

KAREN COPELAND
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EXECUTIVE SUMMARY

An innovative and seasoned Trainer/Facilitator with a successful background designing and implementing training programs, facilitating meetings and coaching leaders. More than 20 years effective progressive experience in Performance Management, Coaching, 360 Feedback, Team Building, Conflict Resolution, Meeting Management, Facilitation Skills, Strategic Planning, Consensus Decision-Making, Trainer Training, Leadership Development, Supervisor Training and MBTI. Recognized as a hands-on, pro-active troubleshooter who can rapidly identify business problems, formulate strategic plans, initiate change and implement new processes.

AREAS OF COMPETENCE

- Meeting Facilitation
 - Executive Coaching
 - Strategic Planning
 - Training Design/Delivery
 - Team-Building
 - Problem-Solving
 - Decision-Making
 - Conflict Resolution
 - MBTI
 - Train-the-Trainer
 - Leadership Development
 - Quality Improvement
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WORK HISTORY

- 2006 O'REILLY & Associates (Software documentation publisher)
Sonoma County, CA
Provided *Leadership Training Series*, for O'Reilly managers
- 2006 SONOMA COUNTY GOVERNMENT
Sonoma County, CA
Provided *Communication Skills Training for Managers* as part of the county's Supervisor Academy
Provided Communication and Mediation Skills Training
- 2006 TRADITIONAL MEDICINALS, REDWOOD HILLS BAKERY, ALVARADO FARMS
Sonoma County, CA
Provided the *Management Training Series* for this combined group of food manufacturers
- 2006 E.J GALLO
Sonoma County, CA
Provided *Negotiation Skills* Training for the Grower Relations Group
- 2005 AGUIRRE INTERNATIONAL (Consulting Organization)
Burlingame, CA
As a consultant for Aguirre's "Project TASC," provided Training for the Ohio State Commission, and Facilitation during the 2005 National AmeriCorps Grantee Staff and Commissioner Training

- 2005 SAMHSA: Substance Abuse and Mental Health Services Administration (Federal Agency)
Washington, D.C.
Co-Facilitated -With *Leadership Solutions* principal, Donna Dennis- the annual conference, "Transformation in Action: Framing the Future of Technical Assistance"
- 2005 AMERICAN MANAGEMENT ASSOCIATION (Training Organization)
New York, NY
Co-Designed and Co-Produced - With *Leadership Solutions* principal, Donna Dennis - the AMA "Diversity Training" Program(s)
- 2005 CRA (CALIFORNIA REAHABILITATION ASSOCIATION (Non-Profit)
Sacramento, CA
Designed and Facilitated the 2005 Strategic Planning session
- 2003 - Present INALLIANCE, INC (Non-Profit)
Sacramento, CA
Training, Facilitation: Designed and implemented supervisory training, facilitated strategic planning session, etc.
- 2003 CANINE COMPANIONS FOR INDEPENDENCE (Non-Profit)
Santa Rosa, CA
Training, Facilitation: Delivered the "Resolution" Program to all regional centers, trained-the-trainers, and co-conducted the leadership training
- 1996 - Present BECOMING INDEPENDENT (Non-Profit), Santa Rosa, CA
Reorganization Consulting, Facilitation, Training, Coaching
- 1996 - Present CR BARD, Murray Hill, NJ, Glens Falls, NY, Kansas City, KS (For-Profit)
Organizational Development Consulting, Training, Facilitation

Impart (a CR BARD facility), Tempe, AZ
Executive Coaching, Facilitation, Training
- 1993 - 1996 CHUBB AND SON, Warren, NJ (For-Profit Organization)
Training, Team Building, Problem Solving
- 1991 - Present EXECUTIVE EXPEDITIONS (Consulting Organization)
Roswell, GA
Training, Facilitation, Organizational Development (i.e. needs analysis)

E.E clients worked with include:
Alcoa, Glaxo Pharmaceuticals, Budweiser and MARTA (Municipal Atlanta Rapid Transit Authority)
- 1984 - Present WARD & ASSOCIATES (Consulting Organization)
Tiburon, CA
Training

W.A.A clients worked with include:
AT&T, Hewlett Packard, Cisco Systems

- 1993 - 1996 BARTON WHITE ASSOCIATES (Consulting Organization)
White Hall, MD
Team Training

B.W.A client worked with: James River Corporation
- 1983 - 1988 NASA AMES RESEARCH CENTER and
NASA DRYDEN FLIGHT RESEARCH CENTER (Federal Agency)
Mt. View, CA
Training, Team Building, Conflict Resolution Coach
- 1986 - 1989 PROCTER AND GAMBLE (For Profit)
Baltimore Plant
Team Building

RELATED EXPERIENCE

- 2002 California Rehabilitation Association (CRA) Annual Conference
Conference Speaker: "Increasing Collaboration in Your Non-Profit
Organization Through Process Leadership"
- 1988 - 1990 American Cancer Society:
Conference Speaker, Seminar Presenter, Volunteer Trainer,
Public Speaker on Survivorship Issues
Motivational Speaker

Oncology Nurses Association Newsletter:
Published article: "How to Start a Cancer Patient Support Group"

EDUCATION, AWARDS & CERTIFICATIONS

MA Psychology, Antioch University, 1990

BA Psychology, Eckerd College, 1976

Awarded Fullbright Fellowship, 1974

Certifications:

MBTI (Myers-Briggs Type Inventory)
Multifactor Leadership Questionnaire - 360 Feedback Instrument
Flex Selling (MBTI-based program for those in sales)