

# Angela Waltersheid

Angela Walterscheid is dedicated to helping companies develop their human resources. With over 18 years of corporate and consulting experience, Angela's focus is on design, development, and facilitation of custom learning experiences in management, leadership, customer service, time management, team development and many areas of professional development that result in improved business unit and individual performance.

Angela earned her BBA in Personnel and Human Resource Management from Texas Tech University and was selected to attend the Leadership Development Program at the Center for Creative Leadership in October 2000. Angela is a member of American Society of Training and Development (ASTD).

## Design and Development

Angela has designed and developed various programs over the years. Her specialty is clear and concise participant and leaders guides, and train-the-trainer manuals. She is also experienced at creating and producing custom e-learning modules that grab the participants' attention.

Angela has custom designed programs such as Customer Service Basics, Management Fundamentals, Improving Communication, and Time Management.

## Facilitation and Coaching

Angela is a natural at training delivery and coaching. Angela gained a reputation as being professional and dynamic. Acting as a HRD training specialist, internal consultant, coach and manager, Angela performed needs assessment, design/development, class delivery and follow-up. Angela has trained audiences all over the world including China, Finland, Poland, Mexico and South America, from Admins to Executives and Engineers in many different industries including restaurant, telecom, insurance, financial and the medical/pharmaceutical fields.

Angela is certified in many nationally recognized and respected programs such as Stephen Covey's: Seven Habits of Highly Effective People, What Matters Most, Power of Understanding and Building Trust. She is also certified in the training modules by DDI (Development Dimensions International) and Technical Leadership by Blessing White. Some of the current programs Angela facilitates regularly include Inspiring Leader, Management Fundamentals, Behavioral Interviewing, and team development sessions.

While at Metromedia Restaurant Group and Nokia, Angela developed and delivered national Train-the-Trainer programs for managers and HR staff. She has also customized many team building events delivered to 180+ employees at large company events.

Angela is currently coaching leaders and managers at all levels as well as other trainers on many skills including, presentation skills, 360 feedback, and many leadership topics.

## **Workshop Facilitation**

### Management and Leadership

- MAP (Management Action Program, Nokia)
- Management Fundamentals (Nokia) (Both face to face facilitation and on-line facilitation using Centra)
- Behavioral Interviewing (Nokia)
- Leadership Workshop (Amicorp)
- Discovering Your Future (Nokia)
- Coaching for Performance (Nokia)
- Investing in People (Performance Management - Nokia)
- HR Consulting Skills (Nokia)

### General Development/Teambuilding

- Customer Service Basics (Metromedia, Nokia, US Oncology)
- Presentation Skills (Metromedia, Nokia Flagship, Nokia Siemens Networks)
- Improving Communication using DiSC (Nokia)
- Custom Team Building and Motivation sessions for departments of 3-200 people
- Stress Management using Stress Style Indicator
- Personal Best (Focus 3)
- Admin Support Workshop
- Appropriate Workplace Behavior (US Oncology)

### Train the Trainer

- Train the Trainer – Teambuilding
- Train the Trainer – Facilitation Skills

### Franklin Covey Workshops

- The Seven Habits of Highly Effective People
- What Matters Most
- Building Trust
- Power of Understanding

### DDI – Development Dimensions International

- Core Skills for Building Commitment
- Leading Successful Meetings
- Contributing to Meeting Success

### Assessment Facilitation

- Myers-Briggs Type Indicator
- Conflict Style Inventory
- Belbin Team Roles Assessment
- Team Climate Survey
- Group Development Assessment
- Firo-B
- DiSC Personal Profile System
- Personal Style Inventory
- Change Style Indicator
- ASSESS Developmental Report
- Nokia Leader 360°
- Stress Style Indicator

### Curriculum Development

- Management Fundamentals
- Customer Service Basics
- Performance Management
- Train the Trainer – Training Facilitation
- Train the Trainer - Teambuilding
- Corrective Action
- New Hire Orientation
- Employee Manuals and related training materials
- How to write User Manuals
- E-Learning Production (various topics)