

KAREN COPELAND, MA

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EXECUTIVE SUMMARY

Karen Copeland is an innovative and seasoned **Trainer/Facilitator** with a successful background designing and implementing training programs, facilitating meetings and coaching leaders. More than 20 years effective progressive experience in Performance Management, Executive Coaching, 360° Feedback, Team Building, Conflict Resolution, Meeting Management, Facilitation Skills, Strategic Planning, Consensus Decision-Making, Trainer Training, Leadership Development, Supervisor Training and MBTI®. Ms Copeland is recognized as a hands-on, pro-active troubleshooter who can rapidly identify business problems, formulate strategic plans, initiate change and implement new processes.

WORK HISTORY: Representative Sample

2008-Present

Sutter Health, Sutter Health University

Sacramento, CA

- Design/delivery of *Full-Range Leadership* Training for the 2008 Leadership Academy
- MLQ 360° feedback for academy participants
- Ongoing executive coaching services for selected leaders

St Joseph Health Center, Life Learning Center

Santa Rosa, CA

- Training programs include:
 - *The Art of Communicating Effectively Under Stress*
 - *Manager's Toolkit: Mediating Conflict*

2007-Present

Office of the Sonoma County Counsel

Santa Rosa, CA

- Design and delivery of:
 - Department-wide 2007 offsite meeting
 - Leadership Training
 - The County Counsel *Mentoring Program*

Layne Christensen, Inc

Mission Woods, KS

- Provided Train-the-Coach workshop for internal coaches
- Executive Coaching (including the MLQ 360° Assessment and MBTI®)

La Tortilla Factory

Santa Rosa, CA

- Provided the following training programs
 - *Leadership Development*
 - *Flex-Selling™*
 - *Time Management Using MBTI®*

2006-Present

Sonoma County, Human Resources

Santa Rosa, CA

- Annual Contract to design and deliver the following training programs:
 - *Supervisory Skills*
 - *Dealing With Overwhelm*
 - *Motivating Employees*
 - *Communication and Mediation*
 - *Meeting Management and Facilitation Skills*
 - *Supervisory Tough Stuff*

YWCA of Sonoma County

Santa Rosa, CA 95403

- Management Teambuilding and Board Development
- 2008 Strategic Planning

2006

Chubb Group of Insurance Companies, Commercial Division

Warren, NJ

- Co-designed and delivered *Bridging the Generational Gap* program for division leadership

O'Reilly and Associates

Sebastopol, CA

- Provided Leadership Training Series, for O'Reilly managers
 - As part of the *Santa Rosa JC Workforce Training Program*

2005-Present

American Management Association (AMA)

New York, NY

- Co-Designed and co-produced (with Leadership Solutions principal, Donna Dennis) the *AMA Diversity Training Programs*
- Provided onsite AMA programs for **Earnst & Young** and **The Center for Disease Control (CDC)** in 2007
- Ongoing delivery of the Following AMA Public Training Programs:
 - *Leadership Smarts: Assess and Optimize the Hard-Wired Skills that Drive Success*
 - *Delegation Bootcamp*
 - *Leading Innovation: Creating and Sustaining a Climate for Growth*
 - *Confronting the Tough Stuff: Management Skills for Supervisors*
 - *The MBTI® Qualifying Program 1/08)*

2005

Aguirre International

Burlingame, CA

- As a consultant for Aguirre's "Project TASC," provided training for the **Ohio State Commission**, and facilitation during the 2005 *National AmeriCorps Grantee Staff and Commissioner Training*

2005

SAMHSA: Substance Abuse and Mental Health Services Administration

Washington, D.C.

- Co-facilitated (with Leadership Solutions principal, Donna Dennis) the annual conference, *Transformation in Action: Framing the Future of Technical Assistance 2004*

California Rehabilitation Association (CRA)

Sacramento, CA

- Designed and facilitated the 2005 Strategic Planning session

2003

InAlliance, Inc.

Sacramento, CA

- Designed and implemented supervisory training
- Facilitated 2003 Strategic Planning session

Canine Companions for Independence (CCI)

Santa Rosa, CA

- Delivered the Resolution Program to all regional centers
 - Trained-the-trainers
 - Co-conducted the leadership training

1998-Present

Becoming Independent

Santa Rosa, CA

- Providing: Consulting, meeting facilitation, training and individual coaching

1996 – 2003

CR Bard, Inc.

(Murray Hill NJ, Glens Falls NY, Tempe AZ, Kansas City KS locations)

- Organizational Development Consulting
- Training, Meeting Facilitation and Executive Coaching

EDUCATION AND AWARDS

- MA Psychology, Antioch University, 1990
- BA Psychology, Eckerd College, 1976
- Awarded Fulbright Fellowship, 1974

QUALIFICATIONS AND CERTIFICATIONS

- MBTI®
- MLQ 360° Feedback Instrument
- FLEXSales
- FLEXTalk
- Strong Interest Inventory®
- FIRO-B®
- Thomas-Kilmann Conflict Mode Instrument
- CPI 260®
- DiSC
- CDR 3-Dimensional Leadership

PROFESSIONAL REFERENCES

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