

BONNIE BURN

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PROFILE

SENIOR TRAINING & DEVELOPMENT MANAGEMENT

Train-the-Trainer ... Executive Coaching ... Consulting

Transformational, results-oriented Training & Development professional with more than 25 years of rapidly expanding experiences with regional, national, and international training partners in a wide span of industries. A highly proficient, sought-after business trainer and executive coach who specializes in helping corporate trainers build better organizations founded on clear communications and targeted objectives. Expert in the use and application of DISC to effectively create and maintain a highly successful executive team and a company culture that embraces change, increases sales, and exceeds customers' expectations. Numerous industry training certifications including Certified Instructor with Ken Blanchard Companies, Achieve Global; DDI Master DISC Trainer. Core competencies include:

- Instruction/Facilitation
- Instructional Design
- Program Management
- Coaching
- Needs Analysis & Assessments
- Training Material Development
- Learning Activities
- Follow-up Action Plans
- Train-the-Trainer Programs
- Management Skills Training
- Workshops
- Job Aid Creation

CAREER SUMMARY

DISCcert, La Jolla, CA

1994 – present

A leadership communications company that provides highly-interactive, results-oriented presentations to all levels of employees

FOUNDER AND PRINCIPAL

Provide and present a comprehensive array of training and train-the-trainer programs and DISC training tools to all levels of management within the private and public sector and across many cultures and nationalities.

Instruction/Facilitation

Have trained/inspired over 20,000 participants from blue-collar workers to Presidents and CEOs. Write and administer needs assessments, identify themes, and develop essential handout training tools to support and facilitate powerful individual team members as well as team's commitment to new, productive action plans. Build follow-up sessions into programs to measure on-going success. Instruction and facilitation examples and successes have included:

- Highly interactive & result-oriented annual training/partnership programs ranging in length from 4-10 years for companies such as QUALCOMM, Biosite, Point Loma Nazarene University, Evans Hotels, CSU system-wide.
- Maintain average training evaluation score of 9 out of possible 10, 10 being highest.
- Trained/empowered over 300 Teams in effective teambuilding.
- Trained/motivated over 1,000 Trainers in Practical Training Skills
- Designed, led and implemented highly effective, nationally recognized DISC Certification programs for 4 years. Facilitated conference calls among multiple graduates to foster a community of training professionals who would support one another's efforts.
- Popular Keynote Trainer and member of associations such as ASTD, SHRM, NHRA, and NCPA.
- Graduates of training programs and presentations included trainers from Apple, Kaiser, Jenny Craig, Sony, Cole-Palmer, Cobham, CBIZ, Solar Turbines, San Diego Port District, Padres, Navy, Kleinfelder, LPL Financial, Smith International, Comquest, Arizona State University, San Diego Port District, and Karls Storz.

Instructional Design/Development

Design, write, develop, and present a wide variety of training and train-the-trainer programs and publications. Examples include:

- A comprehensive 2-day Train the Trainer Certification Program that included the design of a practical 500-page manual with Lesson Plans, Facilitator's Guide, Power-points, Learning Activities, and a user-friendly CD with all course materials. Also designed weekly, automated Training Support Tools for program graduates.

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Bonnie Burn (Continued) ...

- A National Communication DISC Training Program including a Webinar, Job Aids, and Automated Weekly Skills Reminders for Vistage, one of the world’s leading CEO organizations.
- Numerous corporate DISC training programs for *employees* focused on topics such as Conflict Resolution, Customer Service, Interviewing Skills, Managing-Up, Presentation Skills (including video-taping & critiquing), and Time Management, Sales. Conducted DISC Communication Styles Training for 17 years. Programs for *management* have included Writing Expectations, Situational Leadership II, Giving & Receiving Feedback, Influencing Others, and Win-Win with Peers.
- A nationally-acclaimed Advertising Training Program for the San Diego Union Tribune, which included innovative training that enabled sales staff to increase sales.
- Author of *A to Z Assessments* (2000) and *Flip Chart Power* (1996), published by Jossey-Bass/Pfeiffer Publishing. Both books are now utilized nationwide.

Training Management/Direction

Have managed or directed highly successful programs for small groups to those with 150 or more attendees as a Consultant or as an internal Training Manager for organizations such as the San Diego Union Tribune or ADVO.

- Created an international DISC training success while implementing a 3-day integration program for 30 Presidents whose companies had just been bought by a major competitor. Convinced the buyer’s Director of Learning and Senior VP that all parties needed to learn from one another. Developed DISC training program that identified issues and recommendations while giving opportunities to find solutions together despite many differences.

San Diego Union Tribune, San Diego, CA 1989 – 94

Advertising Sales Training Manager

Recruited to turn around a failing direct mail program. Also devised and implemented management training program that helped change this metropolitan newspaper into a national leader.

ADVO, San Diego, CA 1986 – 89

National Sales Trainer

Produced and delivered Sales Training programs nationally for ADVO, the world’s largest direct mail company.

CERTIFICATIONS

- Human Resource Certified Instructor
- Certified Professional Behavioral Analyst
- Certified Professional Values Analyst
- Certification in Emotional Intelligence
- Certified Instructional Designer
- Certifications in Management, Teams, and Customer Service
- Situational Leadership Programs
- Certified DISC/Communication Styles Analyst
- Certified Master DISC Trainer
- Certified in Visual Graphics

EDUCATION

Studies in Behavioral Sciences, Claremont Colleges, Los Angeles, CA, 1970-71