

Training Specialist

October 2010 – February 2012

Detroit Workforce Development Department, Detroit, MI.

- Facilitated over 150 employees in utilizing effective communication, negotiation, feedback, as well as organizational behavior and group process skills.
- Facilitated staff on office procedures involving effective customer service protocol.
- Conducted classroom training for transitional staff that would enhance work procedures during reorganizations.
- Designed and conducted effective visual presentations.
- Presented information using a variety of instructional techniques, and formats, such as role playing, simulations, team exercises, group discussions, videos, and lectures.