Solutions

confident

connected

resilient

relevant

WLPG — WORKPLACE LEARNING & PERFORMANCE GROUP

Solutions

WLPG WORKPLACE LEARNING & PERFORMANCE GROUP

Training Solutions

The Workplace Learning & Performance Group (WLP Group) provides high quality, engaging and interactive programs geared to the adult learner.

Each training session we offer has clearly defined learning objectives and expected outcomes. Although teaching methods vary by subject, sessions typically include a variety of experiential exercises, small group, discussions, mini-lectures, self-assessments, and other learning activities designed to engage participants.

We incorporate five key principles into each training design:

1. Participants need to understand what they will derive from the learning experience.
2. The learners' goals, needs, and expectations for the learning event are problem-centered rather than content-oriented.
3. A safe training environment engages learners with collaborative participant interaction and healthy debate of differing ideas and perspectives.
4. Leveraging the wealth of learners' varied backgrounds and experiences enables them to be resources to one another.
5. Topics must be practical, relevant, and immediately applicable.

Why is training important?

By investing in the development of an employee's knowledge, skills, and abilities, organizations are able to demonstrate a commitment to continuous learning, growth, and resource enhancement. In addition to improving productivity, training is rated as one of the most effective employee retention tools available.

In Depth Programs

In depth programs consist of a series of multiple sessions that build on one another offering the participant an opportunity to delve deeply into a topic enabling significant personal and professional development. The in depth programs are educational and developmental and apply to work and life situations. They provide practical techniques, strategies, and useful resources for future reference. All of the sessions are appropriate for employees and management.

Half Day Workshops

Workshops offer relevant information and strategies to help employees successfully meet the changing needs of their professional and personal lives. The sessions address issues related to current workplace situations and provide applicable tools and resources that the learner can implement on the job immediately. The Half Day workshops are educational and apply to many situations, and provide participants with practical techniques, strategies, and useful handouts for future reference. All of the sessions are appropriate for employees and management.

60-minute tip sessions

60-minute tip sessions are available for work environments in which employees have very limited time to attend training, but could benefit from information and practical suggestions. These sessions highlight about 6–8 strategies based on a particular topic. We can recommend topics that will fit into a short time frame.

Delivery

Our presenters use a variety of exercises, discussions, activities, and proven training strategies to bring concepts to life and enhance learning and retention. Many WLP Group programs are designed to fit into a lunch break or anytime during work hours. Sessions marked as "60-minute webinar" are conducted live online. All other seminars can be delivered at your location or live online. Please contact your WLP Group Representative for details.

Customization

All of our training solutions may be customized to meet your particular needs or situation. In addition to the training solutions listed in this catalog, the WLP Group also develops customized training to support specific client goals and initiatives. Our consultants have extensive experience in conducting training needs analysis and assessment, development of learning objectives, training curricula design and development, implementation of large-scale organizational learning initiatives, forecasting and calculating ROI. We work in partnership with our clients to ensure that organizational objectives are met.

Change Management

A Personal Guide for Managing Change

Participants will be able to:
• Identify the three phases of the process of change.
• Clarify normal feelings, thoughts, and behaviors during times of change.
• Identify ways to take control of their personal situations.
• Increase adaptability.

Note: This seminar is not recommended for delivery during or near times of downsizing.

Beyond Coping with Change: Becoming a Change Master

Participants will be able to:
• Assess their capacity for being a master of change.
• Identify the characteristics and techniques that define change masters.
• Learn the "mantras" of change masters; apply them to a personally challenging situation.
• Strengthen their ability to master change in professional and personal life.

This seminar is a follow-up to "A Personal Guide for Managing Change."

Navigating Workplace Change

Mergers and reorganizations and constant workplace change. We live and work in a world where change never stops. To succeed in today's workplace, you must learn to work with change—and make change work for you. As a participant in this seminar, you will be able to:
• Understand and accept that change is constant.
• Master the skills you need to thrive through change.
• Build your resilience and pace yourself to avoid burnout.
• Learn to work with changing groups and teams.
• Support your organization's goals through times of change.
• Embrace the opportunities change brings.

