



Connie Maxfield

Connie is an instructional systems designer and performance consultant. Raised just off Embassy Row in Washington, D.C., she is a graduate of Virginia Tech (B.A.) and the University of Houston (M.S., Occupational Technology). A skilled facilitator and mentor, she has helped more than 50,000 people, individually and in teams, from five continents, develop skills and improve processes. She has served as Master Trainer, *Developing & Evaluating Training, ISO 9000*, and *Benchmarking* for the Consortium for Supplier Training. She brings strong expertise in leadership development, productivity, facilitation and the custom-design and development of a wide range of learning materials for diverse audiences, whether for classroom or e-learning applications, in the private, public, and non-profit sectors.

She is president of Maxfield Productivity Consultants, Inc., a firm certified by the Women's Business Enterprise National Coalition, the Department of Defense, State of Texas HUB, and SBA. She is also founder of Inspired Learning Adventures, L.C., creators of *Kitchen 101™*, an award-winning bilingual CD-ROM learning program for new school cafeteria employees and the *New Manager's Course PlayBook™*, programs now in second versions and used in 24 states. A 2004 graduate of Leadership North Houston, Connie is vice president of its alumni board of directors. She also serves on the Women in Leadership and Philanthropy Council of Virginia Tech.

Professional Expertise/Services

- Instructional Systems Design & Training
- Benchmarking
- Change Management
- Leadership Development
- Workforce Development
- Process Design and Analysis
- Documented Quality Management Systems
- Strategic Planning
- Facilitator Development
- Customer-Supplier Relationships
- Qualified MBTI (April 1998)

Recent Assignments -

- Currently training and coaching Congolese managers who will lead development of a petroleum field in project management, leadership qualities, and employee motivation
- Created customized training programs to develop problem solving and decision making skills of Equato-Guinean first generation employees at onsite at an LNG, methane, and petroleum production facility
- Custom-created and led use of MBTI® in decision making for all faculty and administrators of a middle school implementing smaller learning communities to better support its largely at-risk student population
- Designed and delivered process improvement programs to 25 senior managers of the Clerk, U.S. Courts, Southern District of Texas, to enhance quality of experience for public and staff alike
- Designed a comprehensive leadership development process, including competency behavioral statements and online, classroom, and individualized learning components for managers ranging from pre-supervisors through senior executives for a mid-size global petroleum company undergoing a significant transformation from an exploration and production model to an integrated gas one
- Led a small consulting team that mapped 35 core processes for a national bank's 1200-person call center to create a benchmark for improvement and reduction in turnover rates that were six times above best practice.
- Designed and facilitated strategic sessions of an international team of managers, creating an agreed-upon environmental and safety system for a mid-sized energy company
- Teamed with representatives of independent insurance agents to create a customer service representative training program for new employees that would prepare them to pass the State licensing exam

Education and Professional Affiliations

- M.S., Occupational Technology, University of Houston
- B.A., History, Virginia Tech
- Qualified in Myers Briggs Type Indicator (Qualifying Class April 15-18, 1998)
- Women's Business Enterprise Alliance
- American Society for Quality
- American Society for Training & Development



Contact Information

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