

EXPERIENCE PROFILE

PARTIAL REPRESENTATION
NANCY LEMON

Telecommunications

Alltel Communications ----- *Presentation Skills workshop*

One of the nation's largest providers of wireless communication products and services with more than 15 million customers in 37 states and nearly \$10 billion in annual revenues

- designed and delivered a 1-day workshop for their Sales Directors on how to conduct more effective Presentations
- workshop provided specific tools and techniques to assist professionals in delivering key thoughts, concepts and information in a fluid, appealing style
- presentations were videotaped and each participant received their own DVD with individualized coaching and feedback
- worked with the organization from March 05' to present

ClearOne Communications ----- *Business development sales program*

Offers a comprehensive portfolio of conferencing products such as Audio, Video and Web conferences

- designed and delivered a 3-day workshop initiative on Sales Skills for 20 sales representatives and managers- program was delivered in two separate sessions
- provided consultation to executive management regarding sales individuals & team status, sales process & structure and corporate culture and morale- this process was on-going throughout a 4 month timeframe
- worked with the organization over a period of 6 months

Primus Telecommunications----- *Business development sales program*

A global facilities-based total services provider of bundled internet, e-commerce, data, web hosting, virtual private network, voice and other value added services

- designed and delivered a 3-day workshop initiative on Sales Skills for 40 sales representatives and managers
- conducted one-on-one coaching for specific sales individuals needing assistance or otherwise directed by management
- worked with the organization over a period of 4 months

Orion Communications Inc.----- *Business development sales program*

Telecommunications reseller of customized data & voice services

- designed and delivered a 2-day workshop initiative on Sales Skills for their sales representatives and managers
- conducted one-on-one coaching for specific sales individuals needing assistance or otherwise directed by management
- consulted with management on sales & customer service strategy, planning and implementation
- consulted with management on “customer loyalty” program- implementing the partnership program as a way to differentiate themselves in the competitive telecommunications marketplace
- worked with the organization throughout a period of one year

Galaxy Broadband - *Business development sales program*

Specializes in providing satellite-based internet solutions for consumers and businesses

- consulted with management on sales & customer service strategy, planning and implementation

Construction

Transeastern Homes ----- *Supervisory Skills, Sales Development & Customer Service*

Large Home Builder in the state of Florida specializing in the construction of single & multi-family homes.

- designed and delivered a leadership development & teamwork initiative for all senior management, in all divisions
- designed and delivered a lunch n' learn series for all sales & sales support staff to be conducted monthly on various sales related topics
- designed and delivered a 1-day workshop initiative on Customer Service Skills with a focus of "dealing with the upset homeowner"
- conducted "effective interviewing & performance management" for all senior and mid-management within the company
- designed and delivered a workshop specifically for receptionist & administrators on "Creating a Positive Impression" focusing on first impressions, greeting the customer, dealing with the upset customer & verbal & nonverbal communication
- designed and delivered "powerful presentations" for various senior management staff...this workshop taught participants skills to be an effective speaker, presenter and trainer
- PDG worked with Transeastern Homes from March 2005 until May 2006

Armtec ----- *Sales & Leadership Development*

National supplier of infrastructure products for the civil engineering market

- designed and delivered a 1-day leadership development initiative for their annual sales conference for over 50 management & administrative staff
- designed and delivered a 3-day workshop initiative on Sales Skills for 50 sales representatives and managers- program was delivered to 5 regional offices across Canada
- designed and delivered a 2-day workshop initiative on Customer Service Skills for 50 customer service representatives and managers- program was delivered to 5 regional offices across Canada
- designed and delivered an e-learning course to reinforce previous workshops for both Sales & Customer Service by partnering with Intelladon Corporation

- Since implementing the sales & service programs, sales revenues have increased by 22%- Chuck Phillips, President of Armtec attributes the sales increase to the training initiative implemented by PDG
- PDG has been working with Armtec since 2001

Berminghammer ----- *Business development sales program & Teambuilding initiative*

Manufacturer of foundation installation equipment, providing high-quality tools for its construction division

