



Carolyn B. Thompson

TRAINING SYSTEMS, INC.

Great training for great employees

Carolyn B. Thompson is an experienced training designer, facilitator, event planner and HR consultant for **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 the performance they need.

Carolyn's online live and in-person training facilitation and style are highly interactive and include many hands-on methods and materials designed for learning that goes beyond the training session. She has facilitated training for trade/professional associations and small, medium and large companies, both for profit and non-profit. Over the past almost thirty years she has trained 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
- ✓ productivity analysis/process redesign
- ✓ creativity
- ✓ time management/stress
- ✓ leadership
- ✓ effective communication
- ✓ sales & marketing

PUBLICATIONS

📖 Books Written:

- *Creating Highly Interactive Training Quickly & Effectively*
- *Interviewing Techniques for Managers*
- *The Leadership Genius of George W. Bush*

📖 Editor:

- blog, *Performance Improvement: Recruit, Inspire and Retain*

📖 Blogs:

- *Blogging for Books*
(Waterbrook/Multnomah Press)
- *BookSneeze* (Thomas Nelson)
- *Actionable Books Summaries*
- *Medium.com*
- *Performance Improvement on the Dog Run*
(**TRAINING SYSTEMS INC**)

📖 Articles published in:

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

📖 Featured in:

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

📖 **Chapters & Quotes in:**

- *Americans With Disabilities Act: Access and Accommodations*
- *2001 ASTD Training & Performance Yearbook*
- *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*
- *199 Ideas: Enhancing Learning Experiences*

📖 **Produced:**

- *Straight Talk for Employers: Recruiting, Inspiring, Retaining Great Employees* - audio from her radio shows
- *Ten Steps to Determining the Return on Your Training Investment* - worksheet

PROFESSIONAL MEMBERSHIPS/AFFILIATIONS

Current:

- ◆ Society for Human Resource Management
- ◆ American Society of Association Executives
- ◆ International Association for Performance Improvement
- ◆ Christian Leadership Alliance
- ◆ Rotary Club
- ◆ St George 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)