



Trainnovations - Trina Pulliam, Chief Trainnovator

Over 15 years successfully facilitating teams, researching, writing, developing, designing and delivering comprehensive programs for organizational brilliance in the public and private arena.

We live and embrace these core values by enthusiastically advancing the **STAIRway to Excellence**.

- **Systems focus** – We believe an organization’s overall performance requires systematic approaches, deployment, learning and integration. Linkage and alignment refer to the depth and breadth of processes, actions, and results.
- **Team and personal learning** – We are committed to continuous improvement and learning is practiced daily. We focus on being the example and sharing the knowledge resulting in higher satisfaction and cross functional capability.
- **Agility** – We believe in the capacity to rapidly change and be flexible in the complex work environment.
- **Innovation** – We believe making meaningful changes that positively impact the results of the work product. Our consultants present innovative solutions and build a case for innovation.
- **Responsiveness** – We are sensitive to external and internal customer needs. We recognize that customer and employee driven excellence is a strategic concept. This demands awareness and openness of key success factors.

Professional Expertise/Services - Recent Assignments – And Current Projects

- City of Riviera Beach, Florida - provide the technological knowledge and infrastructure to update the city’s digital capability with other key deliverables including mission, vision, values, and strategic plan linking to the overall city goals including the development of departmental mission, vision, values, SWOT, process and action plans, goals and measures.
- Palm Beach County Tax Collectors Office - enable the organization’s Leadership to facilitate the creation of the principles, values and work processes into the Sterling Quality Criteria for Organizational Performance Excellence. Services also include creating capability beginning with the leadership and cascading those approaches and best practices throughout the office on a continual and consistent basis using a light six sigma approach - currently managing 16 project teams resulting in an annual productivity savings of \$1.3 million and increased revenue of \$400,000 annually.
- Biomet 3i – provide management and leadership training in experiential format – custom program of 10 modules including topics related to management, leadership, communication, building teams, performance, and accountability.
- FDOT D4 - Facilitate Annual strategic planning and team development for FDOT D4 Drainage, Financial Services, Legal and other divisions
- Orange County Clerk of the Courts - Design and deploy process for resulting from Florida Sterling OFI in category 5.
- Lead onsite training in leadership, supervisory skills, customer service and communication for corporate executives and staff for clients: Sun Nuclear Corporation, American Express, Bacardi USA, DRS TS and DRS SSS, (a major supplier for US DoD), and Florida Department of Transportation.

Education and Professional Affiliations

- Florida Sterling Senior Examiner (5th year training completed 10/31/08)
- John Scott Dailey Institute of Government at Florida Atlantic University-Collaboration Partner
- Leadership Practices Inventory® (LPI)
- MBTI Qualified
- Achieve Global, Zenger Miller Certified Trainer
- DDI, Development Dimensions International, Certified Facilitator
- ASTD, American Society for Training and Development
- Business Administration/Economics University of Florida, Gainesville, Florida, 1985

Contact Information

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