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~ SUMMARY ~

- ❖ *25 Years Experience as NLP Trainer and Coach* skilled in the practical applications of psychological assessment and diplomacy/mediation, specializing in issues of culture, gender, and language.
- ❖ Expertise in evaluating professionals, providing team personal crisis management and strategic interventions.
- ❖ Skilled in training teams/individuals in negotiation, diplomacy in conflict situations, sales; and coaching individuals in presentation/facilitation skills.

~ PROFESSIONAL BACKGROUND ~

EXPERT OUTCOMES, Durham, NC.....(1987 - Present)
President

Offering Training, coaching, and consulting services - provided over 8,000 hours of Neuro-Linguistic Programming (NLP) training since 1983, for both businesses and private practitioners throughout the United States, Canada, and England.

Clients include:

Vistage/TEC International, San Diego, CA; Calgary, AB.....(2001-Present)
Developed performance, sales, negotiation, and assessment training programs
International organization of 10,000 CEO's and senior managers in 13 countries.
countries. Vistage/TEC groups meet once a month with four speakers per year.

*One of 44 speakers regularly selected from an available 625; delivered over 160 programs in the US and Canada to TEC groups; consistent scores of 4.5 points on scale of 5.

*Produced positive results at every session for CEOs, who leave with strategies to improve their relationships with customers, employees, and colleagues, and enhance their personal, professional and business grow

NC County Bar Associations, Mecklenberg, Charlotte; Wake, Cary...(2001-present)

* Trained judges and lawyers to be mediators in what they consider; " *the most important new contribution to their training since law school.*"

**First non-legal presenter in the history of Bar.*

*Sponsored presenter for Mediation Inc, a court-approved agency for training mediators. Received top reviews from all in attendance.

Graedon Enterprises - "The People's Pharmacy", Durham, NC.....(7 years)

* Provided training for Joe and Terry Graedon, *New York Times* best-selling authors from "The People's Pharmacy", in presentation skills for National Public Radio and television appearances; and negotiating skills for contracts.

NC Physicians Health Program, Raleigh, NC.....(7 years)

* Delivered interventions, hospital and staff negotiations, assessments, training in diplomacy skills for stressed physicians and their practices.

National Institute of Environmental Health Sciences (NIEHS), RTP, NC...(6 years)

*Co-created a values-based hiring model, achieving top results in selecting the right individual the first time. Model incorporates values and key subconscious decision strategies.

*Delivered training in scientific presentations for international audiences. Top scientists experienced dramatic results in reception/ buy-in to scientific research.

*Performed assessments, crisis interventions, staff analyses with top scientists and their lab staffs.

Quintiles, Inc., RTP, NC.....(2 years)

*Chosen as consultant for *Leadership 100 Series*: provided training nationwide in diplomacy, negotiation, management, customer service.

**Voted contractor of the year.*

Tulane University, New Orleans, LA.....(3 years)

*Worked with top leaders in Office of Government Affairs and Center for Bioenvironmental Research, delivering teambuilding, assessments, training, and coaching.

Wake County Personnel Department, Office of Training, Raleigh, NC.....(6 years)

*Provided NLP communication dynamics training to all sectors of Wake County services (finance, tax, social services, and sheriff's office). Developed performance, sales, negotiation, and assessment training programs for international organization of 10,000 CEO's and senior managers in thirteen

**Consistently rated "best training ever had in communications".*

GRAYS LANDING ALCOHOL AND DRUG TREATMENT CENTER

Riverbend Center for Mental Health, Florence, AL.....(prior to 1987)

Employee Assistance Coordinator

- Established employee assistance program offering a full range of mental health services. Served as consultant to the Alabama State Department of Mental Health in setting up a statewide model program for employee assistance.
- Provided intake, crisis intervention and long-term treatment planning for drug and alcohol patients. Served as educational supervisor and Northwest Alabama “in school” educator for drug and alcohol issues for grades 6-12.

~ EDUCATION / CERTIFICATIONS ~

- North Carolina Central University, Durham, NC.....2001-2003**
- 33 Graduate Hours in Speech and Language Pathology.
 - Core Specialization in Strokes, Neurological Illness, and Traumatic Brain Injury.
- Goddard College, Plainfield, VT, BA, Psychology.....1999**
- Certified Superior Court Mediator, Raleigh,NC.....2005**
- Certified in Applied Control Theory, (Reality Therapy).....2003**
- Certified Trainer of Neuro-Linguistic Programming (NLP).....1991**
- One of 139 trainers internationally certified by the Society of Neuro-Linguistic Programming.
 - Trained with eight leading experts, nationally and internationally, for 2000 hours over a period of several years.
 - Board review and examination conducted before fifty trainers from twelve different countries.
 - NLP is required cross-cultural training for 70% of Fortune 500 executives.
- Certified Master Practitioner and Modeler of NLP.....1989**
- Internationally certified by the Society of Neuro-Linguistic Programming.
 - Mentored by Dr. Wyatt Woodsmall in Peak Performance modeling. Dr. Woodsmall modeled expert strategies with the U.S. Olympic Diving Team, U.S. Army.
- Certified Ericksonian Hypnotherapist**
- **Certified by the National Institute of Hypnosis, Inc.....1982**
 - **Certified by the American Board of Hypnotherapy.....1990**
 - Based on over 300 hours of training/hypnotherapy clinical supervision.
- Gestalt Institute of New Orleans.....1981**
- 200 hours of graduate-level clinical training and supervision in Gestalt Therapy.

Clients Served

➤ Corporate

- Sirak Financials, Canton, Ohio
- Vistage/TEC International, Canada and Americas
- Quintiles, Inc., Research Triangle Park, NC
- Viking Sewing Machines, Cleveland, OH
- Graedon Enterprises, "The People's Pharmacy," Durham, NC
- Dean Witter Reynolds, Inc, Memphis, TN
- Black Bear Oil Company, Las Vegas, NV
- North Carolina Board of Realtors, Raleigh, NC

➤ Legal/Mediation

- Mecklenberg County Bar Association, Charlotte, NC
- Wake County Bar Association, Cary, NC
- Mediation, Inc., Chapel Hill, NC
- Tulane University Law School, New Orleans, LA

➤ Governmental Agencies / Non-Profit

- New Jersey Organ /Tissue Donors Network, Springfield, NJ
- American Women Emergency Physicians (AWEP), Houston, TX
- Environmental Protection Agency (EPA), Research Triangle Park, NC
- National Institutes of Health (NIH), Bethesda, MD
- National Institute of Environmental Health Sciences (NIEHS), RTP, NC
- Wake County Personnel Department, Raleigh, NC
- North Carolina Association of Personnel Consultants, Southern Pines, NC
- North Carolina Medical Society, Raleigh, NC
- North Carolina Physicians Health Program (NCPHP), Raleigh, NC
- NC Minority Business /Enterprise Coordinator's Network, Wilmington, NC
- English Board of Churches, United Kingdom
- Jewish Community Center, New Orleans, LA
- N Alabama Department of Health and Human Resources (DHR), Florence, ALA

➤ Universities

- Clemson University College of Commerce and Industry, Clemson, SC
- Center for Bio Environmental Research, Tulane University, New Orleans, LA
- Office of Governmental Affairs, Tulane University, New Orleans, LA
- Duke University, Live for Life Program, Durham, NC