

Jill Hickman

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SKILLS

Training and development consulting
Training program design and development
Program facilitation
Web-based training
Keynote speeches
Corporate university development

WORK EXPERIENCE

1998 - present **Jill Hickman**
Speaker * Trainer * Consultant
Transforming People and Business
Kingwood, Texas

Responsibilities and accomplishments:

- Certified as a Women Owned Business by the WBEA - Texas
- Certified as an HUB by the State of Texas
- 2003 Past President, ASTD Houston
- 2002 President, ASTD Houston
- 2003 Ruby Award Recognition for Distributor Sales, Inscape Publishing
- 2001-2002 Emerald Award Recognition for Distributor Sales, Inscape Publishing
- Managing Distributor, Inscape Publishing with responsibility for eight independent distributors
- Provide organizations and associations with training and development consulting services
- Design and develop training programs in both classroom and web-based formats, specializing in the areas of consultative selling, customer service, leadership development and communication
- Facilitate meetings, workshops, and strategic planning sessions for organizations and associations
- Perform as keynote speaker for organizational conferences and association meetings

1993 - 1998 **Director, Administaff University**
Administaff, Inc., Kingwood, TX

Responsibilities and accomplishments:

- Established professional development division within corporation providing services to over 30,000 employees in 22 offices in 48 states
- Awarded Certified Provider status from IACET (International Association for Continuing Education and Training) and NASBA (National Association of State Boards of Accountancy) to offer continuing education credits to Administaff University seminar participants
- Enhanced organizational training and development services with strategic partnerships and alliances including American Express, PBS Business Channel, and local community colleges

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1993 - 1998 **Director, Administaff University
Administaff, Inc., Kingwood, TX**

- Provided over 150 programs in the subject areas of leadership, communication, change management, team building, liability management, quality improvement, customer service and sales training
- Awarded "Employee Spotlight" honor and feature article in 7/98 corporate newsletter

1990 - 1993 **Specialist, Human Resources Development
The Methodist Hospital System, Houston, TX**

Responsibilities and accomplishments:

- Specialist of five-member team for 1500 bed, single-site, non-profit hospital of 7500 employees, coordinating program design, quarterly program scheduling, and train-the-trainer sessions
- Designed and facilitated customer service curriculum for over 200 employees of hospitals' outpatient services division
- Created and facilitated management curriculum and new employee curriculum
- Recognized as "Employee of the Quarter"

1988 - 1990 **Training Consultant
E.I. duPont de Nemours and Company, Center for Training and
Development, La Porte, TX**

Responsibilities and accomplishments:

- Conducted extensive research for program design in the subject areas of occupational safety, aids awareness, management development and corporate history
- Designed and co-facilitated program, Current Issues in the Workplace, identifying the workforce impact of employee personal problems such as substance abuse, domestic violence infectious diseases
- Traveled extensively throughout the United States for program presentation

1984 - 1986 **Executive Training Manager
R.H. Macy's, Houston, TX**

Responsibilities and accomplishments:

- Coordinated and facilitated pre-store opening training for all employees
- Provided additional Human Resources assistance in the opening of two Texas stores (Baybrook and Dallas Galleria): applicant interviewing and job placement
- Responsible for direct report of one Assistant Training Manager
- Scheduled and facilitated new hire training and department operational procedure training

1980 - 1984

**Educator, Intermediate and High School Levels
Pasadena Independent School District, Pasadena, TX**

Responsibilities and accomplishments:

- 1981- 1984, Vocational Coordinator, South Houston High School
 - Designed, developed and facilitated curriculum for marketing and distribution education program
 - Coordinated job placement of students within program
 - Supervised work experience of students within program
 - Coordinated annual competitive regional conference
- 1980 - 1981, English teacher, Beverly Hills Intermediate
 - Facilitated grade level curriculum for English program

EDUCATION

M.A., Human Resources Management

University of Houston at Clear Lake, Houston, TX

B.A., Psychology

University of Texas, Austin, TX

Texas Teaching Certificates

Marketing: University of Houston, Houston, TX

Psychology, English: University of Texas, Austin, TX

Post-Graduate Work

Training and Development Master's Program: University of Houston, Houston, TX

PROFESSIONAL TRAINING CERTIFICATIONS

AchieveGlobal:

Certified facilitator of programs including Leadership 2000, QUEST, Workskills, Professional Selling Skills, Interpersonal Management Skills, Quality Service Skills, The Service Difference, Facilitating for Results

Blessing White:

Certified facilitator of program, Managing Personal Growth

Franklin Covey:

Certified facilitator of program, What Matters Most

Frontline Learning:

Authorized distributor and certified facilitator of assessments and programs in emotional effectiveness, sales performance, teambuilding, customer service

HRD Press:

Authorized distributor of training videos, books, assessments, and programs

Inscape Publishing:

Award-winning, authorized distributor and certified facilitator of all DiSC programs as well as Coping & Stress, Personal Listening, Innovate With C.A.R.E., Dimensions of Leadership, Time Mastery, Professional Service Works!, Transition: Personal Path Through Change, and Adventures in Attitudes

PROFESSIONAL AND CIVIC ASSOCIATION MEMBERSHIP

American Society for Training and Development

National Member

Board Member, ASTD Houston, Texas Chapter, Past President, 2003

Board Member, ASTD Houston, Texas Chapter, President, 2002

Board Member, ASTD Houston, Texas Chapter, President-Elect, Year 2001

Board Member, ASTD Houston, Texas Chapter, VP, Special Interest Groups, Year 2000

Institute for Management Consultants

National Member

Local Member, Houston, Texas Chapter

Houston Inscape Team

Award-Winning Managing Distributor, 2001 – present

Human Resources Management Association

Houston Chapter Member

Leadership North Houston

Alumnus, Houston, Texas Chapter

Orientation and Closing Ceremonies, Annual Speaker

National Charity League

Livable Forest Chapter Member, Kingwood, Texas

Special Events Committee Member, Kingwood, Texas,

Senior Grade Level Advisor, Kingwood, Texas

United Way, Individual Contributors Campaign 2000

Steering Committee Member, Houston, Texas

Kingwood High School, Project Graduation 2003

Committee Chair, Kingwood, Texas