Communication Skills and Strategies

Building Trust at Work and in Your Personal Life

Participants will be able to:

• Look at the role that trust plays in their work and personal lives.
• Assess how trusting they are.
• Identify the qualities that build trust.
• Develop strategies for building trust in their personal and work relationships.
• Rebuild trust when there's a problem or misunderstanding.

Communication: The Art of Giving Feedback

Participants will be able to:

• Define "feedback" and recognize its usefulness.
• Clarify why it's challenging to give feedback at work and in personal life.
• Differentiate between effective and ineffective feedback.
• Give valuable, constructive feedback.

Communication: The Art of Listening

Participants will be able to:

• Assess personal listening skills.
• Identify the barriers to effective listening and learn strategies for removing them.
• Recognize the benefits of effective listening and the costs of poor listening.
• Identify a model for effective listening and apply its components.

The Art of Communication

Communication is an art. Participants will be able to look at the role feedback plays in communication. Personal assessment of listening skills and importance of trust in personal and work lives will also be taken a look at. They will define assertiveness and distinguish among communication styles.

Communication: The Art of Receiving Feedback

Participants will be able to:

• Clarify their capacity to deal with feedback.
• Identify the value of corrective feedback.
• Develop strategies for managing useful and non-useful feedback.
• Generate ways to invite feedback.

## Getting Your Message Across Assertively

Participants will be able to:

• Define assertiveness and distinguish how it differs from other communication styles.
• Know what their assertive rights are.
• Develop ways to be assertive through attitude, body language, tone, and verbal language.
• Explore specific strategies for saying "no," coping with criticism, accepting compliments, and voicing needs.

"I can't thank you enough for helping me navigate a critical point in my personal and professional life. Maureen, you know just the right questions to ask and your leadership series has propelled me and given me an incredible energy to make my dreams come true!"
Torrie Dunlap, CPLP, Director, National Training Center on Inclusion

DISC Assessment

DISC is a behavior assessment tool based on the DISC theory of psychologist William Moulton Marston, which centers on four different behavioral traits: dominance, inducement, submission, and compliance.
The DISC assessment helps people at any level of an organization or industry effectively understand themselves and others. By establishing a common language that elevates the effectiveness of communication and teamwork, DISC strengthens relationships which help improve productivity and lead to better workplaces.
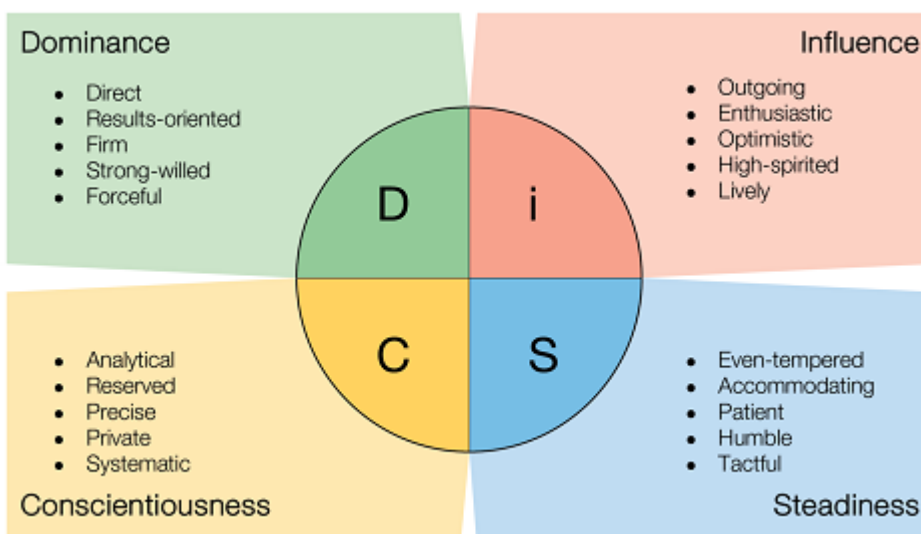
Using adaptive testing and sophisticated algorithms, this assessment tailors questions based on an individual's responses to provide the most powerful, personalized feedback possible. Everyone is a unique blend of the different styles which is extremely valuable in creating healthier organizations.

