives and wellbeing are at stake.”

‘To understand people, you must sit with them’

Pearson-Carroll is equally passionate about her community service. In addition to her work with Shafer, she volunteers and gives to other nonprofits and organizations in town, including the Boys and Girls Clubs of Muncie.

“I cannot sleep unless I serve,” she said. “And I don’t want to just write a check. Sure, that’s great, but it’s more effective to write a check and to serve. I believe in that full, wholistic process. To understand someone, you need to sit with them.”

That focus on presence drives her personal life as a minister. For the past 20 years, she has served as an associate minister for Faith Canaan Baptist Church in Philadelphia, and she continues to guide and minister individuals and families from afar. Pearson-Carroll now attends Church of the Living God in Muncie IN and seeks opportunities to minister to individuals locally.

“Ministry and service are a huge part of my life,” she said. “When it’s all said and done, someone will replace me in my job, but nothing can replace the impact I make on the people I serve.”

Build confident leaders.

Explore custom leadership development and training

Shafer Leadership Academy offers customized sessions of many of our popular workshops and seminars. These custom programs can be delivered virtually, in-person, or hybrid to accommodate your team’s learning requirements.



SLA receives ATHENA Organizational Leadership Award

Nominees for the ATHENA Organizational Leadership Award are businesses and organizations that create an organizational culture that encourage women employees to achieve their full leadership potential and also give back to the larger community of women and girls by providing and/or supporting leadership development opportunities and initiatives.

A Shining Smile

Have you ever been struggling to know if what you're doing is all worth it? I was recently struggling with this as a county fair board member but for me, all it took was one thing.

For me, one shining smile was all I needed to know it was worth all the blood, sweat, and tears I had poured into the county fair. The best part was that that smile was over a simple yardstick. I was giving away free commemorative 150th Anniversary yardsticks to fairgoers as a thanks for them coming to the fair that year. I was passing them out in one of our buildings where a small business event was happening. As a business owner approached, I offered her a yardstick. She responded with the biggest smile and thank you I had received all day,

and all week on top of that. I could see the twinkle in her eyes as she gleamed with excitement over a simple yardstick. That shining smile was enough for me to know that my week of work was worth it for the community.

It also taught me a valuable lesson that day, to look for the smile in the simple things. Sometimes as leaders we get so swept up in the numbers and success. Did we make money on this event or this quarter? What are our reviews like? What are our next steps? We need to be able to slow down and enjoy the simple things. Look for those smiles and have genuine conversations with people. They are the ones we have the most to learn from.



Dillon Muhlenkamp SLA Summer 2022 Intern

Tipton County Youth Leadership Program

Congratulations to the amazing student leaders who completed the youth leadership program with Shafer Leadership Academy!

Tipton County Leadership Program is an engaging five-week leadership training opportunity presented by the Tipton County Chamber of Commerce in partnership with SLA. Participants will become better equipped to lead the change they want to see in the businesses, nonprofits, civic groups and communities of Tipton County.



Shafer Leadership Academy Welcomes New Board Members



Destinee Lewis

*Intercultural Coordinator
Ivy Tech Community College*



CS Hendershot

*Director of Grants & Development
Heart of Indiana United Way*

Thank You Brian & Chase for Your Dedicated SLA Board Service!



Brian Isom

*Outgoing Shafer Board Member
Jay County Hospital*



Chase Batt

*Outgoing Shafer Board Member
Forum Credit Union*

Gone Boss Podcast Returns for 2023

Gone Boss is a weekly podcast hosted by Matt Howell & Angie Rogers-Howell. Each week, they feature awesome people in our community. They'll interview them, find out what makes them tick, the cool things they do to make our community a great place to live, and how they have Gone Boss. Shafer Leadership Academy is the Premiere Sponsor of the Podcast.

Listen in on:



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Charlotte Adams
(Chair of Diversity and Inclusion)
Senior Project Manager
First Merchants Corporation

WaTasha Barnes Griffin (Vice President)
CEO - YWCA of East Central Indiana

Carrie Barrett (Secretary)
Executive Director - New Castle Main St

Michelle Carr
Learning and Development Manager
Muncie Power Products

Dr. Abbie Comber
Principal - Burris Laboratory School

Jason Harrington
CEO - Boyce Systems

Brian Haughn (Treasurer)
Relationship Manager
First Merchants Bank

C.S. Hendershot
Director of Grants and Development
Heart of Indiana United Way

Justin Knox
Firefighter - Brownsburg Fire Territory

Destinee Lewis
Intercultural Coordinator
Ivy Tech Community College

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Professor of Sociology
Ball State University

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Instructor of Elementary Educator
Burris Laboratory School

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(Chair of Program Development and Assessment Team)
Human Resources Manager - FCC

Kellie Pearson - Carroll
Vice President Human Resources
Meridian Health Services

Gary Thomas
President - LEAP Managed IT

Chris Walker
Principal - Muncie Central High School

Dr. Amy Ward
Vice Chancellor for Student Success
Ivy Tech Community College

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Andrew Dale
Co-Founder

Richard Douglass
Co-Founder

Lindsey Arthur
CEO, Muncie Habitat for Humanity

Dr. George Branam
Dearly Departed

Ray Chambers
President & CEO, Muncie Power Products

Wil Davis
President
Ball State Innovation Corporation

Jeannine Harrold
Director Emerita
Ball State University Career Center

Upcoming Events

Shafer Leadership sessions are led by facilitators who guide participants to learn in community together around a leadership development topic.

