



Heather Poff, a native of Bluefield, West Virginia, received both a Bachelor of Science degree in Psychology and Business Communications and a Master of Science degree in Industrial and Organizational Psychology from Radford University, Radford, Virginia. After leaving the university, Heather joined the business world where she has worked in Human Resources since 1998. She was first employed by Kidde, a company that produces fire extinguishers, smoke and fire alarms, and carbon monoxide alarms. Heather was later employed by Foot Levelers, a custom orthotics manufacturer in Roanoke, Virginia, as the Vice President of

Human Resources. While maintaining her job at Foot Levelers, Heather earned a Master of Business Administration degree from Virginia Tech in Blacksburg, Virginia. Heather joined Princeton Community Hospital in Princeton, West Virginia as the Human Resources Director in January 2012. Today, she serves as the Vice President of Human Resources, managing human resources, education, employee health, and marketing.

Heather Poff, VP of Human Resources at WVUM Princeton Community Hospital, will present to the group “Best Practices for Improving Communication within an Organization.” Heather will share with the group strategies that she has utilized throughout her 20 year HR and management career to improve communications at all levels of the organizations she has been a part of. She will present to the group steps taken in her current organization that have shifted a top employee concern being lack of communication on employee engagement surveys in years past to having it be one of the highest rated categories of employee satisfaction on the most recent employee engagement survey at the organization.