- designed and delivered a 4-day workshop initiative on Sales Skills for 10 sales representatives and managers
- designed and delivered a 1-day workshop initiative on Teambuilding Skills for 30 corporate staff members- program implemented was “True Colors” which is based on understanding various work styles

Agriculture

Semex Alliance ----- *Leadership Development*

Develops and markets high quality genetic technologies, products and services to benefit livestock producers around the world

- designed and delivered a leadership development initiative for their management staff
- this process was implemented through on-going consulting and monthly coaching and workshops

Gencor ----- *Sales & Leadership Development*

Farmer owned cooperative that works to improve Canadian genetics

- designed and delivered a leadership development initiative for their management staff- this process was implemented through on-going consulting and monthly coaching and workshops
- designed and delivered a sales training program for approximately 30 sales professionals

Restaurant

Sloppy Joe's Restaurant ----- *Leadership, Teambuilding & Conflict Management*

Popular entertainment restaurant based in Key West, Florida

- designed and delivered an extensive program for their executive management staff on how to be a strong leader and manage through conflict in the workplace. This program was on-going over a period of several months which allowed the participants to apply the skills they learned, share experiences they've had with what they learned and continue to build on their skills.

Insurance

Blue Cross Blue Shield of Florida ----- *Presentation Skills workshop*

One of the nation's largest providers of health insurance

- designed and delivered a 1-day workshop for their Sales Directors on how to conduct more effective Presentations
- workshop provided specific tools and techniques to assist professionals in delivering key thoughts, concepts and information in a fluid, appealing style
- presentations were videotaped and each participant received their own DVD with individualized coaching and feedback
- worked with the organization in June 07'

Aon Reed Stenhouse ----- *Teambuilding Initiative*

Global corporation offering solutions in insurance, risk management and human capital consulting

- designed and delivered a 1-day workshop initiative on Teambuilding Skills for 35 project managers- program implemented was "True Colors" which is based on understanding various work styles

Transportation

MacKinnon Transport ----- *Organizational Change & Leadership Development*

Transportation company specializing in tandem and van transportation logistics

- consultation to senior team and develop strategic planning approach
- conduct strategic planning sessions resulting in vision/mission goals and action plans to meet challenges
- designed and delivered a leadership initiative for their management staff

Pharmaceutical

Essilor USA ----- *Presentation Skills workshop*

The world's leading provider of eyeglass lenses for over 150 years

- designed and delivered a 2-day workshop for all research and development staff on how to conduct more effective Presentations
- workshop provided specific tools and techniques to assist staff in delivering key thoughts, concepts and information in a fluid, appealing style
- presentations were videotaped and each participant received their own DVD with individualized coaching and feedback
- worked with the organization from October 07' to May 08'

Miscellaneous

Mosaic Corporation ----- *Presentation Skills & Leadership Development workshop*

One of the nation's largest manufacturers of Phosphate Fertilizer products

- designed and delivered a 1-day workshop for all of their Supervisors based in Florida & Louisiana on how to conduct more effective Safety Presentations and Meetings
- workshop provided specific tools and techniques to assist Supervisors in delivering key thoughts, concepts and information in a fluid, appealing style

- presentations were videotaped and each participant received their own DVD with individualized coaching and feedback
- designed and delivered a series of workshops for mid-management and the Blue Chip group on Leadership Development
- worked with the organization from July 07' to present

Coyle & Greer Awards ----- *Business Development sales program*

Manufacturers and distributes custom recognition programs and promotional products

- designed and delivered a 3-day workshop initiative on Sales Skills for 20 sales representatives and managers
- conducted one-on-one coaching for specific sales individuals needing assistance or otherwise directed by management
- worked with the organization over a period of 8 months

TEC International ----- *Teambuilding Initiative*

Offers a range of programs to meet the specific needs of chief executives and senior managers

- designed and delivered a half-day seminar on Teambuilding skills for 35 staff members- "True Colors" was delivered which is based on understanding various work styles

Sun Belt Inc. ----- *Business Development workshop & sales coaching*

A leader in Lightweight Conveyor Belt Distribution-

- conducted one-on-one coaching for specific sales individuals needing assistance or otherwise directed by management
- designed and delivered a customized 2 –day Business Development sales program for the entire sales force
- worked with organization from April 07' to present