

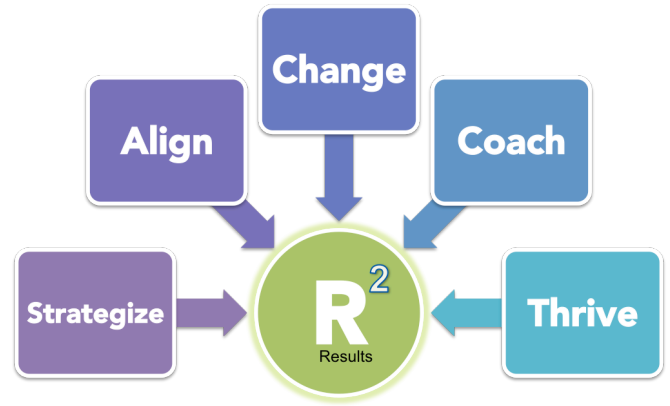
Tabetha L. Taylor- CPC

Change Leader | Learning Expert | Strategic Talent Partner

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Career Progression:



Career Summary:

- ✓ 25-years of progressive, proven talent management results for recognized and successful brands.
- ✓ Passionate professional, leading organizational change through building systems, processes and mechanisms that increases efficiencies, minimizes the change performance dip and increases customer and employee engagement.
- ✓ Skilled talent management leader with demonstrated results in aligning learning and key functions, leveraging business partnerships and producing sustained global best practices.
- ✓ Talented consultant, executive coach and leadership development expert with proven success in building and sustaining high-level leadership and hi-potential development initiatives and human performance results.

Career Objective:

Make an immediate impact for a progressive and innovative organization through leveraging my expertise in strategic leadership, organizational change, talent management and leadership development in a senior leadership or consulting partnership role.

Core Competencies:

Change Leadership	Strategic Leadership	Business Acumen	Talent & Organizational Development
Executive Coaching	Leadership Development	Organizational Alignment	Facilitation
Learning Design & Delivery	Return on Investment	Human Performance	Global Leadership

Tabetha Taylor | **Demonstrated Competency- Highlights**

Competency	Highlights
Strategic Leadership	<ul style="list-style-type: none"> ✓ Created and led training and quality performance function for a business critical area; Leadership included needs assessment, strategic plan, training alignment to goals, hiring and talent strategy, training delivery, performance management process and quality KPI score card reporting. Organization delivered training, performance management, quality benchmarking and auditing for 1400 employees, 90 field trainers and 100 managers. ROI benchmarks showed a \$2.4m savings and a 27% return on investment. ✓ Introduced and led Manheim through a solid strategic and change planning process. Facilitated strategic and change planning processes that aligned business deliverables with overall company goals. Planning process allowed for increase engagement at all levels while rapidly deploying new products and services to our employees and customers. ✓ Led several teams through major organizational change and transition, from downsizing 30% and still hitting target while taking on a greater scope. Teams were high performing throughout the process with the last team providing training opportunities to over 3000 employees with over 19,000 Man-hours of training world. Teams managed were among the highest engaged of the company with average scores of 92% engagement across 9 years of a company wide survey. ✓ Developed a monthly learning and development executive business impact reporting process which shares aligned business goals, results and learning and development business results. Report provided exposure to leaders on learning results and ongoing strategic alignment.
Organizational & Talent Development	<ul style="list-style-type: none"> ✓ Created a cultural change assessment process that was utilized in the largest organizational change effort at BECU. Change effort was successful, with BECU being recognized by technology industry organizations for its best practice for large-scale system change. Change Management and Training were the highest recognized success factors for the project. Carried those best practices to all new roles. ✓ Facilitated multiple strategic planning sessions and process with business leaders across the last 15 years. As a Certified Facilitator and Consultant, helped leaders create sustainable plans that balanced key business results while leveraging talent across the enterprise. ✓ Conducted organizational wide learning and talent needs assessments for all key roles and positions. Assessments included leveraging surveys, focus groups and leader and front line interviews. ✓ Partnered with Kotter International to launch a large-scale change focus that engaged employees at all levels in change initiatives that focus on quick wins for the business. This process resulted in greater sell rates for auctions, increase in employee engagement and customer satisfaction. ✓ Created and launched a talent management initiative that analyzed key positions in the business. Process aligned and simplified all talent management systems to ensure business and employee success. The process included revising compensation, recruiting, selection, onboarding, training and performance management practices. Led a cross functional team of talent experts, included leveraging ACT Bridge a third party analytics and research partner. Results produced increases in time to effectiveness in position, reduced errors and increase in onboarding and job match.
Leadership Development & Coaching	<ul style="list-style-type: none"> ✓ Built and launched an International Business Academy for Senior Leaders in Europe and Australia, focused on building core global business skills in communication, building trust in the market, executive presences and strategic execution. Program exceeded best in class benchmarks from Knowledge Advisors for 7 out of the 10 categories. The highest impact measures show a 4.9 out of 5 for direct impact to the business results, increase in job performance and 5 out of 5 for projected return on investment. ✓ Created a General Manager leadership development program. The curriculum closed gaps in core skills, identified through talent review process. Gaps included coaching, strategic thinking, and customer satisfaction and change leadership. 50% of GM's completed the voluntary program, which was the highest completion for any program for this target group. Ratings included 4.5 out of 5 for business impact and 4.3 for knowledge growth.

