STEPHEN WRIGHT, CTDP, CSP

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SEASONED CONSULTANT: eLEARNING | INSTRUCTIONAL DESIGN | LIVE & VIRTUAL TRAINING

Accomplished, forward-thinking Learning & Development Expert with 20+-year portfolio of success driving L&D strategic planning, instructional design, eLearning, best practices, and training facilitation for diverse organizations. Proven achievements conducting conduct complex needs assessment of eLearning modules, recommending solutions, and designing high quality eLearning solutions that meet and exceed client goals. Outstanding ability to synthesize, simplify, communicate, and deliver information and theoretical concepts. Engages a consultative approach to manage and build multiple stakeholder relationships.

- **Reputation as in-person and virtual facilitation expert, learning architect, and assessment practitioner** who is well-versed across experiential classrooms, blended learning, and 1:1 coaching & mentoring.
- **Dedicated to conducting gap analysis and identifying and leveraging opportunities to drive improvements** across all facets of Learning & Development, Leadership Development, and Organizational Development.
- **Adept at significantly elevating team productivity,** boosting employee engagement & morale, and contributing to more dynamic, inclusive, and effective organizational environments.
- **Big-picture strategist and creative problem-solver,** with solid tactical execution and project management skills.
- **Talent for building, mentoring, training, and motivating** high-performing teams.
- **Polished presenter, public speaker,** and training facilitator.

CORE COMPETENCIES

Learning & Development (L&D) | eLearning Development | Instructional Design | Audio Engineering & Voiceover | LMS
Organizational Development ⏐ People & Culture ⏐ Employee Retention ⏐ Team Leadership | Relationship Building
Project Management ⏐Stakeholder Management | Live & Virtual Training | Team Building | Process Improvement
Video Production & Editing | Leadership Coaching | Adult Learning Theory | Professional Development

PROFESSIONAL EXPERIENCE

WARDOUR LEARNING INC., Toronto, ON   2019-Present
Principal Learning Consultant

Consult with industry stakeholders and subject matter experts to diagnose performance gaps and create learning experiences that deliver measurable business results. Develop wide range of instructor-led, virtual instructor-led, eLearning and digital programs for soft skills, systems and processes, products and services, and compliance. Ensure learning solutions align to client's brand, learner accessibility and principles of diversity and inclusion, leverage established standards and guidelines and achieve success criteria while managing scope, risks, and stakeholder engagement.

- Boosted YoY sales results by 28% for telecom organization in both corporate and independent B2B spaces.
- Reduced YoY sales professional attrition by average of 30% for telecom organization.
- Increased sales results by 167% for underperforming retailer corporate stores.

SCOTIABANK, Toronto, ON   2022-2024
Learning Experience Designer

Retained to drive learning experience design for Canadian Banking Customer Call Centres. Created measurable performance solutions for sales, soft skills, products, systems and processes, and ensured effective mix of behavioural and functional training.

- Met with business unit leaders, VPS, and other senior stakeholders to diagnose issues and develop strategies to streamline or deliver continuous process improvements across learning experiences.
- Designed instructor-led training programs for coaches including classroom, virtual, and self-study programs.
- Led design for DE&I learning initiatives, including race, gender diversity, and Indigenous culture, and created video on racism and microaggressions in the workplace that is currently being considered for industry award.
- Ensured all digital learning deliverables met bank technology and accessibility requirements.

PROFESSIONAL EXPERIENCE

TELUS COMMUNICATIONS INC.   1998-2019

Senior Learning Specialist, Channel Business Partner, 2014-2019 /**Senior E-Learning Developer,** 2010-2014

National Training Specialist, Client Acquisition, 2005-2010 / **Sales Performance Manager,** 2000-2005

Account Executive, 1998-2000

Advanced through series of sales, training, and learning development roles, culminating in Senior Learning Specialist. Created and rolled-out nationwide training strategy for independent dealer sales channel. Reported to Director of Training.

- Developed nationally facilitated business excellence consultative sales program, new hire online learning path content, and sales manager professional development program.

- Created sales strategy for small business channel, increased YoY dealer sales by 30%.

- Successfully reduced sales representative attrition from 45% to 33%.

- Steered team of eLearning Developers to support sales and go-to-market initiatives by developing engaging eLearning activities.

- Facilitated professional sales skills and product training, and led team of 8 Account Managers in attaining all sales goals.

- Coached team on standard operating procedures (SOPs) and best practices regarding business planning, client interaction, business case development, solution selling, negotiations, and presentation skills.

EDUCATION, TRAINING & TECH SKILLS

Business Diploma, Human Resources Management | Durham College

Business Diploma, Marketing | Durham College

Coursework: University of Toronto, George Brown College, York University

Certified Training and Development Professional (CTDP)

Myers-Briggs Master Practitioner (MBTI)

Certified Sales Professional (CSP)

Thomas-Kilmann Conflict Mode (TKI); Social Style & Versatility; Behavioural EQ

Adaptive Mindset for Resilience; Adaptive Mindset for Agility

Member, Canadian Professional Sales Association

Member, Institute for Performance & Learning

Technical skills: Articulate Storyline 360, Rise 360, Camtasia, Vyond, Adobe Creative Suite, Final Cut Pro, Apple Motion