Each year, more than one million people worldwide use these research-validated tools to inspire, energize, empower, and transform their workplaces.

Customer Service

Building Strong Customer Relationships

You can position yourself and your company for long-term success when you understand and connect with your customers. A good relationship encourages customer loyalty, which is crucial for maintaining and growing business in today's economy. This seminar provides strategies for building strong customer relationships.

As a participant, you will be able to:

• Learn how to establish credibility with your customer.
• Understand the importance of partnering with your customer.
• Use good communication to ensure you meet your customer's needs.
• Learn strategies for personalizing your customer relationships.
• Provide outstanding customer service.

Beyond Customer Service: Building Customer Loyalty

Individual relationships can make or break the customer bond. A good relationship encourages customer loyalty, which is crucial for maintaining and growing business in today's economy.

This seminar allows the participant the opportunity to analyze his or her own role and personal goal objectives for developing the customer relationship. As a participant, you will be able to:

• Examine your personal and professional goals as they relate to your role in customer service
• Determine how to create and measure customer loyalty
• Analyze how to effectively measure stress and manage impulses
• Discuss how to always create a powerful connection

Why is good customer service essential to business growth?

You can position yourself and your company for long-term success when you understand and connect with your customers. A good relationship encourages customer loyalty, which is crucial for maintaining and growing business in today's economy.

Diversity

The Power of Diversity

Today's workforce is more diverse than ever! Global initiatives require an unmatched level of cultural competence and tolerance. This session will open your eyes to the wide definitions and allow you to explore the benefits as well as challenges of diversity in the workplace.

As a participant, you will be able to:

- Define Diversity
- Understanding your role in the process
- The impact of stereotypes and assumptions
- Differentiating fact from fiction in the business case for diversity
- Explore organizational concerns & expectations
- Understanding the impact of a multi cultural and diverse workforce
- Define, practice and discuss the rationale for and value of the Conversity®

The Business Case for Diversity

Today's workforce is more diverse than ever! Global initiatives require an unmatched level of cultural competence and tolerance. This session will focus on the management aspects of diversity, and allow participants to explore the organizational benefits as well as challenges of diversity in the workplace, from customers to employees.

As a participant, you will be able to:

- The business case for diversity, and the value of a diverse workforce
- Differentiate myth from fact for diversity in the workplace
- Common organizational challenges, concerns & expectations of diversity
- Understanding the impact of a multi cultural and diverse workforce

Leadership Development

Basic Leadership Skills for Everyone and Every Job

Participants will be able to:

• Understand the importance of using basic leadership skills in any job.
• Assess their leadership capabilities.
• Identify 8 critical leadership strategies and ways to put them into action.
• Develop a personal plan for applying leadership skills to their jobs.

Boosting Your Personal Productivity

Work crunches. Pressures to do more with less. Fast-paced work environments. There are many reasons employees are challenging themselves to become more productive. This seminar is designed to help participants:

• Meet productivity expectations -- even when they change.
• Identify opportunities to improve personal and process efficiencies.
• Manage work distractions.
• Increase effectiveness through organization and technology.

Building Your Personal and Professional Network

Networking is a critical skill not only for career management but also for reaching your personal goals. Networking can help you develop contacts and build relationships that can help you in all areas of your life.

Participants will be able to:
• Make the connection between networking, personal and professional development.
• Identify opportunities for networking.
• Employ successful online and in-person networking strategies.
• Start and grow a network of personal and professional contacts.

Supervisory Skills

Leadership - Building your essential leadership skills

In this session you will learn the elements of effective leadership and how to assess relationships with employees. After completing this session, participants will be able to:

- A definition of the leadership competencies for today's manager and business owner
- Why self assessment is important and why each competency is of vital importance
- A step-by-step action plan for your professional development
- The impact of "Vision" on leadership

Hiring/Selection - Behavior-based interviewing content and process

Learn new recruitment and selection strategies, and how to fill vacant jobs in a timely and successful manner. After completing this session, participants will be able to:

