

KEY SKILLS AND EXPERIENCE

Over 18 years as a consultant and trainer specializing in organization, leadership, management, and employee development. Focus areas include:

- Needs analysis
- Program design and development
- Implementation and delivery
- Intervention evaluation
- Work session facilitation
- Team and group development
- Influence and communication
- Leadership and management development
- Change management
- Interviewing and hiring
- Presentation skills
- New hire orientation
- Communicating across technology

CAREER BACKGROUND

Girard Training Solutions, Mountain View, California

2007 - Present

Founder and Principal Consultant

Provide custom program design and development, performance improvement consulting, leadership and management development, and employee training to clients in a variety of industries. A sample of recent projects includes:

- Designed, developed and delivered a Managing Managers program for clients of Effective Training Associates.
- Designed and developed a turnkey training program for an IT software design process for Apple.
- Designed, developed and delivered a First Time Manager program for Cognizant.
- Designed and developed a turnkey leadership training program for Life Technologies.
- Designed, developed and delivered a Global Leadership and Management program for Cypress Semiconductor.
- Designed, developed, and delivered training on an electronic patient charting system for Sonora Regional Medical Center.
- Designed, developed, and delivered a series of courses on an education-specific software application package for the Calaveras County Office of Education.
- Designed, developed and delivered program follow-up sessions via WebEx, Centra, LiveMeeting, Second Life, and other web-based platforms.
- Facilitated a wide variety of programs for clients in high tech, biotech, pharmaceuticals, advertising, marketing, healthcare, and academia.
- Provided individual coaching for leaders, managers and employees of a variety of clients.
- Please see www.girardtrainingsolutions.com for a list of current and past clients, and testimonials.

Wilderness Reconnection Experiences, Arnold, California

2007 – 2010

Executive Director

In partnership with the Board of Directors, formulate strategy, set direction, conduct fundraising, design, develop and deliver programs, and promote the organization to the community. This was a volunteer position.

Symantec Corporation, Mountain View, California
(formerly VERITAS Software)
Learning & Performance Group
Principal Learning Consultant

1999 - 2007

Provided organization development and performance improvement consulting, training delivery, instructional design, coaching, and project/vendor management.

- Consulted with internal clients to conduct gap analysis and propose appropriate solutions that effectively addressed performance issues in a variety of situations.
- Facilitated a broad portfolio of live and virtual instructor-led training programs for thousands of managers and employees of Symantec and VERITAS. Used virtual technology, including Microsoft Live Meeting and WebEx, to facilitate virtual learning and development events. Audiences for these programs ranged from individual contributor to Director and above.
- Created and revised participant guides, facilitator guides, and other materials for instructor-led and web-based programs.
- Coached managers and individuals to improve their effectiveness.
- Managed small- to mid-sized projects to provide performance improvement solutions to internal clients.
- Managed relationships with training solution vendors to ensure Symantec's needs were met while containing costs and maintaining excellent relationships.

Aperian Global, San Francisco, California
(formerly Meridian Resources Associates)
Internet Services Manager

1999

Responsible for training facilitation, product development and research, developing and maintaining the company's website and e-commerce business, and product management.

- Facilitated seminars for Indian, Korean and Swiss professionals preparing to live and work in the U.S.
- Conducted research and developed content for GlobeSmart, a web-based tool providing business personnel with quick and easy access to extensive knowledge on how to conduct business effectively with people from countries around the world. See www.globesmart.com to see the most recent version of this innovative tool.
- Redesigned the company's internet website and launched an e-commerce strategy.
- Managed Meridian's product suite, including training videos and other training materials, and provided customer service.

Fuji Xerox Australia, North Ryde, Australia
Human Resources Development Consultant

1997 - 1998

Provided training delivery, course design, and coaching.

- Delivered a variety of courses to culturally diverse groups of employees in an effective, culturally sensitive style. Delivery methods included instructor-led training, self-paced learning, and computer-based training.
- Designed and developed courses to improve employee performance in teamwork, communication and technical writing.
- Conducted small group and individualized training and coaching for all levels of staff and management.

Network Administrator

Managed the IT operations of a 100-user branch office.

- Provided support and training to all users on site, ranging from assistance with applications to troubleshooting Windows desktop system issues.
- Administered, maintained, and built Windows NT and Netware servers.
- Managed the LAN and liaised with WAN specialists to ensure the network ran at peak efficiency.
- Provided basic administration and support for the onsite telephone system.

Arizona State University, Tempe, Arizona
Instructor

1994 - 1996

Provided instruction, facilitation and coaching to university students.

- Taught public speaking to university students using an experiential, hands-on approach.
- Facilitated cross-cultural communication seminars for student groups.
- Provided coaching in conversational English skills to Japanese students preparing to compete in the U.S. and Canada, while living in Japan.

Corporate Solutions, San Francisco, California
Training Specialist

1992 - 1994

Provided instruction, course design, and consulting to public clients.

- Taught basic through advanced skills on Windows and Macintosh operating systems and popular applications.
- Created and revised participant guides, facilitator guides, and other materials for instructor-led and self-paced programs.
- Provided onsite consulting services to clients in order to help improve their skills and knowledge on popular network operating systems, desktop operating systems, and applications. Diagnosed and repaired networks and desktop systems at client sites.

PROFESSIONAL EDUCATION and CERTIFICATIONS

Course Developer Workshop
Daryl Sink and Associates

Strategic Business Partnering Workshop
Partners in Change

Crucial Confrontations
VitalSmarts

TalentSelection
Novations

Crucial Conversations
VitalSmarts

The Extraordinary Leader
Zenger Folkman

FOCUS
FranklinCovey

The Extraordinary Performer
Zenger Folkman

Human Performance Improvement in the
Workplace
ASTD

Zodiak
Paradigm Learning

Influencer
VitalSmarts

EDUCATION

Master of Arts, Communication
Emphasis: Intercultural Communication Training, Intercultural Conflict
Arizona State University, Tempe, Arizona

Bachelor of Arts, Communication
Emphasis: Organizational Communication, Training & Development
California State University, Sacramento, California

PROFESSIONAL AFFILIATIONS

International Society for Performance Improvement (ISPI)
American Society for Training and Development (ASTD)