

Holly O'Donnell

Leadership Development Consultant

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Accomplished Leadership Development Professional, combining over a decade of hospitality and training expertise, guiding organizations through transformative growth and performance enhancement. Skilled in facilitating dynamic leadership workshops, driving engagement, and fostering culture change through strategic development programs. Proficient in designing instructional content grounded in adult learning principles and adept in conflict management, leveraging DiSC and Conflict Resolution certifications to tailor development approaches and improve team dynamics. Hands-on project management style, ensuring stakeholder engagement and timely deliverables. Committed to excellence in communication, recognized for ability to inspire and motivate, and hailed as a nationally recognized facilitator.

Areas of Expertise

- Strategic Planning
- Process Improvement
- Client Relations
- Conflict Management
- Performance Analysis
- Team Leadership & Development
- Organizational Development
- Curriculum Development
- Facilitation & Coaching

Key Qualifications

- **Leadership Development** - Expertise in training and development, including curriculum development and facilitating leadership growth.
- **Change Management** - Proficiency in identifying operational weaknesses, problem-solving, and creating new procedures for process improvement.
- **Project Management** - Experience in managing projects, stakeholder management, and ensuring timely delivery of results.
- **Instructional Design** - Skilled in developing training content using adult learning principles and ADDIE methodologies.
- **Event Management** - Background in managing events, including planning, executing, and evaluating various types of events.
- **Stakeholder Management** - Ability to manage relationships and expectations of stakeholders effectively.
- **Content Development** - Expertise in creating training materials, including facilitator guides, participant guides, and other resources.
- **Communication Skills** - Exceptional oral and written communication skills, including experience as a keynote speaker and facilitator.
- **Client Engagement**: Subject matter expert in hospitality and guest experience, developing training and content to improve processes and enhance client and end-user experience.

Professional Experience

Slone Solutions, Chicago
Leadership Development Consultant

October 2012 — Present

Guide leadership growth and organizational development through strategic journey mapping, planning, and performance analysis. Facilitate critical discussions and leadership workshops, inspiring and motivating teams while effectively communicating expectations. Design and implement instructional content using adult learning principles and ADDIE methodologies, ensuring relevance and engagement in training programs. Employ conflict management techniques and culture change strategies to enhance

team communications and drive process improvements. Manage projects with a focus on stakeholder engagement and adherence to timelines for deliverable production.

- Contributed to the team that elevated Lincoln Motor Company to the top position in the JD Power Ranking through impactful content creation and strategic consulting.
- Featured as a subject matter expert on prominent podcasts like "Better and Betterer" and "TTA Empowering Employees," sharing insights on enhancing guest experiences.
- Recognized as a top-performing trainer and consultant at TTA, achieving certification and earning accolades for excellence in training.
- Achieved Rookie of the Year at Skillpath Solutions, demonstrating exceptional performance and rapid success in the role.
- Authored articles and contributed to professional publications with MPI (Meeting Professionals International) and LinkedIn, sharing expertise and industry knowledge.
- Delivered compelling keynote speeches at international conferences, showcasing thought leadership and engaging global audiences.
- Led the recruitment and onboarding process for Guest Experience specialists, ensuring a seamless integration into the company.
- Designed and implemented comprehensive new hire orientation and onboarding training programs, enhancing employee integration and performance.
- Developed and facilitated training programs for emerging leaders, fostering their growth and leadership skills.
- Specialized in Train the Trainer programs, equipping others with the skills and knowledge needed to deliver effective training.

Additional Experience

Director of Meetings and Events, Benchmark Hospitality, Chicago, IL

Trainer/Facilitator, **Dale Carnegie**, Downers Grove, IL

Senior Event Marketing Coordinator, Motorola, Schaumburg, IL

Director of Group Sales & Special Events, **Mandalay Bay Resort Group**, Grand Victoria Casino, Elgin, IL

Event Consultant, Freelance, Chicago

Walt Disney World Company, Lake Buena Vista, FL ****Progressed through increasing scope of role and responsibilities****

- Event Production Manager: Disney Institute Special Events
- Event Coordinator: Epcot Special Events
- Epcot Guest Relations - Walt Disney World College Program

Education

Bachelor of Arts Journalism

Indiana University, Bloomington, IN

Education

DiSC Certified – Official Wiley Partner

Conflict Resolution & Mediation – Cornell University (In Progress - ETA October 2024)