- Realize their role in the interviewing process
- Write and use strong behaviorally-based questions resulting in the collection of good information on which to base a hiring decision
- Identify, explain and avoid risky practices in conducting interviews
- Improve their comfort level with conducting an interview
- Create a suitable interview assessment and evaluation

Developing and Coaching Employees

Learn about the different ways employees learn and the variety of techniques you can use to develop employees, how to develop an individual development plan, and how to manage on the job training and use job aids to improve employee performance. After completing this session, participants will be able to:

- Apply adult learning theory to improve training effectiveness;
- Understand the importance of using a variety of development techniques;
- Learn to assess individual employee development needs;
- Utilize the six step model for developing employees;
- Identify strategies for on-the-job training and developing job aids

Managing Multiple Priorities – Planning, Prioritizing, and Accountability

Learn how to balance the many priorities you are faced with every day at work. After completing this session, participants will be able to:
- Assess your own approach to managing time
- Understand how your approach impacts others
- Identify the time wasters decreasing your effectiveness
- Apply problem solving to eliminate barriers
- Learn techniques for helping your staff maximize their time
- Learn methods for clarifying roles & responsibilities to eliminate duplication
- Learn strategies for prioritizing work
- Develop an action plan for implementation

Performance Management – Providing Feedback for Performance Improvement

Learn how to develop criteria and performance standards to measure and employee's work, and how to deal with conflict situations. After completing this session, participants will be able to:

- Identify resources to set performance criteria;
- Set up an "incidents' file of behavior & performance
- Conduct an effective performance appraisal session
- Write first-person counseling and disciplinary memos
- Diffuse defensiveness & conflict

Communication Skills – Effective Listening & Communication for Supervisors

Learn the importance of effective communication with employees and customers, and how to communicate during difficult or conflict situations. After completing this session, participants will be able to:

- increase your confidence to approach and resolve difficult situations in the workplace
- learn the strategies and techniques of effective communication
- learn how to handle both individual and group situations
- focus on individual coaching problem-solving and conflict resolutions skills
- practice the technique of active listening

Motivating Employees – How to motivate and encourage performance

Learn the theories of human motivation and their relevance to your leadership in the workplace.
After completing this session, participants will be able to:

- describe at least three theories of motivation & how they apply to organizational rewards
- identify strategies for increasing the motivational spirit of your work team
- explain the tools used for designing and administering pay systems and improve your application of those tools in your work setting
- use at least one new "non-financial" idea to creatively recognize your team members

Sexual Harassment Prevention

This session meets the State of California requirement for Sexual Harassment Prevention Training.

By the end of this training, you will be able to:

- Define sexual harassment
- Identify the costs of sexual harassment
- Identify the types of sexual harassment
- Identify behaviors that constitute sexual harassment
- Recognize that organizations policy prohibits sexual harassment
- Describe what to do about sexual harassment
- Discuss strategies to prevent sexual harassment

Sexual Harassment Prevention Is Your Responsibility

As an employer, you have a responsibility to maintain a workplace that is free of sexual harassment. This is your legal obligation, but it also makes good business sense. If you allow sexual harassment to flourish in your workplace, you will pay a high price in poor employee morale, low productivity, and lawsuits.

Presentation Skills

In this workshop, participants will be able to:

- Assess their individual presentation style
- Understand different learning styles
- Design an effective presentation
- Develop multiple mini presentations
- Discover techniques to conquer nervousness
- Learn to deal with problem participants
- Practice using and improving voice
- Get feedback from other participants
- Receive individual presentation coaching

"Workplace Learning and Performance Group's workshops are extremely insightful and beneficial. I constantly look for any sessions that might be relevant to my field!"
Abhishek Choubey
Solar Turbines

Work/Life Solutions

Happiness: Learning from Positive Psychology

Participants will be able to:

• Define happiness.
• Identify what drives genuine happiness.
• Clarify the barriers to satisfaction.
• Learn ways to bring peace into your life.

Change Your Habits, Change Your Life

Participants will be able to:

• Identify a behavior they would like to change.
• Clarify the reasons why it's challenging to change behavior.
• Use a tool to identify benefits and costs of adapting a positive habit versus sustaining a negative one.
• Generate strategies for ridding themselves of the unwanted habit.
• Design an action plan for embracing the change.

