

# Lisa J. Leet, M.S.

5690 Birch Trail • Shoreview, MN 55126

Home: 651.490.3345 • Mobile: 262.488.4637

Email: leet8778@yahoo.com  
www.linkedin.com/in/lisaleet

## Performance Improvement Leader

Over 13 years of progressively responsible experience in training, organizational development and leadership development. Excels at seeing the big picture, identifying the gaps and implementing performance solutions. History of creating a culture of change and a reputation as a creative, proactive leader that transforms organizational issues into desired results. Process-oriented with the ability to consistently create standards and streamline operations to achieve costs savings, increase efficiency and quality. Passionate about impacting individual, team and organizational performance.

## Areas of Expertise

- Instructional Design
- Process Reengineering
- Needs Assessment
- Budgeting
- Organizational Development
- Change Management
- Training Metrics
- Performance Consulting
- Succession Planning
- Project Management
- E-Learning
- Distance Learning

## Education & Certifications

*Master of Science in Instructional Design / Training • St. Cloud State University*  
*Organizational Development Certificate • University of Minnesota*  
*Bachelor of Science in Aviation Management • St. Cloud State University*  
*Project Management Certificate • University of Wisconsin Milwaukee*  
*Six Sigma Green Belt Certified • GE Healthcare*

## Key Performance Indicators

- Championed cultural change by partnering with business leaders to develop and adopt a new mission, vision and value statement. Planned, designed and facilitated meetings that launched the initiative to 400+ employees – **Horton, Inc.**
- Designed department's first Computer-Based Training (CBT) course that tracked scores electronically. Efforts helped win contract with Aurora Healthcare. The CBT program was 32% under budget and brought in \$1.5MM in sales – **Diversey, Inc.**
- Created the first WebEx training (Sigma EXCITE / 10.X) for MR Service teams resulting in a cost avoidance of \$170K and revenues of \$90K. Led and mentored the global team from India that developed CD-ROM training program – **GE Healthcare**
- Developed curriculum with segments on Programming, Communications and Troubleshooting a 1336 Impact Drive; created two supportive job aids. Courses emphasized hands-on exercises that mirrored on-the-job tasks – **Rockwell Automation**

## Professional Career Synopsis

### **HORTON, INC, Roseville, MN • 2008 — 2009**

*A global company that specializes in providing efficient engine cooling and airflow solutions. Horton's products are available for replacement and retrofit, as well as Original Equipment Manufacturer (OEM) applications.*

#### **Director of Training & Organizational Development**

Planned, directed and coordinated internal training and organizational development programs for company worldwide. Consulted internally with leaders and other employees to recommend options for improvement of existing programs as well as the development of new programs.

- Assessed critical business challenges and opportunities in liaison with management teams to design a 2009 training plan that aligned with key business goals.
- Designed, developed and launched the succession planning process to executive and middle management teams, saving \$24K.
- Collaborated with HR team to implement corporate survey that focused on employee attitudes. Facilitated series of meetings for 100+ people to gather feedback, resulting in company-wide action plans.
- Effectively managed vendor relationships ensuring delivery of quality services as well as controlled budget and expenses.
- Monitored and tracked training records for employees while researching technology options (including LMS).
- Successfully managed a department budget that was cut by over \$90K using low-cost training strategies.
- Aligned the performance management process and accompanying tools to key business goals and values, savings of \$57K.

**DIVERSEY, INC (formerly JOHNSONDIVERSEY), Sturtevant, WI • 2003 — 2007**

*\$2.9B global provider of cleaning and hygiene solutions to the institutional and industrial marketplace serving customers in the lodging, food service, retail, health care, food and beverage sectors as well as building service contractors worldwide.*

***Instructional Designer***

Recruited as the first and only Instructional Designer to develop standardized and customized training programs and provide design leadership to the North America Training Department. Manage the creation of performance solutions from cradle to grave. Team with key stakeholders, customers, and management to analyze business needs, develop scope, create project timeline, implement effective solutions and ensure overall project quality. Led diverse project teams comprised of 2-10 individuals.

- Created script and directed training video for Target demonstrating new use of dispensing technology. Efforts contributed to the \$2MM RTD rollout and a \$7K reduction in costs.
- Scripted and storyboarded a cost effective English and Spanish CBT for patient room cleaning, 46% under budget.
- Introduced new vendors into the company resulting in \$75K in cost savings.
- Created a training video for Stop Slip product generating \$900K from Cracker Barrel and \$400K from Outback Steakhouse.
- Redesigned and created a new reference guide used in conjunction with BSC and DSR schools using Six Sigma methodologies. Garnered buy-in and input from all stakeholders for changing document that generated \$97K in 2005 revenue.
- Created a carpet care video and supporting job aids for Target. Efforts support a 3 year contract worth \$15MM.
- Established a training guide that was key in gaining new business with Millard. Tool benchmarked for future materials and reinforced having one set of standards for training, testing and feedback.

**GE HEALTHCARE, Waukesha, WI • 1999 — 2003**

*A \$17B manufacturer of sophisticated medical technologies and services that are shaping a new age of patient care.*

***Instructional Designer*** (2000 — 2003)

***Consultant*** (1999 — 2000)

- Managed multiple projects saving \$500K in Travel & Lodging (T & L) and \$800K in New Product Introduction (NPI) cost avoidance in addition to creating more than \$1MM in revenue.
- Developed the first MR CD-ROM course using XMetal 2.1, which supported the CEM (Content Engineering Management) company-wide initiative.
- Streamlined workflow process by creating and modifying templates. DMAIC project recognized as being pivotal in increasing output 38% and slashing costs 54%.
- Developed an evaluation tool to measure the quality of training and determine what training knowledge transferred to job.
- Coordinated more than 60 synchronous web-training sessions that eliminated T&L.

**ROCKWELL AUTOMATION, Mequon, WI • 1997 — 1999**

*\$4.7B global provider of automation, power, control and information solutions that help manufacturers achieve a competitive advantage in their business.*

***Training & Performance Specialist***

Planned, designed and created training materials to support worldwide customers with automation needs. Conducted extensive front-end analyses to drive instructionally, commercially and logistically sound training strategies. Designed instructor-led technical training courses and job aids. Courses emphasized a hands-on practice with exercises that mirrored on-the-job tasks. Coordinated team efforts to continuously improve departmental style and process standards. Led strategies with field personnel and production staff to support audit schools for new courses. Provided team leadership to up to 8 individuals.

---

**Professional Development & Technology Overview**

GE - Change Acceleration Process (CAP) • Performance Design Lab – Process Design & Management • Diversey – Principles of Management • ISPI Conferences • numerous product specific training seminars

Question Pro • Office 2007 • Interleaf 6.0 • WebEx • LearningSpace • Sametime • QuickPlace • Web Meeting • ShowBiz