

**Susan Dion, Dion Consulting, L.L.C.**  
**Project Management and Instructional Design**  
**Saint Paul, MN**  
[sue.dion@emailplus.org](mailto:sue.dion@emailplus.org)

<b>Profile</b>	<i>Extensive experience in project management, needs assessment, instructional design, curriculum development, e-learning, blended learning, and implementation strategies designed to effectively address client needs across subject areas.</i>
<b>Experience</b>	
<b>INSTRUCTIONAL DESIGN: E-LEARNING</b>	
2008-2010	<p><b>Consultant. Hennepin County Chiefs of Police, Ramsey County Chiefs of Police Associations</b></p> <p>Coordinated a multi agency needs assessment and instructional design process.</p> <p>Delivered captivate based, e learning solutions for dissemination across multiple agencies.</p>
<b>PROGRAM DEVELOPMENT</b>	
2008 - 2010	<p><b>Consultant. City of Saint Paul, Law Enforcement Division</b></p> <p>Facilitated the systemic new employee mentor/ coaching program design, training delivery and data collection processes across a 750 person organizational structure.</p> <p>Supported systems change designed to address performance coaching and mentoring for new police hires. Identified training benchmarks and delivered training content for mentors/ coaches and protégées.</p>
<b>EXECUTIVE LEADERSHIP</b>	
2009	<p><b>Consultant. Child Care Bureau, ACF, Region V, Special Topic Roundtable, Chicago, IL</b></p> <p>Facilitated a two day, executive level, learning community designed to improve government agency, cross systems integration.</p> <p>Increased the strategic planning capacity of state systems leaders to successfully integrate the professional development strategies of mentoring, coaching, consultation and technical assistance to improve child outcomes.</p>
<b>E-LEARNING</b>	
2008 - 2009	<p><b>Consultant. First Children's Finance, Minneapolis, MN</b></p> <p>Provided curriculum development, e-learning, instructional design, identification &amp; implementation of adult learning protocols.</p> <p>Improved agency wide instructional program delivery. Facilitated subject matter experts in the implementation of adult learning best practices and training delivery and design. Successfully re-designed existing training and aligned the development of new training based upon organizational priorities.</p>
<b>PROJECT MANAGER</b>	
2008 - 2009	<p><b>Project Manager. Minnesota Army National Guard. Instructional System Design</b></p> <p>Developed a continuum of training tools and implementation supports.</p>

	<p>Elevated standards of quality by designing an educational framework based in research and best practices in adult learning including the identification of learning benchmarks, development of blended learning courses, train the trainer and evaluation protocols.</p> <p>Designed and delivered both e-learning training and face to face training for use across a wide geographical area.</p>
<b>PROJECT LEADER</b>	
<b>2007 - 2008</b>	<p><b>Consultant. Multi Agency Community Education Task Force</b></p> <p>Supported multi agency project conception and design to create a performance and learning organization and employee supervision process.</p> <p>Decreased new employee turnover. Identified new hire skill development priorities. Designed a reflective supervision process grounded in human performance best practices. Designed and delivered a six month supervisor training series to support system changes and the retention of new employees.</p>
<b>2007</b>	<p><b>Consultant. Iowa Department of Human Services</b></p> <p>Facilitated the development of cross state regionally based service delivery model. Identified performance benchmarks and best practices. Integrated service delivery systems, data collection and evaluation components. Facilitated innovative training for 74 regionally based consultants.</p>
<b>1997 - 2008</b>	<p><b>Associate Faculty. Concordia University, Saint Paul, MN</b></p> <p>E-learning designer, trainer, faculty instructor, project manager, public speaker, adult learning expert.</p> <p>Facilitated the alignment of professional development systems through expert multiyear and multi level project management processes and by designing and delivering both faculty and external client e-learning and face to face instructional programs.</p> <p>Experienced member of project start up teams. Initiated program systems and strategies designed to meet unique client needs.</p> <p>Creative and innovative solution focused thinker. Supports clients in discovering and aligning project scope and priorities.</p> <p>Sought after public speaker, invited to represent systems level innovations and project outcomes with clients and learning communities at national events and meetings.</p> <p>Consistently build highly collaborative teams. Brought together internal and external expertise to address project needs resulting in functional project team design and fluid use of talent.</p> <p>Contributes to cross sector learning. Successful project management and learning design across a variety of subject matter areas.</p>
<b>1995 – 1997</b>	<p><b>President, Pathways, Inc., Austin, TX</b></p> <p>Provided curriculum development, train the trainer, face to face training, instructional design, identification &amp; implementation of adult learning protocols to a variety of national clients.</p> <p>Provided educational training for employees in government, K-12, business and community organizations.</p>
<b>Education</b>	M.Ed. Springfield College, Springfield, MA