



High-Touch Personal & Professional Learning Experience Projects: Development, Design & Delivery Life Smarts™ Mindsets & Skillsets SME | Ethically Intelligent Leadership: Individual & Team Advising

❖ Developed, Designed, and Delivered actionable, sustainable personal growth & professional Mindsets & Skillsets learning and educational programs to thousands of learners via a variety of teaching formats, as well as through my one-to-one Leadership and Team advising, writing skills, and both private and public speaking.

❖ Experienced in building Technical and Task-Oriented (Low Touch) courses and instructional design with a linear path of orderly and often hard-data dependent content - *but it's not my passion.*

❖ Learning, Development and Growth Specialty: crafting Live In-Person and Online/Interactive Adaptive & "Soft Skills" (High Touch) Learning Project Experiences that focus on continuous personal and professional improvement, behavioral habit change upgrades, knowledge synthesis, interactivity, "coloring outside the lines" and direct human feedback to gauge lasting "real life" effectiveness.

While this learning format may seem more costly-*upfront*, if long-term retention, practical application & knowledge embodiment of High-Touch Adaptive and "Soft Skills" is the goal for an organization's ROI, it's much more preferable than short-attention span, low retention, often learner-isolated "one and done" "check the box" Online Only e-Learning experiences that most employees say they find boring and ineffective - and a waste of the organization's time, money, resources and energy.

❖ Committed to collaborating with a team of caring people who are doing meaningful work and making a positive difference in the lives of the people their services and/or products reach. I love to make learning fun and not a "have to." I excel at regular and open communication with a variety of stakeholders and SMEs to discover new areas of competency skills learning and ways to collaborate.

Subject Matter Expertise includes:

Life Smarts™ Mindsets & Skillsets | Behavioral Ethics and Code of Conduct Psychological Safety | Individual + Organizational Stress Responsiveness and Resiliency | DEIB Harmony Building | Social Mindfulness | Adaptive and Ethically Intelligent Leadership | Behavioral Habit Upgrades Civil Workplace Communication and Conflict Transformation

Client Learning Project Creation Experience:

Business Ethics and a Workplace Culture of Integrity | Holistic Employee Wellbeing | Law Enforcement Stress Resiliency | Personal Growth Public Workshops | Organizational Change Readiness | Reputational Risk Assessments & Ethical Decision-Making | Transferable Job "People Skills" Online Classes for Non-Profit Community Service Organization Members

Please view my [Learning Projects Portfolio](#) to learn more.

Education/Certifications:

- ❖ B.A. in Psychology & B.A. in Organizational Leadership, ASU (both Summa Cum Laude)
- ❖ Leadership Professional in Ethics & Compliance Certification, ECI
- ❖ Certificate in Psychological First Aid, John Hopkins University
- ❖ Certificate in Inspiring Leadership through Emotional Intelligence, Case Western Reserve University
- ❖ Mindfulness-Based Stress Reduction, Kaiser-Permanente, San Francisco
- ❖ Basic certification in Transformative Conflict Mediation, The Institute for the Study of Conflict Transformation//Hofstra University
- ❖ Diploma in Clinical Hypnotherapy from the nationally accredited college Hypnosis Motivation Institute, Los Angeles, California

My "Secret Sauce": Infusing love, humor, empathy, compassion, curiosity, adventure, and humanity into every Learning Experience.

Leadership and Learning Perspectives:

IMHO: Training is something - but learning is *everything*.

I possess unbreakable personal and professional ethics and integrity, high standards of performance and creative excellence regardless of the size and scope of any task or project, and treat everyone (regardless of who they are) with dignity, respect, fairness, honesty, and an acknowledgment of our shared humanity, despite any individual differences.

To compliment my B.A. in Psychology, I obtained an additional B.A. in Organizational Leadership to enhance my learning and teaching skills, and to inspire students and clients to *always* want to learn more, to *always* be curious and want to refine and expand upon what they know, and to *always* realize that we all lead by the influence and example we extend in every situation, interaction and moment - and that there no *unimportant* situations, interactions ... or moments.

As both a Learning Project team leader and member, I insist upon everyone checking their ego at the door; treating all stakeholders with equal respect; no interpersonal drama; upholding a spirit of collaboration where each contributor's ideas are met with respect; bringing your best to every Learning Project, and zero tolerance for cutthroat competition mindsets.

Personal "Soft Skills" and Mindsets:

Great sense of humor, fun-loving, friendly, open, honest, compassionate, empathetic, strong work ethic, patient, excellent communication skills and can talk with just about anyone; supportive team member, detail-oriented, flexible/adaptive creative problem-solving and integrated Systems Thinker; willing to admit mistakes and learn from them - and to take ownership and responsibility to make corrections and amends when needed; *always* organized and happily deadline-driven.

Technical Skills and Experience:

A decade+ of Learning Project Development, Design and Delivery experience | Outstanding content writing and editing skills | Needs and gap analysis | Adult learning theories | Interviewing, surveys and focus groups | Learning Project Management | In-depth and concise subject research and development | Ability to collaborate with a variety of SMEs Basic knowledge of accessibility requirements | Learner assessments Basic Website Design | Content Management | Word, PowerPoint, Excel Photoshop and InDesign | Canva, Articulate 360, Adobe Captivate | Zoom, Teams, and LiveStorm live/online/interactive delivery | Audio and Video Screen Recording and Editing | Voice Talent and Podcasting | Webinar and Panel Moderation | Event Planning and Coordination.