

Lynne Hayes

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I am an experienced learning leader, and have worked with all levels of leadership, from first line leaders to executives. I have excellent verbal and written communication skills, and thrive in a challenging collaborative environment. I have developed, deployed and managed complex projects and programs, and have managed large budgets in three of my roles. I am currently using my talents to help learners at a Fortune 500 company.

Summary of Accomplishments

- Gained certification quickly for First Line Leader Program, Inside Out Coaching, Crucial Accountability, Technical Leadership Excellence, and Globalization at Boeing.
- Accomplished Virtual Instructor Led Classroom facilitator in the WebEx training environment.
- Became certified as a Senior Facilitator for the Leadership Pipeline Institute.
- Achieved certification to facilitate Leadership Through People Skills and Leadership Conversations, along with Reality-Based Leadership.
- Created a national recruiting plan for 9 states at EyeCare Partners.
- Implemented Sales Training and New Hire Onboarding processes at Maritz and Allsteel.
- Coordinated 9 block assessments and succession planning for high potential leaders at Maritz
- Successfully managed a cross-functional project team to implement a new performance management process and learning management system for the Maritz enterprise.

Experience

Senior Faculty Member, Boeing Leadership Center 01/18/2020 – present. Joined Boeing and quickly became lead facilitator for several major Leadership Development Programs, including Leading at Boeing, Globalization, Technical Leadership Excellence, Crucial Accountability and Inside Out Coaching. Then the pandemic hit. Quickly pivoted to Virtual Instructor Led Training and have successfully flipped most major courses to virtual, conducting one or two VILT sessions each week. Also responsible for train-the-trainer and facilitator excellence for team of 3-5 internal and 10 external facilitators. Responsible for content maintenance and program management for IOC and FLLA Coaching and Accountability. Launched and continue to manage enterprise wide Community of Practice for Instructional Excellence.

Freelance Consultant, Edgehill Consultants LLC 8/1/2017 – present. Successfully worked with clients on various projects including planning and conducting sales training, instructional design work and facilitating leadership workshops. Worked with several executive level teams in my work with Psychological Associates. Launched a blog and podcast on my website, Edgehill.co. Clients included Gunlocke, Maritz Motivation Solutions, Psychological Associates and UNIFEYE.

Director of HR Operations 9/1/2016 – July 2017: EyeCare Partners LLC, Chesterfield, MO
Managed a team of 2 managers and 7 individual contributors who were responsible for HR Operations for high growth private equity owned eye care company. HR Operations included Total Rewards (Benefits and Compensation) and Career Development (Recruiting and Learning & Development). Was responsible for managing a complex implementation leading to the transition of 11 payroll systems to one platform.

Director of Training, Maritz Motivation Solutions 07/16/2013 – 9/1/2016

Maritz Fenton, MO

- Responsible for Leadership Development, Sales Training, and Talent Management for 650 MMS employees at Maritz, the leading provider of motivation solutions in North America.
- Team lead for Talent Management/Learning and Development Stream for Workday HRIS implementation.
- Planned and conducted a series of “Reality-Based Leadership” sessions and follow on coaching with all people managers at MMS.
- Consulted with senior leadership to implement development initiatives for internal employees and leaders.

National Learning & Development Manager 10/1/2007 - 7/16/2013

Allsteel, Muscatine, IA

- Helped drive sales enablement process for Allsteel sales team using Buying Models and the Challenger Sales Methodology.
- Responsible for the design, development, budgeting and delivery of product training, sales training, and other training for Allsteel sales team and dealer channel, including international Allsteel Dealers.
- Consulted with senior leadership to implement development initiatives for internal employees and leaders.
- Implemented the systematic approach to training at Allsteel.
- Gained support for, implemented and launched LMS across two business units in less than 4 months during 2010.

National Account Manager 09/2005 - 10/2007

John Deere Construction & Forestry Moline, Illinois

- Direct sales responsibility for large governmental agency accounts and rental marketing accounts, selling heavy construction equipment to the public and private sector.
- Accounts included the Department of Interior, Sunbelt Rentals and Hertz Rental Company. Responsible for all sales activities, including account management, CRM management, and selling against a monthly quota, which I always met or exceeded.

Manager Instructional Design and Technology 07/2001 - 09/2005

John Deere Training Center Davenport, Iowa

- Single Point of Contact for John Deere University across the Deere Enterprise, representing Agriculture, Consumer and Commercial Equipment, John Deere Power System and Construction and Forestry Divisions.
- Managed a team of 8 full time and 3 part time employees in the design and development of technical training, sales training, and leadership training for our dealer channel. Had oversight of \$1.3M annual budget.
- Managed customer training for direct customers.
- Consulted with senior leadership to develop training for internal employees, leaders and dealers.
- Created and implemented translation process for international dealer training.

Education

MS: Western Illinois University – Instructional Design & Technology
Macomb, IL

BS: Iowa State University – Industrial Administration
Ames, IA

Facilitation:

Leading at Boeing

Crucial Accountability – Vital Smarts

Inside Out Coaching – Inside Out Development

Globalization at Boeing

Technical Leadership Excellence at Boeing

Front Line Leader Coaching and Accountability at Boeing

Leading Leaders – Leadership Pipeline Institute

Leadership Through People Skills; Psychological Associates

Reality Based Leadership; Cy Wakeman Inc.

Leading Change; Edgehill Consultants LLC

Feedback is a Gift; Edgehill Consultants LLC

S.A.M.E – We're Not That Different; Edgehill Consultants LLC

Dimensions of Professional Selling; Carew International

Course Development:

Leadership Development; Edgehill Consultants, UNIFEYE, Maritz, Allsteel

Sales Training and Onboarding; Maritz, Allsteel, John Deere

Product Training; Maritz, Allsteel, John Deere

Systems Training (Payroll, E-Commerce, Online Configurator)

Needs Assessments; Maritz, Allsteel, John Deere

A Whole Bunch of Other Stuff

- Develop and deliver targeted curriculum and learning programs
- Utilize user-centered design practices to create meaningful and impactful learning programs
- Manage team of instructional designers and user-centered design advocates, supporting professional development of the team
- Oversee design budget and allocate resources appropriately
- Create and analyze evaluations to assess learner progress
- Design and implement a multitude of platforms and learning opportunities that can be web-based or instructor-led
- Evaluate, maintain and update instructional materials for content and appearance
- Support the Learning & Development Services Senior Manager by providing updates and recommendations on team performance, design and development throughput, budget, and work intake
- Collaborate with Subject Matter Experts alongside and on behalf of instructional designers to create effective, efficient, and engaging training
- Analyze user feedback and other data to provide recommendations and make improvements to optimize training effectiveness