



# Gary A. DePaul, PhD, CPT

Performance Consultant | Instructional Designer | Knowledge Manager



Through performance consulting and talent development, Gary helps organizations strengthen their culture and leadership capabilities. He curates and shares HR-related innovations through his publications and public speaking.

As a talent development contractor, Gary has worked in several industries to design:

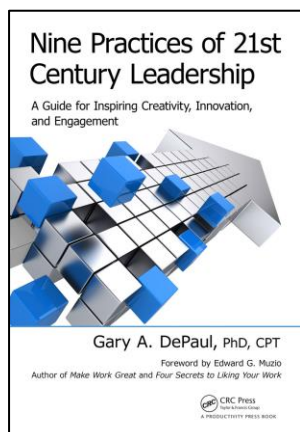
- Training materials
- Product and procedural documentation
- Performance-support deliverables
- Coaching and mentoring guides

Gary has several publications including books, articles, infographics and blogs:

<https://www.garyadepaul.com/articles.html>

You can view some of his leadership videos on his website:

<https://www.garyadepaul.com/gary-depaul-videos.html>

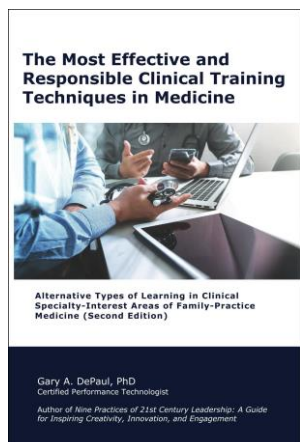


## Expertise Areas

- Performance Analysis
- Leadership Development
- Onboarding Design
- Performance Assessments
- Call Center Training
- Project Management Training
- HR Business Partner Training
- Technical Documentation

Previous corporate director/manager roles:

- **Lowe's Home Improvement:**  
Managed the enterprise onboarding process, corporate training, and store associate training (kitchen, bath, and plumbing departments)
- **Ceridian**  
Directed the training, knowledge management, and quality assurance departments  
Oversaw the \$12.6 million intellectual property and learning curriculum portfolio
- **Fidelity Information Services / Certegy Check Division**  
Directed the training / knowledge management department



## Education and Credentials

### The University of Illinois at Urbana-Champaign

The Department of Educational Organization and Leadership  
PhD and EDM

### University of Alabama at Birmingham

Bachelor of Science in History and Philosophy

### The International Society for Performance Improvement (ISPI)

Certified Performance Technologist (CPT)

### Society for Human Resource Management (SHRM) / HR Certification Institute (HRCI)

Approved Provider of Recertification Credits



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## Examples of Contract Work

### Analysis

#### Frontline and Mid-level Management

Purpose: Recommend changes to strengthen how frontline and mid-level managers' strengthen their leadership capabilities

- Review current and anticipated organizational strategy documentation
- Interview senior executives for perspective consistencies and variations
- Facilitate multiple focus groups of frontline managers, mid-level managers, direct reports of managers, and manager of managers
- Evaluate existing leadership-development programs
- Produce summary report with recommendations

#### Business-Unit Performance Maturity

Purpose: Identify ways that departments can increase their overall performance

- Review organizational documentation for background information
- For each department, interview department heads and select managers
- Rate knowledge and training maturity
- Produce summary report with recommendations

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## Knowledge Management (KM)

### Business Documentation

Purpose: Document products, policies, procedures, and services

- Convert training materials to performance support and documentation
- Review existing source materials
- Interview and/or observe subject-matter experts
- Create and implement KM strategy

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## Training / Talent Development

### Training and Performance-Support Materials

Purpose: Develop training materials to support performance growth

Expertise: Analysis and design, performance support (job aids), instructor-led, and web-based training

Experience areas: Onboarding, leadership, call/contact centers, sales, technology, proprietary project management, retail, finance, data processing, benefits, healthcare, risk, pharmaceutical, engineering, and operations