

Claire Laughlin – *Curriculum Vitae*

Training, Development and Organizational Transformation Services

MUNICIPAL RESOURCE GROUP, LLC

Telephone: (831) 239-8483

claire@clairelaughlin.com

OBJECTIVE

I am committed to your success! My objective is to help individuals, teams and organizations become positive, productive and results-driven through the delivery of top-quality communication-centered leadership development training programs, coaching and consulting services.



STRENGTHS

- Claire Laughlin has a strong background in **teaching methods and training design and delivery**. Claire has been designing and delivering courses in a wide range of communication-based topics since 1993. Claire and her associates routinely receive average evaluation scores of 4.8 or higher (on a scale of 1-5) from program participants.
- Claire also has extensive experience in **facilitation, collaboration, and event design**. Claire's team routinely designs and facilitates long term and large-scale events and executive and board retreats using dynamic and engaging facilitation methods.
- She has 15 years of **project management and change leadership experience**. As a consultant, Claire manages all aspects of complex training and consulting projects and grant-funded projects and helps organizations align around strategic goals. Many of our projects span 12 -18 months and involve hundreds of employees working in new ways.
- Claire's passion for break-through experiences, combined with her range of abilities in teaching, training, and supporting change, make her a sought-after **coach** for individuals and teams.
- She has a notable ability to **manage client relationships** and **support partnerships**. Most of our clients have been working with us for 5+ years. We attribute this to our dedication to understanding and meeting client needs.

RELEVANT WORK EXPERIENCE

Consultant / Trainer: 1994 – Present

Work with private and public sector clients to improve business performance through communication and leadership training and consulting

- Build business relationships and collaborative partnerships
- Assess performance challenges and design educational solutions
- Develop and deliver specialized leadership and communication-based training programs
- Manage training and organizational consulting projects and a team of instructors.

Adjunct Faculty: 1994 – 2007

Designed and delivered academic courses at numerous colleges and universities.



Main Office
P. O. Box 561
Wilton, CA 95693

(866) 774-3222

Visit us at: www.Solutions-MRG.com

Sacramento Area

Bay Area

Los Angeles Area

CLAIRE LAUGHLIN – CURRICULUM VITAE

- Venues included: University of San Francisco, Santa Clara University, San Jose State University, DeAnza College, Ohlone College, Sequoia Institute.
- Courses included: Group Dynamics and Facilitation; Interpersonal Communication; Leadership; Management and Supervisory Skills; Team Building; Train-the-Trainer; Presentation Skills and more!

EDUCATION / CERTIFICATIONS

Master of Arts Degree - Communication Studies, San Jose State University, San Jose, CA
Bachelor of Science Degree - Business Administration / Marketing with
Minor – Psychology, California Polytechnic State University, San Luis Obispo, CA

Certifications:

Leadership Challenge and LPI facilitator;
Technology of Participation facilitator;
Mediator, Appreciative Inquiry facilitator

Former Expert Panelist: For ManagingAmericans.com

TRAINING TOPICS

Courses to Improve Leadership

Leadership Academy, Advanced Leadership Academy, Managing Change Using Appreciative Inquiry, Facilitative Leadership, Building a Positive Workplace

Courses to Improve Working Together

Building Emotional Intelligence, Mindfulness at Work, Positive and Powerful Thinking, Assertiveness, Conflict Resolution, Dealing with Difficult People, Listening

Courses to Improve Management and Supervision

Coaching for Excellence, Delegating, Giving and Receiving Feedback, Goal Setting, Supervisory Academy, Decision-Making

Courses to Improve Teamwork

Building a Supportive Workplace, Building a Vision, Team Building, Communication Skills for Teamwork, Leading Teams

Courses to Improve Meetings and Presentations

Meeting Management, BeAnAmazingTrainer™, Facilitator Training, Powerful Presentation Skills for Professionals

PARTIAL CLIENT LIST

Cabrillo College Faculty
California WIC Assn.
Cities of Cupertino, Milpitas
and Santa Cruz
City of Walnut Creek
Dominican Hospital
Diabetes Health Center
Driscoll's Strawberries
First Five Santa Cruz

KIDPOWER Intl.
HIP Santa Cruz County
Leadership Santa Cruz
Lexicon Leadership
Nordic Naturals
Ohlone College Faculty
Pajaro Valley Community
Health Trust
Pajaro Chamber

Progeny Seed Company
Santa Barbara County Dept.
of Public Health
Palo Alto Medical Foundation
Seagate Technology
St. Mary's College
Sutter Maternity
Volunteers of America