

T&J Associates of New Jersey LLC 531 Saratoga Place Galloway, NJ 08205 609-748-0936 609-748-2610 (FAX) Joyce.Pratt@tjassociatesnj.com http://www.tjassociatesnj.com

### ABOUT US

T&J Associates formed in 1986 as a sole-proprietorship offering professional writing services with specialties in resumes, business plans, and individual and small business income tax preparation. Today, T&J is a limited liability company, T&J Associates of New Jersey LLC, providing employment consulting and training services in the areas of diversity and employee relations.

Our first concern is making a meaningful contribution to your business by bringing new ideas and options to help promote the company's well being. Our focus is working with you to find the best and most cost-effective solutions that contribute to improved performance in critical human resource areas. T&J has expanded its writing services to include curriculum development, employee handbooks, data analysis summaries, white papers, grant writing, research findings, website design and maintenance; and has added training presentations and mediation.

Two recent major contracts successfully completed by T&J are an EEO & The Law course for the State of New Jersey and the development and presentation of employment training courses (sexual harassment prevention, complaint handling, and mediation) for the City of Camden.

The value added to T&J comes from the management staff and the President Joyce Pratt with her 15 years business experience in human resources, equal opportunity affairs, and diversity as head of a department for a multinational corporation. Joyce holds a Master of Business Sciences in Business Management and a Bachelor of Arts in Marketing and has attained certification in EEO & the Law and Mediation. She is a member of national, regional and local professional associations for human resources and affirmative action and is passionate for all efforts to ensure unity in our society.

T&J credentials and services re summarized in the following pages of this prospectus. Additional information and links may be found at the T&J web site: <u>http://www.tjassociatesnj.com</u>

November 6, 2010

## Consulting

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### **Employment Consulting**

T&J Associates provides professional services in specific employment areas: employee relations, diversity, complaint investigations, mediation and other conflict resolutions, employment accommodations, needs assessments, and database designs.

### **Employee Relations**

Once, employee relations meant labor relations: negotiate, orchestrate, dictate. Today, employee relations is a much broader concept: addressing individual needs of employees and management and creating and cultivating a motivated and productive workforce. Balancing employee expectations with those of the company is difficult, but can be done by cultivating a leadership style and workplace practices that help make union organizing less attractive for employees and establish your company's culture.

Processes include workplace climate surveys, exit interviews, performance evaluation and grievance procedure analyses, etc. and comparing the results with your current processes or systems with recommendations for alternative resolutions. Such methods are necessary to identify situations that need attention, measure the impact of changes within an organization, improve management/employee communications, and provide anonymous bottom-up feedback to managers.

### Diversity

Efforts to encourage diversity in America are all around us. Government agencies, corporations, schools, colleges and universities have embraced programs to ensure diversity in recruitment and admissions and fellowship in the workplace and on campuses. T&J offers diversity programs that have been successful for these entities, modifies them to fit your environment or works with you to develop even greater programs.

Our standards are the five approaches to diversity developed by R. Roosevelt Thomas: representation with a numerical focus, representation focused on attributes, understanding differences, managing workforce diversity, and strategic diversity management. Thomas believes "the diversity-effective organization will be active with all five" approaches.

### **Complaint Investigations**

Higher jury verdicts for harassment and discrimination, wrongful termination, and other employment litigation have resulted in courts scrutinizing workplace investigations more closely. The California Supreme

# **Employment Consulting**

**Employment Consulting** 

Court affirmed the Court of Appeals decision in a 1997 suit of wrongful termination, <u>Cotran v. Rollings Hudig Hall International, Inc. et al</u>, 69 Cal Rptr. 2d 900, (1997), that the appropriate question for the jury was not whether the terminated employee did or did not commit harassment, but whether the employer's decision to terminate was reasonable based on a reasonable investigation.

T&J can evaluate your complaint handling procedures to add creative problem solving techniques and ensure that it contains the minimum requirements expected by the U.S. Equal Employment Opportunities Commission (EEOC) and the U.S. Department of Labor. In addition, recommendations are made for policy and procedures for preventing and eliminating harassing conduct in the workplace.

### Mediation

T&J offers the services of a federally-certified mediator to resolve workplace issues before they become litigious. One of eight common forms of alternative dispute resolutions (arbitration, mediation, conciliation, fact finding, mini trial, summary jury trial, private judging, and ombuds officer), mediation:

- reduces the cost and time to process complaints,
- encourages the resolution of issues,
- improves the image of managers and tension between employees and management,
- reduces the number of reprisal complaints, eliminates merit less and frivolous complaints,
- assists parties in learning how to communicate with each,
- continues and strengthens work relationships,
- allows parties more control over resolving their dispute, and
- results in a win-win resolution.

