

**KEN EVERINGHAM**  
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## **SUMMARY OF QUALIFICATIONS**

Over 30 years experience designing, facilitating, and managing training/organizational effectiveness/human resource programs. Taught over 800 workshops. 99% positive approval rating. Twelve years management experience. Expertise in consulting and strategic program design to meet an organization's developmental goals.

## **PROFESSIONAL EXPERIENCE**

### **President, KFE Consulting** Santa Fe, NM 8/10 – present (*KFECConsulting.com*)

- Consultant, Pima Community College
  - Designed & facilitated 2.5 day executive retreat for chancellor and cabinet involving: Leadership, Strategic Planning, Creativity & Innovation, Managing Change, Team-building, Organizational Culture, Ethics, and Myers-Briggs.
- Consultant, Tucson Electric Power Company (22 month assignment)
  - Business Process Mapping: Interviewed 40 managers and staff to map their business processes. Developed data tables and process flowcharts. Designed Employee Life Cycle chart connecting the business processes with organization's employee life cycle. In a second study, the utility reviewed the contractor management process using data collection process, flowcharting, and recommendations to management for increased effectiveness.
  - Process Improvement: Developed process mapping, flowcharts, and process recommendations to improve the department's efficiency.
- Performance Consultant, Raytheon Missile Systems (10 month assignment)
  - Designed and facilitated various performance consulting projects using organization development approaches for the Performance Management Excellence Program.

### **Board Member**, Association for Talent Development – New Mexico Chapter, Albuquerque, NM 6/19 - present

**President**, American Society of Training and Development - Greater Tucson Chapter, Tucson, AZ 1/13 – 12/13  
Leading the local chapter towards the organization's vision of being recognized as the go-to organization that provides resources for professional development, meaningful connections, new ideas & innovations, and inspiring best practices in the workplace.

### **Management Development Training Specialist**, Tucson Medical Center, Tucson, AZ 2008 – 2009

- Designed management competency model and management/leadership curriculum.
- Designed and facilitated Team Effectiveness process involving team assessment diagnostic tools, analysis, problem-solving and action plans.
- Designed custom workshops requested by management in the areas of communication, conflict resolution, conducting effective meetings, and team-building.
- Co-designed performance evaluation system and delivered the relevant training to managers.
- Designed and delivered Management Lunch & Learn programs focusing on innovative team-building techniques.
- Delivered annual benefits enrollment training and new employee orientation.
- Maintained HR website using MS SharePoint.

### **Training & Development Coordinator**, Pima County Superior Court, Tucson, AZ 2005 – 2008

- **Training:** Conducted Training and Organization Development needs assessment with court management. Designed and facilitated training courses including:
  - **Management/Leadership:** Performance Management, Improving Team Performance, Ethics & Leadership, Managing Change, Conducting Effective Meetings, Fostering an Creative & Innovative Work Environment, Dealing with Emotional Behavior & Resolving Conflict
  - **Communication:** Dealing with Anger & Resolving Conflict, Creativity in the Workplace, Customer Service
  - **Ethics & Personal Development:** Ethical Problem-solving, Ethics: Dilemmas At Work, Stress Management in the Workplace, Preventing Unlawful Harassment, Cultural Diversity
- **Internal Consulting:** Designed and facilitated strategic planning & team-building sessions for several divisions/courts focusing on strategy, goal-setting, and team effectiveness issues.

### **Manager**, PricewaterhouseCoopers, *Change and Learning Services Practice*. McLean, VA 2003 – 2004

- Developed business proposals to provide effective change management and training services to government and private sector clients. Designed training and developed instructional materials to meet client's needs.

**Senior Manager, Training and Organizational Development**, Lockheed Martin Global Telecommunications, Bethesda, MD 2000 – 2002

**Director, Organizational Development & Training** COMSAT Corporation, Bethesda, MD 1993 - 2000  
(COMSAT acquired by Lockheed Martin in 2000)

Managed the Training & Organizational Development function including:

- **Organizational Effectiveness:** Facilitated four employee organizational effectiveness improvement teams chartered by CEO. The teams recommended significant company improvements in the areas of internal communications, career development, recognition, and morale. Reported to CEO and senior staff on significant corporate results annually.
- **Executive Development:** Developed and managed executive succession planning program emphasizing individual development plans and organizational accountability for 3 executive/management levels.
- **Performance Management:** Redesigned and improved performance management processes/systems focusing on career development and retention strategies.
- **Internal Consulting:** Provided internal consulting services including management coaching, team-building, focus groups, and quality/process improvement resulting in improved organizational effectiveness.
- **Training:** Delivered over 100 training programs annually using internal and external resources.
- **Rewards & Recognition:** Managed company rewards and recognition system that generated over 700 awards per year resulting in improved company performance.
- **Organizational Needs Assessment:** Identified company developmental needs through interviews with executives and managers, employee focus groups, and employee surveys.
- **Quality/Process Improvement:** Coordinated leadership training for 200 executives on company-wide quality/process improvement initiative using Six Sigma techniques. Reengineered processes.
- **E-Learning:** Promoted corporate e-learning program and tracked corporate program metrics.
- **Department Management:** Managed department budgets between \$200K - 2M. Supervised four staff.

**Training Manager** COMSAT Corporation

- Managed the corporation's training function (employee size over 3,000).
- Identified the human resource development (HRD) needs.
- Evaluated the quality of training to meet company's business objectives. Initiated Organizational Development projects including change management initiatives, facilitating organizational improvement teams, and team-building interventions.
- Analyzed barriers to implement the TQM process and developed programs to accomplish TQM goals.
- Designed and facilitated training courses including management/leadership, team-building, TQM, human resources, communications, interviewing, sexual harassment, diversity, and PC applications.
- Identified and hired consultants to meet additional HRD needs.
- Coached managers on appropriate management strategies to improve individual and organizational performance.

