

STEPHANIE SHIPPER

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Certified NLP Trainer and Master Modeler

- *Enhance Individual Performance with Better Communication and Social Capabilities*
- *Enhance Organizational Performance through better Intra and Inter Team Cooperation*
- *Enhance Organizational Success by facilitating Break Through Thinking and Behaviors*

As principal consultant of *Expert Outcomes* founded in 1987, based in the Chapel Hill/Durham area of North Carolina, provided over 8000 hours of NLP (Neuro-linguistic Programming) services to individuals, businesses and governmental organizations. Recognized internationally as a highly effective trainer, coach and mentor committed to the ethical use of NLP assessment, modeling and coaching techniques to improve individual and organizational outcomes. Skilled in training teams and individuals in negotiation, diplomacy in conflict situations. Successful experience working with scientists, physicians, other medical professionals and researchers, working in their fields of expertise as well as managing others.

Examples:

- **Sales/Communication Coaching/Training** – After individual coaching with Stephanie, a top research physician at National Institute of Environmental Health Sciences received “standing ovations” when presenting her breast cancer findings at conferences of her peers.
 - **Social Skills / Inter Personal Behaviors Coaching** – Success turning around the behavior of physicians deemed “disruptive” by their peers at the North Carolina Physicians Health Network. Included training, coaching and “interventions” on site at hospitals and medical practices across the state.
 - **Management Training** – Voted *Contractor of the Year* as consultant for Quintiles *Leadership 100* series. Provided managers with expert training in diplomacy, negotiation, management and customer service. Quintiles is a contract research organization which serves the pharmaceutical, biotechnology and healthcare industries by providing services that support integrated product development from early development through late phase clinical trials.
 - **Senior Executive Performance Coaching** – Worked with distinguished executives and scientists including a Nobel nominee at National Institute of Environmental Health Sciences and Tulane University. Currently offering One Day Executive ReFocus Intensive.
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CLIENTS

VISTAGE/TEC INTERNATIONAL, AMERICAS, San Diego, CA; Canada, Calgary, AB (2001-present)
Vistage/Tec International is the World’s Largest CEO Membership Organization

- Developed performance, sales, negotiating, and assessment training programs for international organization of 10,000 CEO’s and senior managers in thirteen countries. Vistage/TEC groups meet once/month with four speakers/year.
- Delivered over 140 workshops in the US and Canada to VISTAGE/TEC groups with consistent evaluation scores of 4.5 out of 5.

- Past CEO attendees credit enhanced individual and organizational performance and success using strategies learned at the workshops and cite improved relationships with customers, employees, and colleague.

NATIONAL INSTITUTE OF ENVIRONMENTAL HEALTH SCIENCES (NIEHS), Research Triangle Park, NC (6 years)

- Mentored scientific researchers in how to develop and deliver presentations for international audiences. One physician reported receiving "standing ovations" when presenting her breast cancer findings at peer conferences.
- Significantly Improved hiring process success rate through development and implementation of values-based hiring model incorporating values and key subconscious decision strategies.
- Performed assessments, crisis interventions, staff analyses with top scientists and their lab staffs

QUINTILES, INC, Research Triangle Park, NC (2 years)

- Chosen as consultant for Leadership 100 Series, voted Contractor of the Year - provided training nationwide in diplomacy, negotiation, management, customer service. Quintiles is a contract research organization which serves the pharmaceutical, biotechnology and healthcare industries by providing services that support integrated product development from early development through late phase clinical trials.

NORTH CAROLINA PHYSICIANS HEALTH PROGRAM, Raleigh, NC (7 years)

- Successfully turned around "disruptive" physicians; delivered interventions, hospital and staff negotiations, assessments, training in diplomacy skills for stressed physicians and their practices

GRAEDON ENTERPRISES, INC (*THE PEOPLE'S PHARMACY*), Durham, NC (7 years)

- Trained *New York Times* best selling authors of over 6 books in *The People's Pharmacy Series* in presentation and negotiation skills. The Graedons reported increased success in appearances on National Public Radio, television as well as improved results when negotiating contracts.

THE CENTER FOR PROFESSIONAL WELL BEING, Raleigh, NC

- Center is a non-profit educational organization devoted to promoting well being among healthcare professionals, including students and their families, practice organizations and other professionals.
- Provided intensive educational and well-being interventions through visits to groups and practices.

OTHER PHYSICIAN / PHYSICIAN ORGANIZATION CLIENTS

- American Association of Women Emergency Physicians
- Forsyth Medical Center Emergency Medicine Unit

TULANE UNIVERSITY, New Orleans, LA

- Consultant / Trainer for Tulane University Center for Bio-Environmental Research focusing on values work and team building.

- Consultant / Trainer for Tulane Center for Governmental Affairs.
- Success coaching and values work for senior university executives.

