

**Linda Russell-Callecod**

## MY APPROACH

Create an environment in which adults are able to safely stretch outside their comfort zone to learn, contribute, and maximize their potential and performance.

Blend a multiplicity of disciplines and discovery formats to create interactive, supportive, yet entertaining learning experiences that encourage learners to own and easily assimilate information and skills into day-to-day practices.

Stay results focused and provide both tools and motivation that lead to extraordinary results “step-by-step.”



## AREAS OF EXPERTISE/RESULTS

- Team Development
- Communication Skills Training
- Relationship Building
- Leadership and Influence Skills Development
- Presentation and Facilitation Skills Training
- Customer Service Training
- Diversity Efficacy and Awareness: Generational, Gender, Cultural and Organizational Norms
- Coaching
- Behavior Styles and Emotional Intelligence

## EXPERIENCE / SELECTED PROJECTS

- Reliable development and execution of successful, high-impact business plans and training processes with a seasoned approach; ensures rapid delivery of organizational alignment and productivity improvements.
- Superior motivation of teams – consisting of cross-functional staff and management – to achieve peak performance.
- Experience working with top executives, professional peers and external assets at multi-site locations.
- Solid background in corporate / organizational training & development, performance enhancements and process improvements, as well as multiple project management, program implementation and curriculum development for companies in diverse industry niches.
- Stable professional experience in diplomatic problem resolution, mentoring and industry networking initiatives.
- Recipient of the Teaching Excellence Award in Business and Management, from University of Washington extension.
- Author of “Tools of the Trade: A Practical Guide for Trainers”; previous VP of Training and Diversity for a major retailer; founder of the former Bon Marché (training) Academy.

## CREDENTIALS

- BA Christian Education
- 4-year course-work in Music Education
- Certificate in Human Resource Management
- Vocational Education Certified
- People Skills Master Certification
- DiSC Certified
- Diversity Training Certified – Summer Institute for Inter-Cultural Communications
- “Trust and Teamwork,” Atlantic Consulting Group
- “Interactive Management & Service Plus,” Developmental Dimensions International

## SELECTED CLIENTS

- Michigan State University
- Bank of Hawaii
- Domestic Abuse Women’s Network (D.A.W.N.)
- King County Library System
- Microsoft
- NCAA
- University of Washington, Office of Advancement
- University of Miami Ohio
- REI
- Seattle Mariners
- Space Lab
- Washington State Bar Association

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