**719-339-1111**

**Email: pat@learninggraham.com**

**Website:** LearningGraham.com

**OBJECTIVE**

The objective is to utilize my extensive experience in leadership, management, sales, coaching, facilitating, and education to deliver excellence and continual improvement within the Business and Educational community.

**EDUCATION**

**Doctor** of Management in Organizational Leadership, University of Phoenix

 *Completed September 2014*

**Master** of Arts in Organizational Management, University of Phoenix

 *Completed December 2001*

**Bachelor** of Arts in Education, University of Northern Colorado

 *Completed June 1971*

**Certified Negotiation Expert** **(CNE),** Real Estate Negotiation Institution

 *Completed 2014*

**Color Code** Certified Trainer, Hartman International

 *Completed July 2009*

 **Executive** Development Program (EDP**),** Apollo Group

 *Completed December 1999*

 **Real Estate Broker** License, State of Colorado

 *1978- Present*

**SKILLS/ABILITIES**

**Leadership, Management, Sales, and Training.**

More than 30 years of progressive and comprehensive experience in leadership, management, education, sales, and marketing. Areas of expertise include:

* Certified Negotiation Expert
* Training, Teaching, Coaching, Management, and Leadership Skills
* Facilitated Training from the Walk the Talk Series on Ethical Leadership and Value-Based Business Practices
* Curriculum Development in Public Schools, Universities, and Sales, Management, and Executive level development programs for corporations
* Leading and directing a team of 200 + employees to goals in sales, profit, growth, and revenue
* Identifying problems and creating systems and processes to minimize issues
* Forecasting short and long-term planning
* Developing and implementing individual and group marketing plans
* Researching, and analyzing marketing trends
* Hiring and evaluations of personnel, from entry to VP Director level
* Coaching training in large groups and individual sessions
* Project management/general contractor residential home
* Experience and application in Change Management

**COMMUNICATION**

* Leading customer and employee meetings
* Developing and conducting training to ensure employee success and customer satisfaction
* Training and coaching employees in a one-on-one setting or over 100 at a time.
* Presenting state-wide results of the regional campuses to senior management on a semi-annual basis

**EMPLOYMENT**

**LearningGraham Ltd.** (2015- Present)

* Core Motive Evaluation and Training with corporations and educational institutions using The Color Code assessment to coach individuals, departments, and organizations with interpersonal skills.
* Contract with individuals, companies, and organizations to train and coach leaders, managers, and supervisors in need of Leadership, Organizational Development, Behavior, and Change Management skills. Outcome focuses on how to apply the knowledge to better the organization's goals.
* **Expertise:**
	+ **Interpersonal Skills-**Certified Color Code Trainer
	+ **Certified Negotiation Expert- Sales Training**
	+ **Conduct 360 Reviews:** for Managers, Directors, and Vice Presidents
	+ **Kolbs Model of Interactive Learning**
	+ **Malcolm Knowles's Andragogical Approach to Learning (Adult)**
	+ **Training and Research** in working with Millennial Generation employees and students
	+ **High-level Curriculum Development** for adult education

**Colorado Technical University, Colorado Springs Faculty (December 2010 – 2018)**

* Online faculty doctoral program: Mentoring student’s through the dissertation process; Faculty for Research Courses. Facilitating courses in **Leadership Development**, **Business**, **Curriculum Development**, **Organizational Behavior, and Development**. Creating and Facilitating Doctoral Symposium sessions on a variety of topics.
* Auditing 23 Hybrid courses including assessing faculty, and monitoring online classrooms
* Interim Business Program Chair ( 2013-2014 for 6 months-Temporary- contract)
* Taught Business Classes in a Hybrid format, a mixture of online and in-classroom delivery
* Facilitated Doctoral level courses including mentoring candidates through the research dissertation process.