### **Employment** Accommodations

Discover various employment accommodations that can be applied to situations unique to your company that will not lower quality or production standards. Prepare for and actively consider accommodation requests such as:

- leave of absence extensions when existing leaves have been exhausted;
- assistance to perform essential job functions;
- facility or furniture modifications;
- modification of grooming standards; or
- accommodating equipment purchased by your employees.

Whether a qualified employee or applicant needs a medical or religious

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**Employment Consulting** 

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### Needs Assessments & Database Designs

Investigative analysis is conducted to assess needs for:

- conformance with federal and state laws,
- planned changes,
- workforce performance real and perceived issues,
- concentration in high volume complaint areas,
- sensitivity training, and
- leadership development.

Databases are designed via software and/or human resource systems to effectively access information. Recommendations and training are offered by T&J to include low-cost alternatives to assist your company with its re-engineering, reorganization, and/or expansion programs.

### Training Curriculum & Materials Development Training Presentations

Curriculum development, materials development, and presentations to enhance employee performance and improve workplace behavior are designed to address specific company issues. The following sections provide details on these services.

### Small Business Services

A company's promotional materials and online presence should exhibit its values and culture and at the same time inform the reader or viewer in a manner to create interest in its products and/or services. T&J has the experience and innovative ideas to create your own unique image. We can assist you in developing your brochures, flyers, banners, business cards and website to ensure your marketing technique has no equal. Websites can be designed for upload to your web site server or it can be designed and/or maintained by T&J.

## **Small Business Services**

### Training Curriculum Development

T&J offers curriculum development and materials development designed specifically to reduce employment liability and improve customer service. Our specialty is effective anti-harassment and antidiscrimination training for EEO programs. This is accomplished by preparing, implementing and evaluating new or revised training programs or developing new programs that focus on

- Diversity, equal employment compliance, and affirmative action programs,
- professional development,
- sensitivity awareness,
- civility in the workplace,
- train-the-trainer programs, and
- exacting ethical standards.

Each project includes a needs assessment initiated through discussions with the client on company goals, review of current programs and efforts, and analysis of available options in pursuit of desired results.

Training program designs include sourcebooks (learner guides) or handouts, teaching guides, participant evaluations, and follow up to ensure satisfactory results. All presentations include successfully tried teaching and learning aids.

Training curriculum is developed to enhance knowledge and understanding of employment issues such as cultural diversity, discrimination and harassment, ethics, civility, workplace violence, conflict resolution, conducting complaint investigations, mediation, and embracing change.

Materials development includes creating and/or updating job descriptions, essential job functions, policies and procedures, and employee handbooks. An optional component of the materials development program includes training sessions.

# **Training Curriculum Development**

## **Training Presentations**

### **Training Presentations**

Training presentations designed to modify workplace behavior, provide extra-curricula self-enhancement for employees or high school and college students, and offer outreach strategies for public awareness are T&J specialties.

Presentations thoroughly review specific topics and reinforce study material through role-playing of real-life scenarios, assessing one's own behavior, reviewing tips on making desired behavioral changes through quizzes and self-assessments, learning how-to-techniques, and supplying references for future study.

Each course is a process that accelerates learning, retention and application—a system that embraces methods of how people learn best. These creative training techniques are more than just standing at a podium and teaching. Exercises and activities are chosen to actively involve trainees through ice breakers, attention grabbers, bringing a weary group back to life, developing communication skills, promoting teamwork, leading the audience through a spirited review, and addressing the special concerns of the course.

Training evaluations are distributed to effectively analyze the impact of the training compared to the desired effects.

### Joyce A. Pratt 531 Saratoga Place • Smithville, NJ 08205 609-748-0936 • 609-748-2610 (FAX) • Joyce.Pratt@tjassociatesnj.com

### **Executive Management** Strategic Planning • Diversity Initiatives • Public Relations

Highly accomplished executive with national experience in equal opportunity affairs, human resource development, diversity-effective programs, leadership development, training curriculum development and presentation, workforce analysis, and publicity and public relations. Results-oriented, decisive leader with proven success in complaint handling, program development, and conflict resolutions. Tendency to thrive in fluid environments while remaining pragmatic and focused. *Core competencies include:* 

Large-Scale Planning • Research & Analysis • Freelance Writing Zero EEO Losses • Strategic Diversity Management • Publicity Campaigns Executive Liaison • Mediator • Fundraiser • Spokesperson

### **PROFESSIONAL EXPERIENCE**

T&J Associates of New Jersey LLC – Smithville, NJ 1986 – Present *President & Sole-Proprietor* 

Provide employment consulting and training services in the areas of diversity and employee relations. Company focus is assisting companies in selecting the best and most cost-effective solutions for improving performance in critical human resource areas. Services also include curriculum development, employee handbooks, job descriptions and essential job functions, data analysis summaries, assessments, mediation, grant writing and fundraising, and graphic and web site designing.

