

GAIL M. STOCKTON, SPHR

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DIRECTOR - TRAINING AND ORGANIZATIONAL DEVELOPMENT

Innovative leader with proven success in e-learning computer based delivery platforms and multimedia delivery strategies transforming corporate culture and developing leadership throughout all levels of the organization. Additionally, skilled in the design and implementation of talent management strategies including performance management, pay for performance compensation programs, succession planning and leadership development. Respected internal and external consultant with proven ability to partner with senior leaders, solve problems and effect organizational change.

Key Accomplishments:

- Reduced training costs by \$1.2 million dollars for 12,000 Customer Service Representatives in support of the e-ticketing business initiative in the airline industry by creating a web-based electronic training and delivery system. The cost for implementation of the system is included in these savings.
- Reduced annual training costs by \$225,000 by leading the development and implementation of the Hazardous Materials e-learning curriculum. This included securing buy-in and support for a precedent setting approach with the FAA.
- Decreased the time of both Front-Line New Hire Training programs (FastAir and FastRes) by 53% by leading the redesign of the curriculum to include e-learning courseware. This time reduction equated to approximately \$245,000 of savings annually.
- Increased productivity of existing staff over 300% within first two years, and established the department as a key business partner during development and rollout of six new products.

PROFESSIONAL EXPERIENCE

STOCKTON TRAINING AND CONSULTING, Wayne, Illinois

Independent Contractor/Consultant (www.stocktontraining.com) (3/07 to Present)

Deliver training and organizational development contracts including design, development and client support.

- Created a career development process and a leadership model for a client which included the introduction of competencies to their performance management system which were then ultimately integrated into their online HR System. Working with their designated vendor, a completely automated process was created so any employee could readily see and understand their potential and progress toward their desired career development position or any other selected position in the company.
- Created a High Impact Leadership training program for an entrepreneurial company that targeted both the communication styles and the individual's leadership strengths. As a result, the CEO endorsed creating a Strengths Based Philosophy and learning culture which led to increased retention of high potential employees and a respectful, teamwork centered culture.

ALLIANT CREDIT UNION, Chicago, Illinois

Director - Training and Organizational Development (12/04 - 3/07)

Responsible for all employee training and organizational development initiatives, performance management, pay-for-performance compensation program, succession planning, leadership development, employee opinion survey and employee engagement.

- Built an electronic training and delivery system and an on-line talent management process and system which facilitated communication to both new and existing employees.

- Implemented an automated Human Resource Capital Management (HRCM) system with Performance Management and Goal Management modules which achieved alignment with employee objectives to Corporate Strategies within one year.
- Led the implementation of a Strengths-Based Philosophy. Became Alliant's first certified Strength Coach and developed the strategy to certify 8 additional internal strength coaches to drive strengths coaching into the workforce.
- Identified employee engagement needs and coached employees and managers to create and execute action plans to fulfill those needs. As a result increased the ratio of engaged employees to disengaged employees from 3:1 to 11:1 within the first year and then to nearly 13:1 in the second year.
- Developed a new performance appraisal process with the senior team which included new managerial practices and competency evaluation principles in addition to Alliant's normal performance metrics. Created leadership training curriculum which supported managerial practices.
- Implemented virtual classroom and interactive meeting capability within 30 days of hire.

UNITED AIRLINES – Chicago, Illinois

Manager of Training Program Development - Corporate Training (2/93 - 12/04)

Responsible for the design and implementation of a multimedia delivery strategy and development function. Primary business consultant for the Sales, Reservations, Customer Service and Airport Operations clients. Interfaced with the Customer Division Heads, Directors and Key Managers to design business solutions and recommend training. Managed an annual budget (inclusive of outsourced initiatives) of up to eleven million dollars and capital expenditures of five million dollars.

- Created a web-based electronic training and delivery system (the Learning Network) with enterprise-wide tracking capabilities for all 100,000 employees.
- Managed the development and delivery of the Sales Training Curriculum for 400+ internal Account Executives and Sales Representatives who interfaced with and sold the CRS system to corporate accounts and travel agencies.
- Directed the implementation of training across several disciplines to support the 2003 Corporate Bargaining Agreements within United Airlines.

PRIOR EXPERIENCE

UNITED AIRLINES – Chicago, Illinois

- Manager of Instructional Design – Media
- Training Program Manager - Computer Services
- Training and Development Administrator
- Training and Development Specialist

EDUCATION

- Bachelor of Arts – Business Management with an emphasis in Human Resources – DePaul University, Chicago Illinois
- Associate of Arts – Business – College of DuPage, Glen Ellyn, Illinois