**University of Phoenix (July 1989 through June 2010)**

 **Regional Training Manager, Mountain/Plains Region (2008- June 2010)**

* Create and implement a training plan for all new Enrollment Counselors (developed & delivered training for Beginners (0-6 months) to Masters (7- 24 months). Ongoing training for Managers and VP Campus Directors in our region, to drive success.
* Drive performance, retention, and staffing goals for the region
* Deliver, and implement all corporate initiatives
* Participate and develop New Enrollment Manager training
* Trained courses in Adobe Connect and an online forum
* Internal Certification to teach counselors in all courses from corporate for new hires through 24 months and beyond

**Regional Director of Enrollment, Plains Region & Mountain Plans Region (2004- 2008)**

* Directing more than 200 Enrollment Counselors and 13 Enrollment Managers and Directors in seven states
* Created and conducted a week-long training program for all new Enrollment Counselors in the region
* Assisted in rebuilding the enrollment department for the Colorado Campus
* Designed and Delivered LEAD (Leadership) training for all Managers and Directors in the Plains Region. Campus Directors, Academic, Enrollment, and Finance Managers, and Directors

**Director of Regional Contact Center, Lone Tree, Colorado (2001- 2003)**

* Created a regional contact center to increase the lead to the activity ratio of prospective customers for the Central Region. (Eight campuses)
* Hire, train, and direct the Associate Enrollment Counselors and Manager for the Central Region Contact Center

**Regional Director of New Business Development, Lone Tree, Colorado (2001)**

* Analyzed the central region’s strengths and weakness
* Project-managed several projects at the regional level
* Created a beta Call Center to evaluate the impact it would have on lead conversion rate. Increasing lead to activity increasing numbers of students who start classes and increase revenue

**Vice President/Director, Colorado Springs Campus, Colorado (1999- 2001)**

* Split the Colorado Springs Campus from the Denver Campus
* Hired managed and directed four director-level personal
* Responsible for all campus goals: financial, academic, sales, and operations
* Opened the branch campus in the South part of Colorado Springs

**Vice President/Director, Louisiana Campus (1998- 1999)**

* Brought campus into profit mode
* Relocated the main Louisiana Campus to a better strategic location
* Exceeded goals in profit, revenue, margins, enrollment, and compliance
* Open classes in Baton Rouge

**Director of Enrollment, Southern Colorado Learning Center (1995- 1997)**

* Responsible for campus recruiting and sales goals
* Achieved an increase in enrollments, over the previous year, of 145%
* Management of the enrollment department and the receptionist
* Directed ongoing scholarship programs through collaborations with Pikes Peak Community College and the Chamber of Commerce of Greater Colorado Springs

**Lead Enrollment Counselor/ Project Manager/ Enrollment Supervisor (1992- 1995)**

* Hire, supervise and evaluate an enrollment staff of four
* Created a feeling of team spirit
* Promoted excellent customer service throughout the campus
* Plan and implement individual and group marketing plans for the Southern Colorado Campus
* Recruitment of new students
* Generated leads through referrals and corporate contacts
* Developed rapport with the business community
* Generated leads through referrals and corporate contacts
* Managed Colorado Springs Staff, and on-site supervisor of expansion of the campus
* Generated leads through referrals and corporate contacts
* Achieved goals required of an Enrollment Counselor- Exceeds Expectation Level

**University Enrollment Counselor (1989- 1992)**

* Develop corporate contacts
* Increase lead base for Colorado Springs and Pueblo
* Provide professional sales presentations to the prospective student and corporate contacts
* Recruit qualified undergraduate and graduate students

**Real Estate/ Construction Management- (1978- 2015)**

* Real Estate Broker; working with buyers who want to purchase “New Construction Homes."
* Managing the purchase of vacant land and residential homes
* Project plan and manage all development and construction of a new residential home
* Create long and short-range goals

**Teacher Colorado District 11 and 60 (August 1971- June 1978)**

* Taught middle school and high school in the public school system
* Developed and wrote packets for individualized curriculum, and implemented the project throughout District 11

**Community Involvement**

**Current:**

* Leadership Pike Peak, Colorado Spring Co: Coaching, curriculum creating and evaluation, training in Leadership and Interpersonal Skills for the Encore Program & Leading Edge – 2015- 2016-2017
* Guest Speaker for companies and organizations in the region
* Precinct 301 Leader: County and State Assembly Delegate- 2008 and 2018
* Election Day Judge for El Paso County, Colorado 2004 to 2020

**Past:**

* President and co-founder of ACCEL, an alliance of local colleges and universities
* Colorado Springs Chamber of Commerce Small Business Council Leader
* Women’s Council of Home Builders Association President
* Home & Garden Show Chairman
* Parade of Homes Committee
* Associate of the Year for the Home Builders Association
* Silver Key Home Care Volunteer
* Friends of the “Y” Campaign
* Easter Seals Telethon VIP