<p>Leadership Development & Coaching</p>	<ul style="list-style-type: none"> ✓ Created an Assistant General Manager Leadership Program. The curriculum closed gaps in core skills, identified through talent review process. Gaps included creating teams, leveraging customer relationships, issue resolution, managing up and business acumen. 90% of all AGM's completed this voluntary program. Ratings included 4.8 out of 5 for business impact and 4.7 for knowledge growth and job application. ✓ Created and led multiple breakout sessions for the top 250 leaders of Manheim and Starbucks at their yearly leadership conference. Created and led sessions on customer experience, change leadership, change readiness, change recovery, fierce conversations, coaching and accountability. Programming consistently rated highest for relevance and business impact among all breakout sessions. ✓ Provided executive coaching experience for General Managers and key leaders during a yearlong transformational change effort. Coaching consisted of 12-18 weeks of weekly interventions with both the GM and their direct report teams. Interventions focused on organization change, process change and organizational alignment efforts. Locations that received specialized coaching were considerably more successful in minimizing the performance dip in the change effort and maintained sell through rates and employee engagement.
<p>Learning Design & Delivery</p>	<ul style="list-style-type: none"> ✓ Led the development and deployment effort for a technical certification program for business critical roles for Manheim's vehicle inspection business. Comprehensive program included 40 hours of blended learning, including classroom, on the job coaching; e learning and quick hit performance support and level testing. Team provided over 20,000 hours of training per year for over 79 locations. Number of certified technicians doubled in size year over year. ✓ Led the development and deployment of an innovative online learning platform called the Virtual Training Garage. The Virtual Training Garage used virtual gaming, scenario planning and interactive training process for the full vehicle inspections. The Virtual Training Garage won the distinguish Brandon Hall Bronze award for Gaming in Learning Excellence. ✓ Aligned core skill curriculum across all Cox Automotive businesses. Streamlined programming to five-core programs aligned to skill gaps needed to build a global company. Leveraged Franklin Covey content, which allowed for greater delivery capacity, reduced cost in training overhead and provided best in class learning experiences worldwide. ✓ Developed Train the Trainer processes that certifies subject matter experts in effective training and adult learning techniques. Program leverages modules that taught participants about coaching, instruction, creative training techniques, adult learning and using technology in learning. Over 400 trainers have completed and successfully launched training efforts at Cox Automotive. ✓ Led large delivery and development teams throughout last 20 years. Teams have out performed year over year, producing best in class learning, delivering to large field based audiences while meeting business demands and individual needs. Talent Management team members are consistently developed and promoted throughout the business and learning industry. ✓ Advised and launched large managers training effort. Trained over 1400 managers in core management curriculum for performance management, coaching, performance discussions and proper employee appraisals. Program reached a Knowledge Advisors gold standard for top 25% of companies for alignment to business strategies and relevance to job performance. 80% of managers attended and benefited from this effort.
<p>Business Acumen</p>	<ul style="list-style-type: none"> ✓ Successfully planned and managed over \$3 million dollar Operating and CapEx Budgets. Supported high customer demands, while creatively ensuring fiscal accountability. 20 years at or below budget targets. ✓ Established Sr. Leader advisory boards at Starbucks, BECU and Manheim. Advisory boards aligned training programming to business goals, piloted new learning and provided ongoing pulse checks with the business on learning development and change efforts. ✓ Facilitated an organization wide standardization mapping process for a key operational function at Cox Automotive impacting 72 locations, 1400 employees and 100 leaders. Standardization process brought a clear line of sight for the business and focus areas that drove effective inspections for customers resulting in significant cost savings and increased revenue opportunities. ✓ Established enterprise learning agreements for several large vendors. One contract reduced per person cost from \$250 to \$44. By leveraging significant savings, grew program usage from 250 leaders to over 1100 for the same investment. ✓ Created a strategic business plan that leveraged partnership with outside 3rd party Inspection providers. Created the overall strategy, worked with Sr. Leaders at pilot locations and launched a growing network of providers that supported locations with peak inspection support, resulting in heightened customer satisfaction and increased delivery capacity to meet the changing needs of customers.

