

Michael Gow

Fuquay-Varina, NC 27526 | 732-887-7552 | mjgow@live.com | michaelgowprofessional.com

Training, Development and Engagement Manager

Profile of Qualifications

- Design, develop, and deliver in-person, virtual, video, and e-learning training solutions to enhance and enable increased employee performance.
- Increase organizational ROI, departmental efficiency and skill by delivering learning solutions.
- Translate technical content to understandable user-based training for rapid onboarding of new technology.
- Onboard new hires to accelerate readiness in position.
- Engage learners in scenario-based lessons for an increased relatable learning environment
- Rapidly learn new systems and software supporting employer operations.

Key Areas of Expertise

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| • Engaging Classroom Skills | • Project Management of Large Learning Initiatives | • Team Building |
| • Virtual Live Training | • Product and Tool Onboarding | • Consultation approach to all levels of an organization |
| • E-Learning Design and Development | • Business Skill Building | • Experienced with all types of work arrangements |
| • Instructional/ Training Design | • New Hire Orientation | |

Professional Experience

ANYWHERE REAL ESTATE (REALOGY) – MADISON, NJ 2015 – PRESENT

Senior Manager, Broker & Agent Training –Expansion Brands; 2017 – Present

Managing and conducting training and engagement activities for the agent and staff population of two national brands – BHGRE Real Estate and ERA Real Estate

- Spearhead brand retention efforts by designing, developing, and delivering training content for 32,000 agents and brokers on products and tools, with an emphasis on reinforcement of the brand value.
- Transform brand training strategy from in-person to virtual, contributing to brand imperative to realign engagement of companies based on change in business due to the pandemic. Business increased during pandemic due to changes instituted.
- Training liaison with brand executives, proposing how to focus on education initiatives to positively impact revenues and productivity.
- Supervise numerous brand partners and contractors to produce learning solutions that drive initial adoption brand product and tool rates of 50% or higher.
- Advance large-scale corporate education initiatives affecting brands offerings.
- Accelerate new agent productivity rate by 50% with product and tool orientation sessions.
- Onboard dozens of new companies to the brands annually, resulting in product adoption rates of 75% or higher.

Manager, Product Training – Better Homes & Gardens Real Estate; 2015 – 2017

Managed and enhanced the product and tool training catalog for Better Homes and Gardens Real Estate (BHGRE)

- Doubled brand product training portfolio to 12,000 BHGRE agents, owners and managers, weaving learning into company and agent recruitment and retention initiatives.
- Contributed to 10% YOY brand affiliate growth through engaging and comprehensive learning strategies to onboard new companies and agents to the company product portfolio.
- Utilized Learning Management System to double e-learning, video, and on-demand content available to network, responding to the needs of remote learners in an international network.

INSTITUTE OF ELECTRICAL & ELECTRONIC ENGINEERS – PISCATAWAY, NJ
2007 – 2015

Senior Instructor: IEEE Learning & Development

Grew Staff Learning Center into a vital provider of education to the staff of the organization

- Redesigned learning curriculum for 1200 person staff to better serve 100,000 engineering members of society.
- Addressed the development goals of all levels of the organization up to C-Suite with needs assessment and development of appropriate learning solutions.
- Managed three learning center staff, growing capabilities and company engagement to execute on continually increasing demand for learning services with no resulting increase in budget or manpower.
- Instituted diverse learning solutions, including e-learning, video, and on-demand content for a dispersed and complex workforce.

Additional Work Experience

Prudential Financial – Associate Training Manager

Consulted with clients to assess training needs, translating needs to 3rd party vendors to fulfill request. Devised e-learning strategy for the company.

Bristol-Myers Squibb – Training Associate

Transformed loss leader to profitability by redesigning training curriculum and client service model. Founded first international e-learning platform and negotiated with all 15 BMS learning organizations for its use.

CompUSA – Training and Project Manager

Directed learning center and staff for training clients in-center and remotely. Managed training projects for clients with training investments over \$500,000 per year.

Education & Professional Development

Master of Science in Adult Education & Training, St. Joseph's College

Professional Affiliations

Association for Talent Development

E-Learning Guild

Author: Engineered to Fail and *The Good Management Blog*

Technical Skills

Articulate Storyline, Camtasia, Captivate, Adobe Connect, Zoom, MS Office, Project, Visio, GSuite, WebEx, Plateau, Oracle Taleo, Totara, Gyrus and HTML