### Key Achievements

Created the first EEO & The Law training course for a state training institute.

Design and present diversity programs as needed such as sexual harassment prevention and mediation training for city employees (i.e., EEO officers, police and fire departments, public works) in Camden, NJ.

Develop and present programs for High School and Middle School career days.

- Conduct special training upon request for college undergraduate extra credit and graduate business programs in such areas as ethics, EEO & the Law.
- Design and provide printing of brochures, programs and flyers for nonprofit associations fundraising activities.

### Trump Plaza Hotel & Casino – Atlantic City, NJ Diversity & Equal Opportunity Affairs (EOA) Manager

1991 - 11/29/06

Manage diversity and equal opportunity affairs for Trump Plaza's 3,000+ culturallydiverse employees operating in a multi-disciplinary workplace to include hotel operations, food and beverage, gaming, security, surveillance, human resources, information technology, and accounting. [Served as EOA Representative 1991-1997 and EOA Manager 1997-present.]

Full responsibility for equal opportunity affairs and diversity efforts, to include addressing diversity issues as a result of company's reorganization efforts. Ensure supervisors, managers and executives receive training on equity laws and diversity initiatives, handle EEO complaints expeditiously, maintain record of zero lawsuit losses, assist human resources with diversity recruitment programs and EEO policies, develop and maintain external diversity relationships in public and private sectors, and act as liaison between company and external organizations on diversity issues, work with Purchasing Department to ensure competition with diverse vendors and suppliers, and assist external agencies in their pursuit of financial support. Report directly to the President & Chief Operating Officer and in his/her absence to the Vice President of Legal Affairs. [http://tjassociates.homestead.com]

### Key Achievements

- Created diversity responsive and sensitive management team prepared to lead a multicultural workforce towards improved productivity during cuts in staffing and spending.
- Developed and maintained an Equal Employment and Business Opportunities Plan (EEBOP), an affirmative action plan (AAP) for employment and business.
- Designed for Information Technology development an EEBOP workforce analysis system using the company's HR database for employee information.
- Developed a critical path accountability chart to measure management's EEBOP progress towards goals.
- Maintain Plaza's record of the only Trump property with zero EEO lawsuit losses for a workforce and customer base of national and international ethnicities.
- Review and make recommendations for job descriptions, essential job functions, and diversity recruitment.
- Designed and ensure maintenance of a database to maintain and provide reports on all EEO complaints and employment accommodations for analysis and easy retrieval.
- Foster relationships in public and private sectors to maintain company's positive image as an equal employment opportunity employer.

### EDUCATION/TRAINING/LICENSES

Master of Business Studies (MBS) • Stockton State College, Pomona, NJ Bachelor of Arts (BA) in Business Administration/Marketing • Stockton State College, Pomona, NJ EEO & the Law Training Certificate • Rutgers University, New Brunswick, NJ Certified Mediator • Capital University/AAAA (Atlantic City, NJ offsite) Key License Employee • N.J. Division of Gaming Enforcement Notary Public • State of New Jersey

### ASSOCIATIONS/COUNCILS/CLUBS (Past and Current)

American Association for Affirmative Action (AAAA) Public Info.Chair (1991 to present)
AAAA Region II [NY, NJ, PR and the U.S. V.I.] Regional Director (2000 to 2002)
AAAA Educational Foundation President (1999 to 2002)
Human & Civil Rights Association of New Jersey Member (1998 to present)
Hispanic Alliance of Atlantic City Associate Member (2000 to present)
New Jersey Affirmative Action Officers' Council (NJAAOC) Chairperson (2002-2005)
New Jersey Advisory Commission on Women (1999 to present)

### **TRAINING PRESENTATIONS**

EEO & The Law, Sexual Harassment, Disability Discrimination, Workplace Civility, and Cultural Awareness - Trump Plaza Hotel & Casino, NJ (1997 to 2006) and the City of Camden (2006-2007) Affirmative Action - Tavis Smiley Foundation "Youth to Leaders 2000," Philadelphia, PA (2000) Leadership Training/New Member Orientation for Regional Secretary — American Association for Affirmative Action (AAAA) (2001-2002) Getting the Job You Want! - Pleasantville High School, NJ (2003) and Egg Harbor Middle School, NJ (2003-2006) *Ethics & Respect* – Stockton College of New Jersey (2003) Ethics & Respect on Campus and in the Workplace—AAAA (2004) EEO & The Law Course Development and Presentation - State of New Jersey Human & Research Development Institute (HRDI), Trenton (2005) Sexual Harassment, Complaint Investigations, Mediation, Diversity in the Workplace – City of Camden, NJ (2005 to present) The Affirmative Action & Human Resource Relationship: Pros and Cons – New Jersey Affirmative Action Officers' Council (NJAAOC) Mid-Winter Conference, Trenton, NJ (2006) and AAAA National Conference (2007)



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