**Independent Consultant**, Woodbridge, VA 1991 - 1993

*Selective assignments:*

- Served as a full-time subcontractor for human resources consulting firm. Provided training needs assessment, instructional design, job-task analysis services using Subject Matter Experts, developed focus group protocol, and designed a career development system and manual for Federal agencies.
- Delivered human resource development courses, assisted in designing courses, facilitated focus groups, and wrote reports for training and development consulting firm.
- Conducted needs analysis for university department. Presented recommendations to executive director on proposed action plan. Designed and developed PC-based databases to meet client's needs. Provided training on database applications.
- Conducted intensive computer application training for Dept. of Defense client involving 12 software packages in a four-day curriculum.

**Training Manager**, 1st American Data Services/1st American Bank, Reston, VA 1987 – 1991

- Managed the division's training function and acted as the internal Organizational Development consultant.
- Conducted organizational needs assessment using interviews, surveys, and evaluations.
- Consulted with managers regarding organizational design and performance problems.
- Managed the corporate training department and budget. Delivered management reports directly to president.
- Assisted subject matter experts with instructional design and teaching strategies.
- Designed and delivered training on supervisory/management issues, communication skills, creative problem-solving strategies, PC software, and new employee orientation.
- Developed corporate career development system.
- Chaired training advisory committee assessing company performance and training needs.
- Member of corporate Bank Operations Task Force troubleshooting performance problems and recommending training and non-training solutions.

**Assistant Director**, Career Services Center, George Washington University, Washington, DC 1984 - 1987

- Designed and taught career development seminars.
- Presented specially designed seminars by faculty request.
- Managed two supervisors.
- Coordinated over 170 internal and external programs.
- Counseled adults on career and employment issues.
- Provided staff training on PC and mainframe systems, human relations, communications and innovative problem-solving techniques.
- Liaison to School of Engineering.
- Developed departmental policies and procedures.
- Directed and wrote two promotional and instructional videotapes.

**Senior Counselor/Career Development Specialist**, Career Center, American University, Washington, DC 1980 - 1984

- Supervised career development office staff.
- Designed and taught career development workshops and seminars.
- Counseled clients on career development issues.
- Coordinated and presented special outreach programs.

**Counselor/Instructor**, Northland Pioneer College, Holbrook, AZ 1979 - 1980

- Managed all counseling services at two campuses.
- Developed and taught four semester-long career development courses.
- Supervised five staff members and trained faculty advisors.
- Consultant to faculty on course development.
- Administered and interpreted personality and career inventories.
- Developed surveys researching attrition/retention issues.

## EDUCATION

**M.A. Human Resource Development**, George Washington University, Washington, DC 1987

**M.Ed. Counseling**, George Mason University, Fairfax, VA 1979

**B.A. Psychology**, San Diego State University, San Diego, CA 1977

**E-Learning Instructional Design Certificate**, Association for Talent Development, November 2014

## LEADERSHIP

**President**, Greater Tucson Chapter of American Society of Training & Development (ASTD), Jan. – Dec. 2013  
**Board Member**, Greater Tucson Chapter of American Society of Training & Development (ASTD), 2012 - 2014

**Chair**, Joint Council on Court Education (JCCE) – Lead Southern Arizona Regional organization that focuses on training programs and development issues for Southern Arizona court system, 2006 - 2007.

**Representative**, Judicial Staff Education Committee (JSEC), Arizona Supreme Court - Administrative Office of Courts (AOC) - Represented the JCCE at this state-wide training planning committee, 2006 – 2007.

**Chair/Facilitator**, Employee Recognition Action Team – Asked by Presiding Judge to assemble a cross functional team to design employee recognition system for the court, resulting in new comprehensive recognition system.

**Instructor**, Northern Regional Staff Conference, Arizona Supreme Court (AOC) Flagstaff, AZ

- 2008 Conference: *Ethical Problem-solving; Resolving Conflict and Dealing with Emotional Behavior*
- 2007 Conference: *Ethical Problem-solving; Creativity in the Courts*
- 2006 Conference: *Change Management: Lessons Learned from Successful Implementation of Organizational Change; Improving Team Performance: Leveraging the Power of Your Team*

**Instructor**, Southern Regional Staff Conference, Arizona Supreme Court (AOC), Tucson, AZ

- 2008 Conference: *Creativity in the Courts*
- 2007 Conference: *Conducting Effective Meetings*
- 2006 Conference: *Management Tune-up: What's Under The Hood?*

**Instructor**, Central Regional Staff Conference, Arizona Supreme Court (AOC), Phoenix, AZ

- 2007 Conference: *Employee Performance Management in the Courts; Ethical Problem-solving*

## **AWARDS, PUBLICATIONS, CERTIFICATIONS**

BRAVO Outstanding Commitment Award, Pima County Juvenile Court – awarded for contributions to the developing of the Court’s employee recognition system.

COMSAT's Vega Award - for outstanding contribution to the division's mission, vision, and quality goals.

COMSAT's Bravo Award - for excellent contribution to the Leadership and Management Development program and coaching of the company's managers.

Publications – “Reflections on Change,” PCJCC Newsletter 1/06; “Team-building: Building Synergy Through Creating A Positive Work Environment,” *The Train* 4/06; “Leveraging Productivity Through Team-building,” PCJCC Newsletter 6/06; “JCCE Update,” Spring, Summer, Fall 2006.

Certifications: Myers Briggs, Development Dimensions International (DDI), Achieve Global (Zenger Miller), American Productivity & Quality Center, E-Learning Instructional Design Certificate.