Facilitation is different than lecturing, webinar, or presentation style format.

January

TUE
05 **Leading With Courageous Vulnerability**

Learn strategies to lead with vulnerability and authenticity, and overcome your fear of showing what is traditionally considered a 'weakness'.

Virtual Early Riser



Laura Holt

TUE
10 **Breaking Down the Big Stuff**

Taking a nod from author Anne Lamott's story, and book by the same name, "Bird by Bird" is a reminder to break down our large to-do lists.

In-Person Lunch & Learn



*Erika
Petrelli Bayh*

TUE
17 **Not Time Management - Energy Management**

Do you find yourself struggling to get out of bed? The solution is not the latest time management trick or tip; it's to focus on our energy levels, not our time.

Coffee Talk



Liz Haney

WED
25 **When The Siren Sounds: Comforting & Connecting With Self During Distress**

THU
26 This session will empower participants to create positive changes within their mind, emotions and body and also their influences in the mental and social world.

Virtual Workshop



*Demetria M.
Jackson*

February

TUE
02 **Marketing Yourself: Boost Your Personal Professional Brand**

Learn three things you can do today to take control of your brand and take control of your success.

Virtual Early Riser



Susan Caplan

TUE
09 **How Speaking Differently Matters: Embracing Linguistic Diversity**

People speak English differently and this program's aim is to recognize and overcome any linguistic bias.

In-Person Lunch & Learn



Tania Said

TUE
14 **An Introvert's Guide to Mastering Small Talk**

Learn the importance of foundational conversations and strategies to master the delicate art of small talk.

Coffee Talk



Michele Owen

WED
22 **The Intersection of Resiliency & Wellness: How to Develop Both**

THU
23 Participants will learn how resiliency and wellness interact and to have a plan when life doesn't go according to plan.

Virtual Workshop



Shaina Partlow

TUE
28 **Leading Change**

This interactive workshop explores the key parts of leading an organization or department through significant change

In-Person Workshop



Mark Demchak



Register Today for Free!

www.shaferleadership.com/calendar/

March

TUE
02

Queerology 101

Participants will learn about ways to become a better ally and advocate for members of the LGBTQ+ community and the issues they face.

Virtual Early Riser

Facilitators:
Mike Martinez
Jeffrey Neuhouser
Brandon Million

TUE
07

Flexibility in Leadership

This workshop will explore cognitive, emotional, and dispositional flexibility. Participants will learn action steps they can implement within their own teams.

In-Person Lunch & Learn



**Erika
Petrelli Bayh**

TUE
14

Making a Life vs. Living a Life

This workshop will be part-discussion, part-activity, and a lot of reflection. What legacy are you building? Life is too short to let it pass by.

Coffee Talk



James Mitchell

WED
22

Coaching Those You Lead

In this workshop participants will learn key principles for having a coaching conversation and a simple outline for conducting those meetings.

Virtual Workshop



Halle Simpson

THU
23

Featured Facilitator

Erika Petrelli Bayh

*Senior Vice President of
Leadership Development
for The Leadership Program*



Erika Petrelli Bayh has been in people-development for more than 25 years, currently as The Leadership Program's Senior Vice President of Leadership Development (& self-declared Minister of Mischief).

She worked at the helm of Leadership's central programming for more than a decade, overseeing its largest expansion, and now trains key leadership skills to professionals across the country - as a keynote speaker and featured presenter at conferences, a trainer and coach within organizations, and a leadership-whisperer to individuals.

She also blogs regularly and wrote an interactive journal, *On Wings & Whimsy: Finding the Extraordinary Within the Ordinary*, available on Amazon.

Whether from a conference stage, behind a pen, or in one-on-one conversation, the legacy Erika strives to create daily is to be the runway upon which others take flight.

Join Erika for:

- Breaking Down the Big Stuff - 1/10/23
- Flexibility In Leadership - 3/7/23



EARLY RISER

A VIRTUAL JUMP START



LUNCH & LEARN

MID-DAY PROGRAMS FOR THE BUSY PROFESSIONAL



COFFEE TALK

A GREAT WAY TO START YOUR DAY



WORKSHOP

TIME TO DIVE DEEPER

PRESIDENTIAL



BALL STATE
UNIVERSITY



PREMIERE



OPENDOOR
HEALTH SERVICES



INNOVATION CONNECTOR



First Merchants



INDIANA SOCIETY of
ASSOCIATION EXECUTIVES



MUNCIE
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EXECUTIVE



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