Bouncing Back: How to Stay Resilient During Life's Challenges

Participants will be able to:

• Define resiliency and indicate how it can be used for success and satisfaction in life.
• Assess their personal resiliency level.
• Create action plans based on 10 methods for "bouncing back."

Managing Holiday Stress

Participants will be able to:

• Identify the sources of holiday stress.
• Clarify the conflict between expectations and reality during holiday time.
• Explore the role of traditions, analyze whether a tradition is fitting or not for their family, and create meaningful rituals.
• Gain control of organizing holiday tasks, managing time, and dealing with expenses.
• Develop healthy attitudes for coping with the demands of the holiday season.
We recommend that you schedule this seminar between the end of October and mid-December.

Managing Stress: The Road to Resiliency

Participants will be able to:

• Define "stress."
• Pinpoint personal stressors and responses to them.
• Identify the qualities of resiliency and effective coping.
• Learn strategies for maintaining resiliency, exerting control, and managing unrelenting stress.

Managing Your Work Style to Reduce Stress

Participants will be able to:

• Identify the traits of a high-stress and a low-stress work style and indicate which style reflects their own work behavior.
• Describe each style's impact on themselves and their co-workers.
• Develop strategies for fine-tuning their perspective, tapping into their wisdom, and applying humor to reduce stress at work.

Business Etiquette

Participants will be able to:

• Make the connection between business etiquette and business success.
• Understand the "new rules of etiquette" for using technology and working globally.
• Learn best practices for business etiquette.

The Importance of Work/Life Solutions

Forward thinking businesses view their workforce from a human capital perspective. Strategically, a company's human capital must be focused and motivated. Work/Life Solutions is a performance enhancement program that can provide measurable savings for your company and protect your human capital investment.

Creativity at Work: How to Flex Your Creative Muscle

Participants will be able to:

• Assess their personal creativity.
• Identify the behaviors of creative people.
• List the barriers to inventive thinking.
• Develop strategies that boost creativity.
• Apply a five-step model that fosters originality.

Goal Setting for Success at Work

Participants will be able to:

• Define their personal meaning of success and identify personal values.
• Develop a personal mission statement and a short-term or long-term work goal.
• Use a tool for creating SMART goals and action plans.
• Develop strategies for staying committed to goals and overcoming setbacks.
• Apply the techniques to personal aspects of life.

How to Be a High-Performing Team Member

When you are a part of a successful team, you are more likely to be successful, too. But what sets a high performing team apart from other teams? And what does it take to be a high-performing team member? This seminar answers those questions as they pertain to team members in their organizations. As a result of this seminar, participants will be able to:

• Understand the characteristics of a high-performing team.
• Explore your role as a team member and identify ways you can be more valuable to your team.
• Learn tips and strategies for developing the eight key qualities of a high-performing team member.
• Create a personalized action plan for increasing your value as a team member.

How to Be a Valuable Employee

Participants will be able to:

• Understand the importance of being highly committed to their work.
• Assess their ability to provide value to their jobs, or create an image of an ideal employee.
• Identify 10 critical strategies for giving their best at work.
• Create a personal plan for developing themselves and increasing their value as employees.

Why is goal-setting so essential?

There is a strong relationship between a successful company and an effective goal setting process. Strong goal alignment and goal visibility allows for quicker execution of company strategy by enabling management to allocate proper resources across various projects.

Making Important Life and Business Decisions

How can I provide the best care for my aging relative? Should I apply for that promotion? Which new projects should my team invest in? Important decisions are often difficult ones, layered with risk and uncertainty. By applying a five-step comprehensive process, you can make even the toughest decisions with confidence.

Participants in this seminar will be able to:
• Examine their personal approach to decision making.
• Identify keys to improving their decision making style.
• Take steps to ensure thorough option analysis.
• Explore, combine, and apply multiple decision-making strategies.
• Use tools to weigh potential risks, gains, and other factors.

