

# Human Relations



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As the director of corporate and custom training at the University of North Carolina at Charlotte (UNCC), Amy Wartham leads a team in providing businesses and organizations with high-quality, custom training programs within the School of Professional Studies. In Wartham's 23 years at UNCC, she has demonstrated exemplary leadership and made significant contributions to increasing the school's reputation through her work with some of Charlotte's largest organizations.

After attending a listening session in which UNCC employees shared their thoughts, feelings, and challenges regarding working at the university, Wartham recognized an opportunity to utilize her strong facilitator skills to benefit her colleagues. She worked directly with the Office of the Provost to arrange a one-day retreat with senior leadership at which Wartham led the group in identifying the most urgent concerns highlighted in a listening session and employee surveys. Wartham guided the senior leadership team in setting goals, tangible measures of success and the highest priority solutions based on impact and level of difficulty to implement.

Wartham used the feedback from the listening session, surveys and retreat to design a series of one-hour, live, instructor-led webinars offered to all UNCC employees. This 13-session series addressed three primary topics: morale and burnout, productivity and efficiency, and skills needed by managers.

Wartham worked with UNCC's University Communications to promote the series, designed the easy-to-navigate website for registration and wrote the course content for all 13 webinars. Her dedication to the project often led to her working long hours, all while maintaining her standard workload.



The series received 828 registrations before the first webinar was delivered, with representation from almost every unit on campus. Determined to go the extra mile for her fellow UNCC employees, Wartham created bonus content to email participants after the series to encourage employees to continue their development journey.

Amy Wartham's determination to help wherever needed is admirable and her actions have been invaluable in improving UNCC's recruitment and retention rates. The State of North Carolina is proud to recognize Wartham for her contributions to human relations at UNCC.