Johonna Duckworth

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Training & Development

A Recognized Expert in Designing Training That Helps People Bring Out Their Best

A multi-industry designer and trainer responsible for developing courseware that helps professionals assess and refine their skills and image presentation. Background in technology, fashion and retail industries provides an exceptional ability to evaluate and coach the total business package. Corporate and entrepreneurial experience offers clients a complete understanding of business processes and policies. Consistently demonstrates outstanding communication and interpersonal skills with all levels of professionals. Extensive experience in working with young adults on both social and career development fronts.

CORE COMPETENCIES

♦ Course Development and Implementation♦Workshop Facilitation
Influencer and Consensus Builder♦ Trainer ♦Mentoring and Development♦ Instructional Design ♦ Professional Development
Public Speaking Training ♦ Entrepreneurship ♦ Resource Management ♦ Leadership♦ Team Player
Needs Analysis ♦ Relationship Building and Management ♦ Project Management
Staff Recruitment and Training ♦ Image Branding ♦ Professional Deportment and Etiquette
Life Skills Coaching ♦ Job Readiness Training

PROFESSIONAL EXPERIENCES AND ACHIEVEMENTS

CREATIVE IMAGES LLC, Milwaukee, WI 2006 – Current

The company focuses on training people to create favorable first impressions that continue throughout their professional careers.

PRESIDENT

Established and managed impression management consulting firm. Company provides soft skills and process training for corporate and personal audiences. Working to deliver solutions to meet specific client needs, designed and developed over 30 training courses. Functioned as the lead facilitator for all coursework and mentored 10 junior facilitators. Worked one-on-one to guide students through self-assessments and process change. Used leadership skills to ensure customer satisfaction, manage company financials and develop curriculum plans with all relevant internal/client stakeholders.

- ♦ Developed and facilitated courses that helped over 500 professionals advance their business careers, attract new customers and increased their earning potential, self-confidence and credibility.
- ♦ Over 90% of attendees would recommend Creative Images workshops.
- ♦ Provided social media image consultations for over 200 clients.
- ♦ Provided workshop facilitation for over 15 corporate clients including:
  - ✓ Marquette University
  - ✓ University of Wisconsin-Milwaukee
  - ✓ Catapult Learning
  - ✓ Bryant and Stratton College
  - ✓ Boys & Girls Club of Greater Milwaukee
  - ✓ American Marketing Association – Milwaukee Chapter
  - ✓ Lead2Change

THE BOYS & GIRLS CLUB OF GREATER MILWAUKEE, Milwaukee, WI 2007-2008

The organization is the oldest and largest youth-serving agency in the city, serving thousands of Milwaukee disadvantaged youth daily.

WORKSHOP FACILITATOR/SPECIAL EVENTS PLANNER

- ♦ Planned and managed special events for small and large groups
- ♦ Facilitated Life Skills Training and conducted image/fashion workshops for young adults ages 10-18.
- ♦ Developed and implemented *Princess for Prom* event for 150 participants annually.
- ♦ Provided personal shopping and image consulting services for 12 youth honorees for the Boys & Girls Clubs MVP banquet for 2007 and 2008.

GOODWILL INDUSTRIES OF SOUTHEASTERN WISCONSIN, Milwaukee, WI 2006

Goodwill Industries of Southeastern Wisconsin, Inc. is the largest of more than 165 Goodwill organizations in the world and Goodwill Stores support the mission of training and providing support services for people with disabilities or the disadvantaged.

ASSISTANT STORE MANAGER

Worked with the store and regional managers to schedule employees, process and market inventory, establish pricing policies and ensure customer satisfaction. Coached, counseled and disciplined employees in order to ensuring staff productivity.

- ♦ Established special promotional store events to generate sources of new clients.

- Supervised and trained a staff of 15 employees.
- Monitored and maintained store budget; provided director of operations with weekly status and store specification reports.

PROFESSIONAL EXPERIENCES AND ACHIEVEMENTS CONTINUED

MARSHALL FIELD & COMPANY, Milwaukee, WI 2004 - 2005

The company was an upscale department store renowned for its customer service.

PERSONAL SHOPPER/SALES ASSOCIATE

Worked with customers to create, refine and maintain their own personal style by procuring and presenting the best in wardrobe apparel. By employing all of the retailer's resources, maintained customer satisfaction throughout the consideration and sales process.

- Consulted with clients to incorporate personal style choices with leading fashion trends.
- Maintained client database and cultivated new and existing client relationships.
- Presented clients with premium product information assuring customer satisfaction.

MILWAUKEE PUBLIC SCHOOLS, Milwaukee, WI 1999-2004

This position supported personnel from traditional K-12 schools as well as their administrative support staff.

TRAINER/INSTRUCTIONAL DESIGNER

Worked with district software programmers to develop training and support services for individual schools and district offices.

- Trained over 200 teachers and administrative staff.
- Developed instructional content outlines, curriculum and courseware for software training.
- Provided end-user telephone support post-training events.
- Performed assessments to determine future training needs.

MEDIA EVENTS

Blog Talk Radio, Co-host and content producer of ***Inspired Style*** ♦ Milwaukeejobs.com Radio Show ***Body Language Do's & Don'ts*** ♦ Real Milwaukee Show, Fox affiliate Segment: Style Expert on ***Professional Dress*** ♦ Real Milwaukee Show, Fox affiliate Segment: Style Expert on ***Ask The Stylist*** ♦ Real Milwaukee Show, Fox affiliate Segment: Style Expert on ***Dressing Your Body Type*** ♦ Real Milwaukee Show, Fox affiliate Segment: Style Expert on ***Fall Fashions*** ♦ WYMS 88Nine Radio Milwaukee Segment: Board Member of The Milwaukee Outreach Center ***Meet the Need*** ♦ Morning Blend, NBC affiliate Segment: Project Coordinator for ***Princess For Prom*** ♦ Co-author of the book, ***My Style My Way***

EDUCATION

The Art of Conversational Selling, Zamora Group International--The Learning Company
Start Smart Business Planning**,** Wisconsin Women's Business Initiative Corporation, Milwaukee, WI
Certified Customer Service Professional
Phoenix Life Skill Certification, Milwaukee Outreach Center, Milwaukee, WI
Bachelors of Science, Computer Information Systems, Grambling State University, Grambling, LA
Associates of Science, Fashion Marketing/Retail Management, Milwaukee Area Technical College, Milwaukee, WI

AFFILIATIONS & VOLUNTEER WORK

World Outreach and Bible Training Center-Women's Ministry Leader♦Women In Worship-Planning Committee Member♦Art Institute of Wisconsin-Community Advisor♦ The Milwaukee Outreach Center – Board of Directors ♦ Word of Life Church-Sunday School Teacher♦Milwaukee Public School Synergy Conference ♦ Women of Excellence ♦ Lead2Change-Workshop Facilitator ♦ Land of Lakes Professional Association – Chapter President
Boys & Girls Clubs of Greater Milwaukee-Special Events♦