

TRAINING  
Instructor Biographical Information



**Carol Hastings**  
Training Specialist

<p><b>Brief Biography</b></p> 	<p>A training professional since 2000, Carol draws on her years of business experience and excellent facilitation skills to make her training sessions vibrant and impactful for the learners. She provides training in English and Spanish.</p> <p>In recent years, she has been an employee training specialist at UCLA in the department of Environment, Health &amp; Safety. Prior to that, she was a consulting trainer for Employers Group and the Office of Affirmative Action Compliance with Los Angeles County. Carol has facilitated hundreds of classes and developed training curriculum on a wide range of workplace training topics. Carol constantly pursues additional training tools and knowledge. She is committed to implementing innovative methods to make training experiences meaningful for class participants.</p> <p>She has been a volunteer interpreter for The Flying Samaritans and LIGA in their medical clinics in Mexico for 20+ years. In “another life,” she worked as a Production Coordinator for Jacques Cousteau film teams in Mexico and Latin America.</p>		
<p><b>Education</b></p>	<ul style="list-style-type: none"> <li>• Certified Professional In Learning and Performance™ (CPLP) – Completed program</li> <li>• B.A., Spanish, University of Utah</li> </ul>		
<p><b>Industries Served</b></p>	<p>Hospitality, Manufacturing, Government, Construction, Food Services, Non-profit and Numerous Other Industries.</p>		
<p><b>Program Design / Training Delivery</b></p>	<p>Leadership Communication Conflict Resolution Motivating Others Performance Evaluations Performance Management Sexual Harassment and Discrimination Prevention Decision Making</p>	<p>Emotional Intelligence Supervisory Law Change Management Coaching Employees Teamwork Working with Others Diversity &amp; Inclusion Facilitation Skills Problem Solving</p>	<p>Planning Team Development E-mail &amp; Business Writing Public Speaking Skills Customer Service Dealing with Difficult Employees Meeting Facilitation Workplace Safety</p>
<p><b>Professional Development and Activities</b></p>	<p><b>Professional Development:</b></p> <ul style="list-style-type: none"> <li>• Registered Corporate Coach Program</li> <li>• Advanced Presentation Skills</li> <li>• Advanced Train the Trainer</li> <li>• Facilitation Strategies</li> <li>• Needs Assessment Methodology</li> <li>• Thiagi Training Games</li> <li>• Improvisation Techniques for Training Impact</li> </ul> <p><b>Professional Involvement:</b></p> <ul style="list-style-type: none"> <li>• American Society of Training and Development (ASTD)</li> <li>• ASTD Board Members for Five Years</li> <li>• Society of Human Resource Management (SHRM)</li> <li>• Applied Improvisation Network (AIN)</li> </ul>		
<p><b>Delivery Style</b></p>	<p>Energetically interactive and creatively participatory.</p>		

<p><b>What Clients Have Said about Carol</b></p>	<p>“Great Presenter – interesting, funny and professional.”</p> <p>”Carol was great – very flexible and responsive to group dynamic. Made the training enjoyable for better learning.”</p> <p>“Class was very thorough; I learned a lot and she kept everyone interested.”</p> <p>“The way Carol taught the class makes a person want to learn more and she makes it enjoyable.”</p> <p style="text-align: right;">- Sampling of participant evaluation comments</p> <p>“We were expecting an ordinary training program; however, Carol brought something completely different to the table. Our trainees were completely involved throughout the training and, most importantly, we have seen a return on training investment.”</p> <p style="text-align: right;">- Client Comment (Human Resources Manager)</p>
<p><b>AB 1825: Statement of Compliance</b></p>	<p>Carol has been facilitating Harassment Prevention classes since 2000. She has trained hundreds of classes for all departments of Los Angeles County and for a variety of other companies. She co-produced the first culturally-sensitive Spanish language sexual harassment prevention training video “No...Basta Ya de Acosarme” (Stop Harassing Me... Enough Is Enough), which is used by companies to train their Spanish-speaking employees throughout the U.S. Because of Carol’s vast experience, she exceeds California AB 1825 qualified instructor requirements.</p> <p>Carol has been delivering harassment prevention training for years and as a value-added feature to Carol’s delivery of this topic, Employers Group helpline consultants with over 15 years of harassment prevention and consultation experience apiece – many with juris doctorates -- are available to answer and assist with any and more complex compliance-related questions.</p>