Credentials

University of Washington Learning Professional Credential (CLP)	Academy for Coach Training Certified Professional Coach (CPC)
ROI Institute: Certified ROI Practitioner, (CRP)	Institute for Organizational Development: Certified Organizational Development Professional, (ODCP)
Leadership Strategies: Certified Professional Facilitator (CPF) Certified Professional Consultant (CPC)	Franklin Covey: Certified Facilitator: 7 Habits of Highly Effective People Speed of Trust 5 Choices Presentations Advantage
Achieve Global: Certified Facilitator for all core programming	Center for Leadership Studies: Certified Situational Leadership Practitioner
Jones University E-Learning Professional Certification	Accelerated Learning Institute Accelerated Learning Professional
Center for Effective Performance Human Performance Consultant Certification	

Thought Leadership:

- **ATD National Conference:** Keynote Breakout Session "SOAR- Changing a Culture"
- **ATD National Conference:** Keynote Breakout Session Financial Industry Chair Presentation
- **ATD Northwest Thought Leader Roundtable** Panel Expert: Trends in Change and Learning
- **ATD Northwest Chapter Key Note Speaker:** Measuring the Value of Change and Training
- **SHRM Northwest Chapter Key Note:** Meeting the Demands of Learning
- **Washington Credit Union League** Key Note speaker State Learning Convention
- **Key Bank, Key Note Speaker,** Northwest Leadership Conference- Putting the WOW back in Service
- **International Coaches Federation** Northwest Conference Keynote: the ROI of Executive Coaching
- **Atlanta Cox Mentorship Program** Expert Mentor panel speaker for Change Leadership
- **Florida Cox Mentorship Program Market** panel Speaker for Change Leadership
- **Cumberland University, TN-** Women in Education Conference Keynote Speaker- Promoting Life Long Learning
- **ATD Atlanta Core Leadership Council** Conference key note: The value of Organic Organizational Change
- **Radio Guest Appearance: Business RadioX Atlanta,** - Driving Business through Change
- **Radio Guest Appearance: Business RadioX Atlanta-** the future of Learning and Development and higher education
- **Chief Learning Officer Magazine:** Research and Development Board Member
- **Published:** HorseNation.com Relax the Back Feature Story
- **Manuscript reviewer.** Franklin Covey 5 Choices- the path to extraordinary productivity. Review listed in book launched 12/31/2014

Associations & Affiliations:

- International Organizational Development Association
- Association of Talent Development ATD (Formally ASTD)
- Association of Change Management Professionals
- CEB Board: Leadership, Training and HR Practices
- HRD: Academy of Human Resource Development
- Woman's Automotive Association International

Volunteer/Community Service

- **Northwest University:** Leadership and Team Development Coach (4 Cascade Conference Titles, 2002 NAA National Champions)
- **Lipscomb University:** Leadership & Team Development Coach (6 NCAA Division I Atlantic Sun Team Cross country Championships, regional and national qualifiers, numerous Individual Track Titles and Top 15 NCAA Division I Academic honors for past 8 years.
- **Juvenile Diabetes Research Foundation:** JDRF- Team Capitan and Brigade Ambassador
- **University of Tennessee:** Adult Leader 4-H- Williamson Country Horse Project
- **Chief Learning Officer Magazine:** Research and Development Board Member

Perspectives on Tabetha Taylor

The client & business partner view:

"Learning and teaching should be a two way street, even for the accomplished L&D professional. Tabetha is a student and teacher, both at the same time. Perfect combination to have as a business partner".- **Ashish Bisaria SVP- Customer Experience**

"I think of Tabetha as a Business person first then a learning/change leader. She has armed our organization with the change tools to support our customers and organization through massive change, most importantly helping us recognize, communicate and succeed through the performance dip. I am a better leader because of her influence." – **Karen Wrye, Sr. Director Government Affairs**

"As part of a global company, launching an entirely new communications strategy and building a brand new team from scratch, I can't think of a better person than Tabetha to have by my side, every step of the way. Tabetha's breadth and knowledge in the training and development industry is world class."- **Anna Kim Williams Director of Global Marketing, Communications & Public Relations/Analyst Relations at Microsoft**

"Tabetha has been a transformational member of our Executive Team. During her time, she has pushed us all to new levels of professional development and interaction, project management and strategic decision making. She has helped us to be the best we can be as people and as a team.".- **Steve Grossman Corporate and Product Strategy Consultant**

"Tabetha is an amazing professional that is very talented in leading and motivating teams. Tabetha's passion around change management and training is infectious. Working with Tabetha for almost ten years, I have seen her coach performance and change from the highest executive levels to the entry level employees. Her vision for adult learning would be an asset to any employer." **Julie Warpool, Sr. Director Operational Excellence**

The direct report/team view:

"Tabetha empowers her team to be successful by leading, guiding and coaching through projects and situations. Tabetha challenges her team to think differently and see things from our customers' point of view, which helps us grow and expand as employees and leaders.

