Jeff Darner, M.Ed.



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# Summary of Professional Accomplishments

* Designed, developed, implemented, and evaluated award-winning leadership training and development programs
* Led design, execution, and continuous improvement of global succession planning and performance management training and processes
* Performed a wide range of professional roles as an instructional design expert including serving as learning architect, project manager, department director, and freelance contractor and consultant
* Drove the configuration, testing, training, and implementation of multiple global LMS and HR systems including Workday Human Resource Management, Talent Management, and Recruiting applications

**Business Experience**

**LEARNING & DEVELOPMENT PROFESSIONAL** *(freelance)* August 2020 - Present

Create custom learning solutions that strengthen learner engagement and deliver high-impact business results

***Select Projects***

* + Designed a curated set of training resources, including facilitator guides, participant job aids, and communication tools that reinforced the enterprise priority to create results-focused goals with quantifiable measures.
  + Developed manager and employee Articulate Storyline 360 eLearning courses
  + Designed and developed three custom training programs for the leadership development department of a national cosmetic retail chain including:
    - Middle manager 3-day interactive workshop that builds priority capabilities including communication skills, coaching ability, and collaboration competence. Deliverables included virtual and in-person instructor guides, participant workbook, presentation slides, manager coaching guide, and program assessments.
    - Individual contributor multi-day course that prepares employees who aspire to achieve a leadership role with practical methods and tools to influence without authority, manage their bosses, and manage time in a way that prioritizes their own leadership development activities. Deliverables included virtual instructor guide, participant workbook, presentation slides, manager coaching guide, and program assessments.
    - Diversity learning journal as a companion tool for use with the 9-month enterprise diversity, equity, and inclusion program. Deliverables included post-training learning application activities, supplemental readings and resources, and manager coaching guide.
  + Crafted comprehensive behavioral interviewing blended-training program for Fortune 500 $6 billion international manufacturing business. Deliverables included:
    - Developed Articulate Storyline 360 eLearning introductory interviewing course. Used as alternative to, and refresher for, instructor-led course.
    - Created virtual, interactive, instructor-led behavioral interviewing workshop for hiring managers. Learning products included facilitator guide, PowerPoint deck, and participant guide.
    - Produced board of directors’ annual talent review presentation highlighting high potential leader development needs, illustrating succession planning shortfalls, and depicting diversity trending analytics.

**Moen, Incorporated** – North Olmsted, Ohio

No. 1 faucet brand in North America, a leader in China, and part of Fortune Brands Home & Security

July 2010 – August 2020

# SENIOR DIRECTOR – Talent Management and Human Resources

Built the global leadership development, succession planning, employee training, change management, and performance management training programs and processes.

*Leadership Development and Succession Planning*

* + - Created and implemented a leadership development framework, including the design and deployment of a high-potential talent training program and a middle-manager blended learning training curriculum. After completion of two cohorts, 96% of participants retained by the organization, 30% moving into new roles.
    - Customized and implemented a performance coaching training program based on *The Extraordinary Coach*, including 18-month sustainability plan. Ninety percent of managers completed initial training within 1 year.
    - Developed and executed a custom senior-level sales leadership development program in partnership with Duke Corporate Education. Demonstrated business impact by adopting Bersin Learning Measurement Model.

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# SENIOR DIRECTOR – Talent Management and Human Resources *(continued)*

* + *Employee Training & Development*
    - Redesigned and branded corporate university learning strategy by streamlining and aligning leadership and functional competency model with training curriculum targeted to support strategic initiatives.
  + *Performance Management*
    - Led redesign of global performance management process and training in conjunction with implementation of Workday Talent Management application.

**Ohio Savings Bank** - Cleveland, Ohio

Division of New York Community Bank and accounts for 25% of branches nationwide

July 2006 – 2010

# SENIOR DIRECTOR – Talent Development

Designed and executed a talent management strategy combining the training, leadership development, performance management, and employee communication functions into one integrated department.

* Designed and executed an enterprise performance management process. Led the development and implementation of coaching and goal-setting training for all employees.
* Customized a consultative selling blended learning program targeted at retail and mortgage sales staff. Training results reflected a 20.87% increase in cross-sell ratios.

**KeyCorp** - Cleveland, Ohio

One of the nation's largest bank-based financial services companies with assets of approximately $89 billion

1996 – 2006

**CHIEF LEARNING OFFICER – Leadership Development, Organization Development, & Training (1999-2006)** Directed leadership development, organization development, and training functions for the enterprise. Managed staff of 8 direct reports, department of 150 employees, and a $20 million budget. Served as the senior HR Business

Partner for all corporate functions including Finance, Marketing, IT, and HR.

* Created a centralized instructional design function based on the ADDIE instructional design model. Built staff of 20 designers accountable for design, development, and assessment of all business training.
* Implemented an action-learning executive education program in partnership with Weatherhead Business School at Case Western Reserve University.
* Developed and implemented a company-wide performance management system based on a balanced scorecard model and cascading goals from CEO down to all 25,000 employees.

# Education and Special Training

**M.Ed. - Adult Learning & Development - 4.0 G.P.A. -** Cleveland State University - Cleveland, Ohio

**B.A. - Speech Communication – 3.95 G.P.A. Summa cum Laude –** Baldwin Wallace University - Berea, Ohio

**Executive Coaching Certificate** – Weatherhead School of Management, 2019

**Designing Virtual Training Certificate** – Association for Talent Development, 2020

**Professional Training -** Myers-Briggs Type Indicator qualified, PDI PROFILOR® 360 Certified, ECI (Emotional Competence Inventory) 360 Certified, DDI Targeted Selection Master Certified, Korn Ferry Leadership Architect 360 Certified, Zenger Folkman 360 Certified, Prosci® change management certification