

# Learning Solutions Consultant

## Debbie Newman

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### Summary

Leads people, projects and programs to achieve organizational change initiatives and business results. Contributes to client success by designing/facilitating efficient and effective learning solutions to improve technical proficiency and interpersonal acumen. Utilizes approaches that improve employee engagement, client satisfaction, morale, competence, self-confidence, and self-respect.

### Proven Skills

Instructional Systems Design ▪ Learning Facilitation ▪ Performance Consulting  
Coaching/Counseling ▪ Team Building ▪ Group/Process Facilitation  
Leadership, Management, and Supervision ▪ Client Care  
Project Management ▪ Strategic Planning

### Professional Experience

1993 -  
Present

#### Working Relationships (Owner, Chief People Person, and Principal Consultant)

Established and manages a performance coaching and consulting practice that aspires to be the collaborator-of-choice for transformational learning and relationship improvement initiatives. Helps clients define and achieve successful outcomes based on a foundation of competence, credibility, and compassion.

1978 -  
1995

#### Southern California Edison (Human Resources Consultant, Health Care Administration Team Lead, and more)

Led and managed people and projects, and provided decision support for staffing initiatives. Collaborated with line organizations on behalf of Corporate Training & Development, Employee Benefits, Employee/Executive Compensation, Equal Opportunity, Health Care Administration, Human Resources Administration, Labor Relations, Payroll, Staffing/Personnel, and Vocational Rehabilitation/Disability Benefits.

### Selected Value-Adding Accomplishments

(All these examples involved planning, analyzing, designing, development, implementation, evaluation, collaboration, and individual initiative.)

#### Learning Solutions

- Redesigned an instructor-led quality curriculum to conserve classroom clock time by nearly 30% and reduce demands on existing training resources by approximately 50% while preserving course content and delivering on learning objectives.
- Designed/facilitated seriously fun private/public-access train-the-trainer boot camps for accomplished/novice trainers, subject-matter experts, training management, and organizational leaders/executives emphasizing adult learning principles, outcome measurement, engagement, and learning retention.
- Led the Board of Directors for ASTD-LA. Within one year: produced more than 70 learning events, planned/delivered a two-day professional conference, published ASTD-LA's first book, first annual report, first leader manual, created the first online directory of members and services, expanded the use of then state-of-the-art internet assets, and reviewed/updated governing documents.
- Provided face-to-face and virtual people/project management to produce effective/efficient learning solutions.

#### Use of Emerging Technologies

- Leveraged state-of-the-art technologies to improve vocational rehabilitation case management efficiency by more than 75%.
- Crafted synchronous/asynchronous learning events for an international international audience and implemented comprehensive communication/marketing initiatives that relied on utilization of social media, blogs, websites, eLearning authoring tools, VOIP, 3D virtual world assets, content/learning management systems (LMS/CMS), streaming sound/video, animation, and more.

(Continued . . .)

**"She added significant value to my performance and productivity."**

--Thiagi (The Thiagi Group)

**"The value she brings to her clients is undeniable."**

--Marty Lasker (HLC, Inc.)

**"She embedded the content in great experiences."**

--Nancy Breuer (Work Positive)

**"She can do more in 24 hours than most people do in a week."**

--Bill Blank (Southern California Edison)

**"Great results, high integrity, creative."**

--George Savic (Amgen)

**Featured Clients**

(Partial List of Clients)

- *Advanced Bionics*
- *Amgen*
- *ASTD-LA*
- *AT&T*
- *Baxter BioScience*
- *City of Torrance*
- *County of Los Angeles*
- *Entertainment Partners*
- *Farmers Insurance*
- *Harvard Business School*
- *Internal Revenue Service*
- *Kaiser Permanente*
- *Southern California Edison*
- *St. Francis Medical Center*
- *St. Vincent Medical Center*
- *The Gronstadt Group*
- *Stanford Graduate School of Business*
- *Universal Creative*
- *WellPoint*

**Education**

- **Master of Arts** (1989) Marriage and Family Therapies  
Phillips Graduate Institute (Encino) aka California Family Study Center
- **Bachelor of Science** (1979) Business Administration/Human Resource Management  
California State Polytechnic University (Pomona) and Hebrew University (Foreign Exchange Student in Jerusalem)

**Selected Publications**

(Excludes white papers and training materials)

- Newman, D. & Eggleton, C. H. **The Employee Survival Guide** (2003)
- Newman, D., et al. "Planting the Seeds & Cultivating the New Workforce." Beich, E. (Ed.) **The 2002 Annual: Volume 1, Training**. San Francisco: John Wiley & Sons (2002)
- Newman, D. "Eliminating Praise from Performance Appraisals." **The Wisdom of ASTD-LA**. Whittier: ASTD-LA Press (2001)
- Newman, D., et al. "Preventing Sexual Harassment: Stop Shortchanging Your Organization with Diversion Programs." Beich, E. (Ed.), **The 2001 Annual: Volume 1, Training**. San Francisco: John Wiley & Sons (2001)

**Affiliations/Personal Learning Networks (PLNs)**

- American Society for Training and Development (Los Angeles Chapter Past President)
- International Society for Performance Improvement (Los Angeles Chapter Past Board Member)
- North American Simulation and Gaming Association
- Virtual Worlds in Education Roundtable (and other Professional Special Interest/Networking Groups)
- California Association of Marriage and Family Therapy (Clinical Member)

**Awards**

- Virtual Worlds Best Practices in Education (2011/2010)
- ASTD-LA Directors' Distinguished Service Award (2006)
- ASTD-LA Torch Award for Outstanding Contribution (2003)
- ASTD-LA Frank Rabwin Leadership Award (2002)

**Subjects Featured in Learning Solution Projects**

*(Authored facilitator/participant guides, learning aids/models, PPT decks, Train-the-Trainer and evaluation instruments to support activity-based learning using methods to maximize learning retention, appeal to a diversity of learning style, align with performance expectations, and support the aspirations of the client.)*

**Interpersonal Skills & Professional Acumen**

- Designed & Facilitated:*
- Accountability and Empowerment
  - Balancing Personal and Professional Priorities
  - Career Building and Networking Techniques
  - Change and Strength-Leveraging Strategies
  - Communication Skills
  - Conflict Resolution and Consensus Building
  - Critical Thinking and Problem-Solving
  - Customer Service and Stakeholder Satisfaction
  - Delivering Performance Feedback
  - Gratitude and Recognition
  - Leading, Teaming, Managing, and Supervising
  - Managing People/Situations that are Difficult
  - Strategic Planning

**Technical Skills**

- Designed:*
- Conducting Process and Quality Audits
  - Electric Utility Service Planning
  - Enterprise Portfolio Management (EPM)
  - Environmental Monitoring and Clean Room Protocols
  - Equipment Installation and Operation
  - Good Manufacturing Procedures for Biologics
  - Introduction to Biotechnology and Microbiology
  - Joint Pole Administration
  - Non-conformances and Corrective Actions
  - Process Mapping, Control, and Validation
  - Stop-Ship, Purge, and Recall of Medical Devices
  - Utility Service Planning
  - Work Scheduling and Safety Protocols