

RPC
Results Performance
CONSULTING
& INVESTIGATIONS

State of Florida Private Investigation Agency
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Speaker Biography
Natalie Ivey, MBA, SPHR, SHRM-SCP

Natalie Ivey is President & CEO of Results Performance Consulting, Inc., (RPC) a consulting, training, and private investigations firm she founded as a start-up in 2002. In the past 19 years, Natalie has expanded RPC into a company that provides employers with risk management guidance and expertise through effective leadership, HR, and Employee Relations consulting and training programs and assistance with internal investigations.

Prior to founding RPC, Natalie worked in corporate leadership positions in operations management, asset management/security, labor relations, organization development, and HR Management with global brands: Hilton, Avis, Budget Rent a Car, and American Express. During her years with these brands, she routinely partnered with corporate security, fraud and risk departments and external investigators on conducting internal investigations involving theft and misuse of assets, substance abuse, harassment, discrimination, retaliation, FMLA abuse, workers compensation fraud, and labor and employee relations' issues. In her current role at RPC, she consults with organizations on implementing effective employee relations' strategies and processes and as a private investigator she assists her clients with internal investigations involving employee misconduct. Natalie also routinely designs and facilitates customized training programs for organizations that have been mandated by an EEOC consent decree to provide specific contact hours of EEO compliance and internal investigations training for internal HR, ER, Health & Safety, Security, and Ethics and Compliance team members.

Natalie is the author of *How to Conduct Internal Investigations: A Practical Guide for Human Resource Professionals*, which received a great book review in SHRM's *HR Magazine* and ASIS International's publication, *Security Management Magazine*. Her latest book, *How to Keep HR from Being the Employee Complaint Department*, has received rave reviews from the HR community as she dedicated the book to all HR professionals. The book provides strategies and best practices for how to help HR professionals diplomatically push back on issues HR doesn't own, how to manage escalating employee relations' caseloads, and make significant improvements in personal work/life balance.

Her academic credentials include an AS degree in Travel and Tourism Management from Johnson & Wales University, a BS degree in Business Management from the University of Phoenix, and an MBA in Management from Western International University. She also possesses the Senior Professional in Human Resources (SPHR) certification from the Human Resources Certification Institute and the SHRM-SCP certification from the Society for Human Resource Management. Natalie is an internationally known speaker within the HR profession and is a frequent guest speaker at HR conferences and university symposiums. She has earned a reputation for her expertise in improving leadership performance, improving labor and employee relations, minimizing legal exposure in employment practices, and helping organizations achieve a return-on-investment from training and performance improvement initiatives.

In Natalie's spare time, she volunteers with several Florida universities to mentor college students interested in entrepreneurship. For many years Natalie has been a volunteer with the Labrador Retriever Rescue of FL, a non-profit committed to helping purebred Labradors find loving homes. She has also been a sponsor and volunteer with Journey's End Animal Sanctuary, an animal hospice organization that provides a loving place for special needs animals to live out their golden years. Natalie is also a proud sponsor of the Palm Beach School for Autism, a charter school devoted to innovative education methods for individuals with autism. Natalie and her husband, Ken, reside on a small farm in the Greater Daytona Beach-Orlando area of Florida with their beloved rescue dogs: Ranger, a Labrador Retriever, and Luke, a French Spaniel. In her leisure time she enjoys spending time caring for animals, boating, saltwater fishing, gardening, cooking for a crowd, and spending quality time with her family.