

JO UMBERGER

Professional Resume

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OBJECTIVE

Leveraging 24 years of progressive Learning & Development experience facilitating leaders' and employees' in Fortune 40 - SMB making mission-critical, measurable behavior changes and 33 years of marketing/sales for professional service organizations, my objective is to help clients achieve as many business goals as possible through people development.

UMBERGER DEVELOPMENT PARTNERS, INC.

Focusing on manufacturing and finance, I have served corporations across the US, as well as their employees in Australia, China, and Belgium.

Founder, CEO, Performance Trainer/Coach (2000-current)

- A. **Developed a behavior change methodology** based on adult-learning theory, counseling practices, curriculum design principles, leader and employee engagement theory, and sales techniques which helps individuals and teams tap into their personal motivation to achieve corporate and personal goals.
- B. **Create and facilitate custom training and coaching programs**, delivering in-person and/or via videoconference for both individuals and teams. Research and create curriculum. Determine communication strategies based on each individual client's industry, the education level of the participants, positions within the organization represented, participants' world cultures, and Social Styles. Focus on helping participants achieve behavioral objectives and program goals, as defined by the client corporation and/or participant.
- C. **Speak at professional conferences, association meetings.**
- D. **Serve as business coach and assist with marketing for small businesses.**

Training, Coaching and/or Speaking Topics include

- Leadership - High Potential Leader Development, current leaders
- Leader & employee engagement - with teams and enterprise-wide
- Communication - from public speaking skills training to coaching analytical thinkers to present clearly, concisely, and in a compelling manner that sells value
- People Side of Lean
- Productivity - from time management to improvements in safety, quality, sales
- Teamwork - from team development to overcoming obstacles

HELTON, UMBERGER & ASSOCIATES

Conducted needs analysis for clients to learn current strengths and areas for improvement. Created and facilitated custom training programs to reach specific goals presented by clients. Primarily served manufacturing organizations and independent banks.

Co-Founder, curriculum developer, training facilitator (1996-2000)

WORSHAM STRATEGIC RESOURCES

Worked closely with owner/President to create custom training programs. Clients ranged from independent bank employees, to manufacturing floor employees, to the nation's (then) largest independent financial organization.

Curriculum developer, training facilitator (1992-1996)

SAMPLE LIST OF CLIENTS JO HAS SERVED

Anonymous Int'l Aerospace Manufacturer*	National Assoc. of Purchasing Managers
Anonymous Int'l Chemical Manufacturer*	Navajo Nation (via DeLaPorte & Associates)
Abloy Security Inc. (an Assa Abloy Co.)	Newell Rubbermaid ("NR")
Allegheny Teledyne Inc.	Sanford (Sharpie) (Division of NR)
Burnes of Boston (Division of "NR")	Sekusui Specialty Chemicals
Cytec Engineered Materials Inc	Soc. of Human Resources Mgmt (nat'l, local)
Diversified Labeling Solutions	Soc. of Automotive/Aerospace Engineers (nat'l, local)
Exide Technologies	Standard Register Company
Kantus Corporation	Teledyne Advanced Materials

*Anonymous due to contractual provisions.

SAMPLE DOCUMENTED RESULTS FROM INDIVIDUALS WITHIN CUSTOM PROGRAMS

1. "We (referring to his team, whom he engaged in his program goal) achieved over \$700,000 in future savings in the first quarter alone by putting into practice the concept of demonstrating to people that their ideas count, as we discussed in the leadership development program."
2. "We (referring to his team, whom he engaged in his program goal) project an estimated annual savings of over \$25,000 by improving setup time."
3. "By working together with another part of the plant, one of our team members was able to save the company roughly \$4,500 in parts and labor. He was told to perform the job a certain way and by using his experience and knowledge, he was able to come up with a more productive way to get the problem resolved. I sent senior management an email, breaking down what he had accomplished, and he was recognized at our quarterly meeting."
4. "In an effort to make changes and fix issues as part of the leader program, I learned more about the processes of one of our partners. I looked into it further and came to the conclusion that there was a way to eliminate over 24 hours of delayed time. The board accepted my proposal. This will be a savings of over \$51,000 and that does not include the amount of money we will save in the process on our end."
5. "By giving an employee the opportunity to move from Level 2 Delegation to Level 3, I estimate I will save about 1,000 man hours per year of my personal time."
6. "No one in the group had access to some of the software required to get the information. I got the approval from management to give them access to the software, and explained them how to use it. Now they can be more efficient and get the information themselves without leaving their work area. This will save time for the team members and those they go to in order to ask questions. I estimate this action will save approximately 112 hours per year."
7. "I made a commitment to try to improve my own work on a regular basis by finding ways to simplify processes and by exceeding expectations. By following through, I was able to take a 20-30 minute process and cut it down to less than 5 minutes. I then shared this new process with the entire team so that they could enjoy the same benefits to let them be more effective at their actual jobs."

EDUCATION

Ohio Valley College, Parkersburg WV	General Studies - AA 1979
Harding University, Searcy AR	Communication / Education - BA 1982

PROFESSIONAL CERTIFICATIONS

Social Styles - Wilson Learning Corporation
Lumina Spark - Lumina Learning
GoCulture Assessment - GoCulture International