

Nancy Henson Employee Development Consultant



Nancy Henson has been a human resource professional for over twenty years. Prior to forming her own firm in 1995, Nancy was employed by NCR and AT&T to develop and train associates worldwide where she specialized in administrative and management development.

As a training and development professional, Nancy consults with managers, teams, and individuals to develop strategies for successful change and improved performance. She assists with feedback processes and assessments to achieve behavioral change and improve management skills. She also market training products to companies for in-house delivery.

Nancy is an expert on employee development, training solutions, 360 feedback, and behavioral assessments. She has assisted organizations with as few as four employees to Fortune 100 corporations.

Along with the many services Nancy provides her clients, she served as a volunteer team leader for the Dayton Area Chamber of Commerce. Nancy is also a member of the American Society of Training and Development and EnterpriseOhio Network.

Client Comments

Standard Register

"Nancy provides excellent customer service and a wealth of expertise for leadership and management development and multi-rater (360) assessments. Her engaging, friendly approach is always well received by our employees at all levels."

NCR Corporation

"Her personal warmth radiates in her classroom presentation, demeanor, and involvement with her students. Nancy enjoys working with and is effective with all levels of employees from the manufacturing floor to senior management."

Buckeye Corrugated, Inc.

"Your intervention made a great difference. I would not hesitate to recommend your organization to any client who needs assistance in HR related matters."

Supplemental Health Care

"Thanks so much for your wonderful direction and advice. I think of your words often as I negotiate the challenges of the corporate world. You have made a remarkable difference in my professional life and have contributed to my overall success."

Swagelok, Inc.

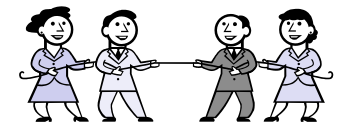
"You did a great job! I've heard nothing but rave reviews about your presentation on professionalism for our office staff."

South Dayton Mental Health

What an energizing leadership training session! We consider this a necessary but tough topic about conflict. You were great and we have heard a lot of positive feedback.



Employee Training and Development



Training Solutions
360 Feedback
Executive Coaching
Career Counseling

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Training and Development Services and Products

Training Programs

- Leadership/Supervision
- Customer Service
- Team Building
- Number Skills®
- Communication
- Business Etiquette
- Writing Skills
- Time Mastery®
- Hiring and Retaining Talent
- Problem Solving
- Developing and Coaching
- Others



Consulting

We work with you to improve workplace performance in support of your business goals.

- ◆ Diagnosis and intervention for performance issues
- ◆ Career Counseling
- ◆ Team Development



Training Products

We offer a wide variety of leading-edge training products and programs. Using input about your issues and goals, we recommend classroom, e-learning, and blended programs customized for your organization.

360 Feedback Assessments

Using your competencies and company values, we provide a web-based process to collect positive and constructive feedback for employees that are related to their interpersonal and leadership skills. Employees analyze this anonymous feedback to create a plan for their professional development.

Behavioral Assessments

We utilize the Personal Profile System™ (DiSC) assessment tool. Participants learn to understand their behavioral style and to appreciate and value others to improve their communication and teamwork. Useful for managers, teams, sales, and other employee groups in all types of business.



Executive Coaching

We coach and develop managers who want to improve their leadership and interpersonal skills. We can help managers adapt new behaviors that will impress their internal and external customers, support corporate values, and impact your bottom line.

Employee Development Partners

- ◇ Inscape Publishing Company
- ◇ Vital Learning Corporation
- ◇ CRKInteractive
- ◇ ExperiencePoint
- ◇ 20/20 Insight
- ◇ VisionPoint

Products for:

Classroom delivery
Online assessments
Computer-based simulations
E-learning
Video-based training

Targeted to:

Managers and Supervisors
Team Leaders
Customer Service Specialists
Sales Associates
Call Center Associates
Office Assistants
Financial Institutions
Healthcare
Government
Education
Non-profit organizations
Insurance
Training Professionals

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