Motivating for Innovation: Creating the Right Environment for New Ideas

Participants will be able to:
• Identify the organization's core values and the drivers for progress.
• Clarify why small ideas are at the heart of innovation.
• Develop strategies for stimulating and broadening breakthroughs.
• Identify eight critical elements for creating and sustaining an innovation-friendly environment.
• Generate tips for enhancing the ability to contribute creative value to their job, the organization, and customers.

Running Effective Meetings

In a world of tight deadlines and busy schedules, wasting valuable time in meetings that aren't productive can keep you and your team from meeting important goals. This seminar is designed to help you run meetings that are well-planned and productive from start to finish, whether you're meeting in person or by teleconference.

Participants will be able to:
• Planning ahead and preparing for meetings.
• Best practices for teleconferences and global groups.
• Encouraging active participation and sharing of ideas.
• Managing distractions and interruptions.
• Problem solving, decision making, and action planning as a group.
• Closing a meeting and following-up on action items.

"WLPG emphasizes the significance of reskilling oneself on a regular basis. No matter what career-level you are at, they have something helpful for everyone."
Ashima Bhardwaj
UNESCO Center for Peace

Stop Putting It Off: Strategies for Overcoming Procrastination

Participants will be able to:
• Identify ways procrastination negatively affects personal and professional life.
• Clarify the psychological basis for the behavior.
• Apply a model for overcoming procrastination.
• Increase their opportunity for success by completing tasks and making decisions.

The Basics of Planning and Prioritizing

Participants will be able to:

• Understand the benefit of returning to the "tried and true" strategies for planning and prioritizing.
• Identify their self/time management concerns, strengths, and weaknesses.
• Clarify the link between personal values, life stage, roles (employee, manager, parent, friend, home manager,etc.) and the use of time.
• Use seven best practices for planning and prioritizing.
• Use a system for assigning tasks to categories depending on time-sensitivity and importance.
Note: This seminar is designed for entry-level employees who want to learn how to improve organizing skills.

Basics of Work-Life Balancing

Participants will be able to:

• Differentiate between "balance" and "balancing."
• Clarify how their present life differs from the quality of life they'd like.
• Identify areas that could benefit from new approaches.
• Apply seven key tools that can enhance work/life quality and provide greater personal satisfaction.

Working Woman's Survival Course: Practical Help for Creating Balance in Your Life

Participants will be able to:

• Identify some common ways people respond to the challenges of work-life balance.
• Recognize the value of blending approaches to work-life responsibilities.
• Assess their strengths and vulnerabilities in managing multiple responsibilities.
• Learn strategies for dealing with multiple demands.
• Identify ways to increase opportunities for self-care.

Work-Life Balance for Business Travelers

Participants will be able to:

• Understand the specific challenges posed by frequent business travel.
• Learn ways to stay in touch with family and friends while traveling.
• Share best practices for managing workload when on the road.
• Identify ways to make returns from business trips easier at home and at work.

Customized Solutions

Quality and Value

WLP Group In depth programs are available for additional training units and/or on a fee-for-service basis. Premium training topics are delivered by skilled training professionals with specialized subject matter expertise. Backed by over 25 years of training experience, WLP Group's premium training services provide maximum value for your training investment. Premium topics are listed on the following pages of this catalog.

For More Information

For additional information or scheduling, please contact us at 619-475-8397.

Program Topics

Communication Skills and Strategies

Communication Essentials for Managers
Dealing with Difficult People
"What I Meant Was . . .": Basic Communication Skills
Crucial Conversations™

Customer Service

Dealing with Difficult Customers
Delivering Outstanding Customer Service
Beyond Customer Service: Building Customer Loyalty

Diversity

Exploring Diversity
Motivating and Leading an Intergenerational Work Force
Respecting Individual Differences
Understanding and Managing Diversity
Understanding Intergenerational Teams

Harassment and Discrimination Prevention

A Manager's Guide to Preventing Harassment
Sexual Harassment Prevention
Title VII: Harassment & Discrimination Prevention Training

Leadership

Developing the Leader in You
Developing Leadership Skills Using Leadership Assessment Tools

Performance Management

Coaching Skills: Developing and Motivating Your Staff
Conducting Performance Appraisals

About Us

The Workplace Learning & Performance Group (WLP Group) was founded by Maureen Orey in 1991 under the name of Shane & Associates. The WLP Group has provided excellent training, coaching and strategic planning for individuals and organizations; our goal is to improve your performance so you can achieve your desired results.

