

Loretta B. Reid

OBJECTIVE: *To join UTD's team of Academic Advisors*

EXPERIENCE:

2016-present

Richland College
Dallas TX

Adjunct Faculty -

Division of World
Languages and
Culture

Public Speaking and Introduction to
Communication

2006-2014 North Central Council of Governments (COG) **Arlington, TX**
Contract Training Specialist

Designed, developed and facilitated courses for municipal employees.

- Communicate with Confidence in the Workplace
- Keeping your Cool When Others Get Hot: Friendly Customer Service
- Communication Differences in the Workplace
- Totally Grammar!
- Effective Business Writing
- Accepting Diversity is Accepting Yourself

2000-2002

University of Texas Southwestern
Medical Center

Dallas, TX

Contract Training Specialist

- Assessed needs, designed and developed effective listening course for Central Telecommunication Customer Service (CTCS) operators.
 - Facilitated soft-skills training for employees in other areas of the Medical Center as requested.
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1999-2001	American Airlines (AMR) Training Group: Performance Solutions	Fort Worth, TX
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Contract Training Specialist

- Collaborated with FlagShip University designers and facilitators in updating existing customer service curriculum. Facilitated the preview class.
- Facilitated a 3-day "Amazing Customer Service" train-the-trainer program for AMR's top trainers and evaluated their performance.
- Facilitated Home Improvement Loan Program training for supervisors and department heads of Home Depot (client of Performance Solutions) nationwide.

1996-1999	City of Coppell	Coppell, TX
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Contract Training Specialist

- Developed and facilitated professional development programs for municipal employees, commission chairpersons, and board volunteers.

Courses:

- Effective Listening Skills
- Gender Communication
- Managing Meetings

EDUCATION:

1972

B.A. Social Science	Saint Paul's College	Lawrenceville, VA
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1976

M.A. History, Speech Communication	Tennessee State University	Nashville, TN
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1983

Post-graduate study: Organizational Communication	Kansas University	Lawrence, KS
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CERTIFICATIONS:

Personal Strengths Deployment Survey- Personal Strengths Publishing, Inc.

Franklin Covey - Seven Habits, and First Things First

PROFESSIONAL AFFILIATION:

Association for Talent Development (ATD)

formerly known as The American Society for Training and Development (ASTD)