

## **Kim Caughlin - Facilitator / Instructional Designer**

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Kim Caughlin is a seasoned business professional with over 25 years of consulting, sales, marketing and management experience. Kim combines her business acumen with a passion for training, program design, coaching, consulting and process facilitation. Her energy, enthusiasm and expertise are sought after in all sectors-public, private and not-for-profit-and at all levels, from senior executives to front-line employees. She is experienced in designing and delivering effective sales, leadership, communication and on-boarding programs.

Kim applies a multitude of training methods to designing and delivering training in both large and small group settings, deftly balancing a blend of lecture, conversation, group work, case studies, and exercises into her deliveries. Kim employs these methods with the ultimate goal of facilitating a collaborative, open, and productive learning environment for her audiences, establishing authority and building trust between herself and her students.

### **Public Sector Experience**

Kim has over 10 years of experience in working as a preferred instructor for Government of Ontario audiences, delivering and customizing Global Knowledge leadership development programs throughout the OPS and the Treasury Board Secretariat. In recent years, Kim has participated as Lead Consultant, Instructional Designer, and Facilitator, developing, customizing, and facilitating the following public sector projects:

- Leadership Training for the Ministry of Community and Social Services and the Ministry of Children and Youth services, 4 deliveries to 25 students 2017-ongoing.
- Leading Virtual Teams for the Ministry of the Attorney General, 2017-ongoing.
- Leadership Program for the Ministry of Government and Consumer Services, 2015.
- Emotional Intelligence and Team Building for the Ministry of Education, 2015.

Since 2015, Kim has delivered over 275 unique Leadership and Business Solutions sessions for Global Knowledge, with an average Student Satisfaction rating of 4.70/5 based on 191 evaluations.

Selected Student Feedback for Kim Caughlin from recent deliveries:

- 'Kim is one of the most engaging, skilled and fearless facilitators I have encountered in 32 years in government. She respectfully challenges conventional thinking and is sensitive to the dynamics within the leadership team and the direction the cluster is trying to move the team in to realize a cultural shift.'
- 'Excellent instructor kept EVERYONE engaged, interested, and was very knowledgeable on the subject'
- 'She is a wonderful instructor, her techniques of engaging the class during the course is phenomenal.'

#### **Technical / Academic Qualifications**

Kim holds an Honours degree in Philosophy from the University of Western Ontario and a Diploma in Training and Development from the University of Toronto. She is a Certified Executive Coach from the Forrest Coaching Institute. Kim is certified in Emotional Intelligence through Multi-Health Systems, and Effective Intelligence Thinking Systems through the Rhodes Institute.