The WLP Group's team of consultants provides interactive and inspiring training programs in the area of Leadership and Management Development, Supervisory Skills, Communication, as well as Diversity and Inclusion. Participants often evaluate our training programs as "excellent", "insightful", "motivating" and "life changing". Our coaching program has helped individual achieve specific career and life goals.

ॐ✿ॐ

*"When I first heard about an upcoming seminar being presented by Dr. Maureen Orey, an associate said "You won't want to miss this one." So, despite learning of the seminar just a few days beforehand, I sent Maureen an e-mail requesting to attend. From that very first reply, received within minutes by the way, and all the many more communications since then, including her total command of the material she presented, Maureen has been a supreme inspiration. Besides seeing for myself, I have come to know from many others that have also had the good fortune to hear her speak, Maureen is both captivating and very motivating. Her programs simply "Rock" and leave you a couple of feet off the ground. Maureen will tell you "Anything is possible" and within a short period of time you will not only hope and dream for it, you will believe. As my associate said "You won't want to miss this one!" That person was right on!" -- **Fred Z.***

ॐ✿ॐ

Founder and President: Dr. Maureen C. Orey, CPLP

_____

Maureen is the best-selling author of *Communication Skills Training,* published by ASTD Press in 2005, as well as the author of *Successful Staffing in a Diverse Workplace* published by Richard Chang Associates in 1996. She is a Certified Professional in Learning and Performance (CPLP). Maureen earned her Doctorate in Organizational Leadership, she holds a Master's Degree in Education from the University of San Diego and a Bachelor's Degree in Psychology from San Diego State University. In addition to her work in the private sector, she has taught at four universities and is currently an Adjunct Professor teaching for UCSD Extension and RADY's School of Management.

Maureen got her start in training at Sea World San Diego over 25 years ago, and has worked with many large corporations, small firms, universities, government agencies, hospitals and more. She was recognized as the 2008 Outstanding Instructor of the Year for San Diego State University's College of Extended Studies.

Maureen's specialties include communication, customer service, diversity, leadership, performance management, organizational culture, managing change, training trainers and more. Maureen's students and clients consistently rave about her effectiveness, many calling her "*the best trainer I've ever experienced*" and "*Her programs simply "Rock" and leave you a couple of feet off the ground."*

Maureen is passionate about work-life balance, health, fitness and embracing the differences that make us strong. She stays fit with regular circuit training, martial arts and body building. Originally from San Diego, she is a proud mother of three children, and recently served as President of the Helix Charter High School PTSA. The Workplace Learning & Performance Group is proud to be affiliated with the San Diego Regional Chamber of Commerce, The Rancho San Diego/Jamul Chamber of Commerce the Spring Valley Chamber of Commerce, and the San Diego Chapter of the American Society for Training & Development.

Cindy Molina, M.S., CPLP, SPHR

_____

Cindy is a Senior Consultant with the Workplace Learning and Performance Group. She has over twenty years of experience in human resources and specializes in corporate training and development, leadership and organizational development, change management, instructional design, employee engagement, communications and event planning.

She is passionate about helping leaders and employees improve their performance in the workplace using a variety of people and culture strategies.

An accomplished leader, trainer, facilitator, instructor, speaker, consultant, coach and human resources professional that has experience working in both for-profit and non-profit organizations including financial services, healthcare, education, technology, retail, and professional development associations.

Cindy earned her Masters of Science degree in Instructional Systems from Florida State University, a Bachelors of Arts degree in Economics from San Diego State University, and holds both the CPLP (Certified Professional in Learning and Performance) and SPHR (Senior Professional in Human Resources) professional credentials.

As a Board Member for the San Diego Chapter of ATD in 2005-2007, Cindy founded the award winning "Your Turn to Learn" conference and was also a past recipient of both the President's Award and Willamae Heitman award.

WLPG WORKPLACE LEARNING & PERFORMANCE GROUP

Clients Include

_____