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dedicated to enhancing individual and team workplace performance. She has more than 25 years of experience in HR, training, consulting, management, and coaching for businesses, non-profits, and governmental entities. She previously served as Director of Human Resource Management **Programs for Cornell** University's School of Industrial and Labor Relations. Winterfield has presented on many HR and management development topics, and coauthored more than a dozen online courses in these fields. Her books include Performance Appraisals and Mission-Driven Interviewing, as well as the Pearson IT Certification books SPHR Exam Prep, Third Edition, PHR/SPHR Quick Reference, and every edition of The Oxford Handbook of PHR Exam Prep. She is a member of SHRM, ASTD, and John Wiley & Sons the International Coach Federation.

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