

ISABEL BYRON & Associates



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Profile



Senior human resource professional with extensive background in executive education, management and organizational development, performance improvement, managing change and coaching for effectiveness. Highly skilled in consulting, project management, learning design and program development.

Excellent writer of multimedia presentations, workbooks, training guides and ancillary materials. Possess superior presentation skills. Adept problem solver who can work with all levels of management, combining innovative approaches with improved bottom line results.

Selected Accomplishments



Consultant to Senior Management

- Facilitated strategic planning sessions for:
 - The 92 Street Y, retreat for senior management SWOT Analysis; second session for all managers and division heads as an envisioning activity
 - Museum of Modern Art, strategic planning with senior management retail team to improve methods of sourcing, merchandising, visual displaying techniques, crossing silos and improving synergy
 - Comptroller's Office, NYC, one-day retreat devoted to strategic planning and fiscal stewardship of New York City
- Designed, developed and implemented programs for:
 - Reebok, nationwide programs in sales, service and retail merchandising
 - Towers Perrin, Buck Consultants (formerly ACS), account development programs for senior consultants; consulting skills classes for junior staff; project management
 - The New York Times, The Art of Difficult Conversations, implemented from masthead to factory floor, mandatory for all managers, available for all staff

- MasterCard International, worldwide multimedia and web-based programs in consumer and corporate products
- Metropolitan Museum of Art in Conscious Communications, Situational Leadership, Interviewing and Coaching and Feedback.
- Designed, developed, and implemented Museum-wide visitor service initiative at the Smithsonian's National Museum of American History for 1200 employees from curators to security guards in visitor service skills. Adapted for a smaller Smithsonian Museum, the National Museum of the American Indian-the George Gustave Heye Center.
- Designed and developed intensive management seminars for senior team at Carnegie Hall; MasterCard International senior sales personnel; Mellon HR & IS, senior account executives.
- Wrote and produced several web-based programs for MasterCard and Webexes for the Juvenile Diabetes Research Foundation. Transformed many written materials for American Management Association in supervisory skills, managing difficult people, team skills, diversity and the workplace into multimedia learning tools.

Writer/Producer of Multimedia Presentations/Training Videos

Comfortable with and experienced in creating multimedia presentations, as well as creating graphically interesting PowerPoint presentations. Ten years' experience in designing, writing and producing dramatic and involving videos for various industries, ranging from footwear (Reebok) to "no wear" (The Playboy Channel). Able to create interesting characters and dramatic situations even when teaching the most technical material (how to sell retail banking products to commercial customers; how to analyze financial statements and needs of clients; how to trade options and equities on the floor of the American Stock Exchange, etc.).

Trainer/Teacher/Coach

Twenty-five years' experience in leading groups in a variety of settings. Able to: motivate people and help them discover what they need to learn; create learning situations which allow participants to examine issues in a structured, non-threatening manner; teach concrete skills as well as theoretical and conceptual materials; create and manage exciting, interactive, involving learning activities based on how adults learn. Extensive background in one-on-one coaching. Able to: work with a variety of personalities; help identify and build on areas of strengths; give developmental feedback in ways that enable people to improve and empower people to coach themselves for even better performance.

Career History

1984 - present Isabel Byron and Associates

- Consultant to senior leadership teams in various industries
- Designer, developer and writer of training programs
- Selected client list includes:
 - American Express/Travel Division
 - American Management Association
 - Associated Press
 - Buck Consultants
 - Carnegie Hall
 - Fidelity Investment Services
 - Green-Wood Cemetery
 - Juilliard
 - Juvenile Diabetes Research Foundation
 - IDS/American Express
 - MasterCard International
 - Metropolitan Museum of Art
 - Museum of Modern Art
 - National Museum of American History, Smithsonian Institute
 - National Museum of American Indian-George Gustav High Center, Smithsonian Institute
 - Nine West
 - Porter Novelli Advertising Agency
 - Prudential Financial
 - Reebok
 - The 92 Street Y
 - The Guggenheim Museum
 - The Jewish Museum
 - The New York Times
 - The Rubin Museum

1982 - 1984 Sheldon Satin Associates, NY, NY

- Associate Director of Training
- Project Manager. Client list included American Express, Home Box Office, Chase Manhattan Bank, Lillian Vernon Catalogs.

1977 - 1982 **College of New Rochelle, NY**

- Director, Language Arts
- Consultant to colleges in adult learning theory. Client list included Birmingham-Southern College, University of Alabama, St. Joseph's College, St. Mary's College, Ursuline College.

1969 - 1977 **Julia Richman High School, NY**

- Director, Venture Program
- Teacher of English

Education

M. Ed. Humanities, New York University

B. A. English, Queens College