NORTH CAROLINA COUNTY BAR ASSOCIATIONS, Mecklenberg, Wake (since 2001)

- First non-lawyer presenter in history of the association
- Trained judges and lawyers to become mediators and negotiators, consistently reported as "best training experienced since law school..."
- Sponsored presenter for Mediations Inc, a court approved agency for training mediators with top reviews from all attendees

OTHER CLIENTS

- Consultant to American Association of Women Emergency Physicians
- Consultant to Forsyth Medical Center Emergency Medicine Department, Thomasville, NC
- Alabama State Department of Mental Health, Montgomery, AL
- Wake County Personnel Department Office of Training, Raleigh, NC

EDUCATION

NORTH CAROLINA CENTRAL UNIVERSITY, Durham, NC

33 Graduate Hours in Speech and Language Pathology with core specialization in strokes, neurological illness and traumatic brain injury

GODDARD COLLEGE, Plainfield, VT

BA, Psychology, 1999

GESTALT INSITUTE OF NEW ORLEANS

200 hours clinical training and supervision in Gestalt Therapy at the graduate level, 1981

CERTIFICATIONS

APPLIED CONTROL THEORY LEVEL 2 Certification, (Reality Therapy), 2003

INTERNATIONALLY CERTIFIED TRAINER OF NEURO-LINGUISTIC PROGRAMMING (NLP), 1991

One of only 139 individuals internationally certified by the Society of Neuro-Linguistic Programming. Trained for 2000 hours with 8 leading experts nationally and internationally. Board review and examination conducted before 50 trainers from 12 countries.

INTERNATIONALLY CERTIFIED MASTER PRACTITIONER AND MODELER OF NLP, 1989

Mentored by Dr. Wyatt Woodsmall in Peak Performance modeling.

ERICKSONIAN HYPNOTHERAPIST

National Institute of Hypnosis, 1982

American Board of Hypnotherapy, 1990

PRESENTATIONS

CONFERENCES AND SEMINARS

VISTAGE/TEC INTERNATIONAL

Building the Field of Dreams – Americas, Canada, 2001-present

I – Creating Peak Performance, twelve states, four provinces

II – Negotiation Strategies, two states, two provinces

MECKLENBERG COUNTY BAR ASSOCIATION

Learning Styles for Mediation, Charlotte, NC, June 2003 to November 2006

WAKE COUNTY BAR ASSOCIATION

Learning Styles for Mediation, Cary, NC, March, 2002

MEDIATION, INC.

In-depth Mediation Skills, Winston-Salem, NC, April 2001 to April 2006

AWEP - AMERICAN ASSOCIATION OF WOMEN EMERGENCY PHYSICIANS

8th Annual Leadership Conference, Dallas, TX, April 1995

ALGOMA MEDICAL SOCIETY, ANNUAL CONFERENCE ON PHYSICIAN WELL-BEING

Sault Ste. Marie, Ontario, Canada, October 1995

SECOND ANNUAL CONFERENCE ON PEOPLE SKILLS, NORTH CAROLINA STATE UNIVERSITY

Raleigh, NC, May 1995

SEVENTH NATIONAL CONFERENCE ON PROFESSIONAL WELL-BEING, DEARBORN, MI

October 1994

CORPORATIONS

VISTAGE/TEC INTERNATIONAL, Americas and Canada

QUINTILES INC, Research Triangle Park, NC

VIKING SEWING MACHINES, Cleveland, OH

EXCELL PARTNERSHIPS, Sandy Hill, CT

GRAEDON ENTERPRISES, "The People's Pharmacy," Durham, NC

DEAN WITTIER REYNOLDS, INC, Memphis, TN

NORTH CAROLINA BOARD OF REALTORS, Raleigh, NC

LEGAL

MECKLENBERG COUNTY BAR ASSOCIATION, Charlotte, NC

WAKE COUNTY BAR ASSOCIATION, Cary, NC

MEDIATION, INC, Chapel Hill, NC

GOVERNMENTAL AGENCIES / NON-PROFIT

AMERICAN WOMEN EMERGENCY PHYSICIANS (AWEP), Houston, TX

ENVIRONMENTAL PROTECTION AGENCY (EPA), Research Triangle Park, NC

NATIONAL CANCER INSTITUTE (NCI), AT NATIONAL INSTITUTE OF HEALTH (NIH), Bethesda, MD

NATIONAL INSTITUTE OF ENVIRONMENTAL HEALTH SCIENCES (NIEHS), Research Triangle Park, 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
CLEMSON UNIVERSITY COLLEGE OF COMMERCE AND INDUSTRY, Clemson, SC
THE CENTER FOR BIO/ENVIRONMENTAL RESEARCH, TULANE UNIVERSITY, New Orleans, LA
DUKE UNIVERSITY "LIVE FOR LIFE", Durham, NC