



Janice Vietor joined the staff at UpSwing Performance Improvement in 2010. As the *Director - Learning Experience & Curriculum Design* with the firm, Janice brings a deep understanding of collaborating with diverse groups and a genuine ability to connect with clients.

Janice has been the lead trainer/facilitator and provided customized curriculum design and development for some of UpSwing's largest training initiatives (more than 1,200 employees each) with clients in the power industry. Ameren Missouri, Ameren Illinois, Laclede Gas/Spire, and various other client groups have consistently given Janice the highest trainer evaluation scores.

Janice is comfortable working with union-represented and management audiences alike. Her success in designing customized learning engagements for front-line, 1st level and midlevel leaders has earned multiple accolades from both Nestlé-Purina PetCare and Spire. Her expertise lies in interpersonal skills with an emphasis in listening, communication styles, customer interaction, conflict resolution and non-verbal skills.

Prior to joining the UpSwing team, Janice held positions in retail and the financial services industry. Her responsibilities in these positions included: building collaborative relationships with various levels of employees and customers and directing sales & business operations. She also conducted hiring, supervision, training and performance evaluations. Additionally, Janice performed extensive analysis on sales trends, and facilitated appropriate actions to accommodate those trends.

Janice has served as Community Services Chairman in a local school district. In her capacity as Chairman she successfully worked with board members and sponsors throughout all phases of strategic and tactical planning.

Janice holds a Bachelor of Science degree in Business Administration with an emphasis in Marketing from Truman State University.