Tabetha blends creativity with strategic vision when working through complex situations – providing unique yet simple approaches to supporting business needs." **Matt Knops- Sr. Manager Training Operations**

Being a part of Tabetha's team for the 5 years we worked together was an amazing journey. Tabetha is the most creative, talented and innovative person I know. She exudes professional savvy and charm.

Tabetha is a first class person, executive, leader and motivator... one rare human being. She never meets a stranger, and her generosity goes before her. She is full of knowledge and wisdom on so many fronts, always seems to be on the cutting edge, a share tank, inspiration and teacher to many- **Ginger Hardisty Leadership Development Manager**

"I look back to my time working with Tabetha as the best time in my career. Tabetha served as my mentor in the field of Learning and Development and I learned so much from her whether it was in development, coaching or in ways to always better myself. I truly feel that I grew more in my time working with Tabetha than any other time in my career." - **Tony Gilkinson Manager of Talent and Training GE Financial**

"Tabetha's passion for Learning & Development is her key strength. She provides inspiration and motivation to the team through her actions and words. She has Led our team through major restructures and remained positive and supportive throughout. As a direct report, she has allowed me the freedom to do my job while maintaining a balance of coaching and instruction when needed.".- **Colin Ferguson Sr. Manager Design & Development**

"In Birkman language, Tabetha is a True Blue! She is creative, thoughtful, innovative, and always working on new ideas. She is an eternal optimist and is grounded by her care and concern for others. Her empowering leadership style provides her team with the freedom to reach for new levels." **Michael Bradt- Sr. Manager Leadership Development**

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Sr. Level Positions:

2006- Current | **Cox Automotive** | **Position: Sr. Director Global Learning and Development**

6250 Peachtree Dunwoody Road | Atlanta, GA | 30328

Brands: Manheim, AutoTrader, Kelley Bluebook, NextGear Capital, Ready Auto

Revenue: 5. Billion Dollars

Employees: 30k world wide

Key Accountabilities:

- Lead global Learning and delivery function for employee and management core skills training across many business units, demographics and locations for over 30,000 employees and leaders worldwide
- Align all curriculums and learning and talent content under key skills that drive core skill gaps identified and strategic goals and plans
- Manage and coach large delivery team of learning professionals
- Supported large change efforts through capacity planning, role alignment, learning execution and sustainably activities and driving results through performance support, coaching and tools.
- Measure and report on learning outcomes to Sr. Team
- Partner with HR and business unit Sr. Leaders to develop key learning paths designed to drive specific job skills, role enhancements and customer satisfaction and growth
- Lead HI-potential and Leadership Development Efforts for top 10% of Manheim. Programming includes mentor program, leadership coaching, experiential programming and rotational Programs
- Launched several executive and middle management leadership certification programs.
- Executive Coaching for Sr. Level Leaders through large scale change efforts

2004-2005 | **Starbucks Corporate** | **Position: Manager Learning and Development- Foodservice**

2401 Utah Avenue South | Seattle, WA | 98134

Brands: Starbucks | Seattle Best Coffee | Tazo Tea

Revenue: 6.4 Billion in 2005

Employees': 90k in 2005

Key accountabilities:

- Led training team for the Foodservice organization. Focused on core skill training, sales training and leadership development.
- Led the development and deployment of Barista and Manager training for Barnes and Nobel Café
- Supported cross-functional license store training for Seattle Best Coffee Cafés
- Active member of the Food Services executive team, attending weekly staff meetings, month end financial and all strategic off sites and planning efforts.
- Developed and facilitated Foodservice executive level development and coaching programming
- Facilitated Strategic Planning sessions and developed yearly learning plan for Foodservice
- Facilitated team dynamic sessions for field sales teams.
- Developed and deployed all employee development segments at quarterly sales meetings.
- Developed monthly learning and training score card to share learning results with sr. team.
- Developed learning curriculum and key learning activities for large Sales and Service Conference
- Developed and deployed all field sales curriculum and field manager coaching programming