



Engage

Instructional Design

Conduct needs analysis, design and develop learning solutions for multiple clients on a variety of topics:

- Global organization's entry-level, middle and senior leadership development programs focused on self-awareness, coaching, developing others, building high-performing teams, building strategic capabilities, performance management, delegation, communication, leading vs. managing, team culture, values, engagement, leading change
- Training curriculum for legal business's domain knowledge series for all employees
- Communications series for leaders to develop feedback and general communications capabilities
- Documentation, training tools, and job aids for process improvement project, including content for eLearning modules
- Functional expert program for high-potential employees, focusing on adaptability, influence, change, and feedback
- Content and storyboards for corporate onboarding toolkit which included module design, writing content for online conversion, development of onboarding tools and resources, facilitation of focus groups to gather pilot feedback, and development of communications for program launch
- Step-by-step guide to help employees write development plans
- Toolkit for managers to assist with development discussion and monitoring employee progress
- Training content for IS department on building a better business case
- Behavioral interviewing course and train-the-trainer materials
- Content for computer-based training modules to educate employees, managers, and system administrators on using corporate-wide learning management system
- Storyboard for corrective action process computer-based training module, including learning assessment tools
- Facilitator guides and train-the-trainer materials for implementation of new lab software
- Training materials for medical residents, program coordinators and system administrators on new Medicare-reporting software
- Instructor-led time management course for public health professionals, which was then converted into web-based learning
- Supervisory skills training for Manufacturing leaders
- Curriculum for customer service skills training: connecting with the customer, listening and questioning, creating WOW experiences, managing difficult conversations, how to say "no" without saying "no"
- Team building workshops with new and established work teams to define vision, values, priorities, roles/responsibilities and guiding principles
- Train-the-trainer workshops to develop internal trainers' ability and confidence: training essentials on knowing your audience, engaging your audience and preparing for and conducting effective training



Innovative Performance Strategies, LLC

Emerge - Engage - Evolve

Training Facilitation

Provide facilitation services for multiple clients on a variety of leader and employee development topics:

- Authentic leadership
- Values clarification
- Coaching and feedback
- Situational leadership
- Performance management
- Change and transition management
- Team development
- Behavioral-based interviewing
- Career development
- Conducting effective meetings
- Time management
- Development planning and coaching
- Communications (listening and providing feedback)
- Adaptability and influence
- Training essentials
- Social styles
- MBTI
- DiSC

New Employee Orientation and Onboarding

- Developed content and storyboards for company-wide onboarding toolkit for new employees, their managers and HR. Included module design, writing content for transfer into online format, development of onboarding tools and resources for managers and employees, facilitation of focus groups to gather pilot group feedback and development of communications for program launch.
- Developed and facilitated classroom new employee orientation program for corporate and public agency clients

Focus Group Facilitation

- Conduct employee and leadership focus groups for multiple clients to gather feedback and recommendations for improved employee engagement, roles clarification, leadership development practices, organization structure, customer service enhancements, and process improvements

Rewards and Recognition Advising

- Worked with a client's customer service department to develop a rewards and recognition program: identified activities/behaviors to be rewarded, types of rewards, process for peer recognition; coached leaders on how to reward and recognize

Behavioral Interviewing and Hiring Practices

- Developed and facilitated behavioral interviewing course for leaders on how to recruit, interview using behavioral based questions, evaluate and select candidates, extend offers, and onboard new hires
- Facilitated classroom workshop for employees whose roles were eliminated to prepare for behavioral based interviews
- Conducted individual practice interviews and provided feedback on responses to behavioral based questions