



Carolyn B. Thompson President

TRAINING SYSTEMS, INC. *Great training for great employees*

Carolyn B. Thompson is President of **TRAINING SYSTEMS, INC.**, a customized performance improvement and HR consulting company dedicated to helping *small and medium sized organizations* enhance their ability to recruit, inspire and retain quality employees and improve performance through training.

TRAINING SYSTEMS, INC. also provides training design and delivery services to *training companies, the training departments of large companies* and *trade & professional associations*. Carolyn is responsible for marketing and helping clients determine the best methods for achieving their performance needs.

She's also thrilled to do lots of keynotes and her style is highly interactive, including many hands-on learning methods no matter how huge the group! Carolyn has facilitated sessions throughout the country for trade/professional associations and small, medium and large companies, both for profit and non-profit. Over the past fifteen years she has worked with tens of thousands of people from students to entry level staff to managers at all levels.

AREAS OF EXPERTISE

- ✓ innovative recruitment planning
- ✓ interviewing and selection
- ✓ designing & facilitating interactive training
- ✓ designing new employee orientation programs
- ✓ inspiring employees to excellence
- ✓ teamwork
- ✓ positive attitudes
- ✓ performance appraisal systems
- ✓ managing conflict
- ✓ career development programs/job placement
- ✓ faith & work
- ✓ working smart/time management/stress
- ✓ leadership
- ✓ effective communication
- ✓ sales & marketing

PUBLICATIONS

📖 Books:

- *Creating Highly Interactive Training Quickly & Effectively*
- *Interviewing Techniques for Managers*
- *The Leadership Genius of George W. Bush*
- *Straight Talk for Employers*, a 2-tape audio tape set based on her radio show
- *Ten Steps to Determining the Return on Your Training Investment* worksheet
- *Managing Employees Using the Bible as Your Guide* (in process)

📖 Editor:

- monthly E-zine, *Recruit, Inspire and Retain*
- monthly newsletter, *Performance (CISPI)*

📖 Examples of articles published in:

- *Association Management Magazine*
- *Family Business Magazine*
- *Successful Meetings Magazine*
- *Church Executive Magazine*
- *Will County Business Journal*
- *NCTA Newsletter*
- *Professional Car Washing & Detailing*
- *Society of Insurance Trainer's & Educators Magazine*

📖 Examples of publications featured in:

- *Daily Southtown*
- *Star*
- *Herald News*
- *Working Woman*
- *Redbook*
- *Business Week*
- *Home Office Computing*
- *Inc.*
- *US News & World Report*

BOOK CHAPTERS/QUOTES:

- *Americans With Disabilities Act: Access and Accommodations*
- *2001 ASTD Training & Performance Yearbook*
- *The Ten Minute Trainer*
- *Shake, Rattle & Roll*
- *ASTD Trainer's Toolkit: Evaluation Instruments*
- *301 Great Management Ideas*
- *Swim With The Dolphins: How Women Can Succeed in Corporate America on Their Own Terms*

PROFESSIONAL MEMBERSHIPS/AFFILIATIONS

- ◆ Board member of the Three Rivers Education Partnership
- ◆ Advisory Board member of The Center for Research and Service (non-profit performance consulting company)
- ◆ Board member of the IL Community Action Now (non-profit training company for Rehab agencies)
- ◆ Director of the Rotary Club of Joliet
- ◆ Society for Human Resource Management
- ◆ American Society of Association Executives
- ◆ Chicago International Society for Performance Improvement
- ◆ Christian Management Association
- ◆ Bolingbrook Chamber of Commerce
- ◆ Joliet Chamber of Commerce
- ◆ Grace Episcopal Church

EDUCATION/CERTIFICATION

- ✘ Master of Science, Rehabilitation Counseling, Illinois Institute of Technology, Chicago, Illinois
- ✘ Bachelor of Arts, Psychology, Northwestern University, Evanston, Illinois
- ✘ former Certified Rehabilitation Counselor (CRC)