

STEPHANIE SHIPPER

Expert Outcomes

Kansas City, KS

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SUMMARY

Trainer and coach with skills in the practical applications of psychological assessment for hiring and negotiation/mediation.

Expertise in evaluating professionals for hiring / core competency assessment for getting the "right person for the right job", skilled in training teams/individuals in negotiation, diplomacy in conflict situations, sales; and coaching individuals in facilitation/ presentation of complex ideas in simple stories.

PROFESSIONAL EXPERIENCE

EXPERT OUTCOMES, Kansas City, KS

1987 – present

President

Training, coaching, and consulting services: provided approximately 10,000 hours of Neuro-Linguistic Programming (NLP) training since 1983, for both businesses and private practitioners throughout the United States, Canada, and England. NLP is required cross-cultural training for UN diplomats and 70% of Fortune 500 executives. Clients include:

- **Vistage International**, Americas, San Diego, CA; Canada, Calgary, AB (2001-present)
 - Developed performance, conflict resolution, negotiating, and assessment training programs for international organization of 10,000 CEO's and senior managers in thirteen countries. Vistage groups meet once/month with four speakers/year;
 - One of 44 speakers regularly selected from 625 available, delivered over 400 programs in the US and Canada to TEC groups. Consistent scores of 4.5 on scale of 5. Member of the Speaker 200 Club, Winner of the Above and Beyond Award.
 - Produced results at every session for CEOs, who leave with strategies to improve their relationships with customers, employees, and colleagues, and enhance their personal, professional and business growth
- **NC County Bar Associations**, Mecklenberg, Charlotte; Wake, Cary (2001-2010)
Trained judges and lawyers to be mediators in what they consider the most important new contribution to negotiation in years; first non-legal presenter in history of Bar. Sponsored presenter for Mediation Inc, a court approved agency for training mediators. Received top reviews from all attending.
US Army Peacekeeping Forces, PSYOP Division (2009,) Delivered training in cross cultural peacekeeping strategies....with the purpose of establishing respectful relations while in the 'theatre' with people of diverse values and cultures.
- **Graedon Enterprises**, Durham, NC (7 years) – The People's Pharmacy
For authors of the *New York Times* best seller, provided training in presentation skills for National Public Radio and television appearances; negotiating skills for contracts
- **NC Physicians Health Program**, Raleigh, NC (7 years)
Delivered interventions, hospital and staff negotiations, assessments, training and mentoring in diplomacy skills for stressed physicians and their practices
- **National Institute of Environmental Health Sciences (NIEHS)**, RTP, NC (6 years)
 - Created values-based hiring model achieving top results in selecting the right individual the first time. Model incorporates values and key subconscious decision strategies

- Delivered training in scientific presentations for international audiences. Top scientists experienced dramatic results in reception/ buy-in to scientific research
- Performed assessments, crisis interventions, staff analyses with top scientists and their lab staffs
- **Quintiles, Inc**, RTP, NC (2 years)
Chosen as consultant for Leadership 100 Series: provided training nationwide in diplomacy, negotiation, management, customer service. Voted contractor of the year
- **Wake Forest University Babcock School of Business**, Winston-Salem, NC (2002)
Presented first 'Presentation Strategies' seminar to MBA students and invited back
- **Tulane University**, New Orleans, LA (3 years)
Worked with top leaders in Office of Government Affairs and Center for Bioenvironmental Research, delivering teambuilding, assessments, training, and coaching
- **Wake County Personnel Department, Office of Training**, Raleigh, NC (6 years)
Provided NLP communication dynamics training to all sectors of Wake County services (finance, tax, social services, and sheriff's office). Consistently rated "best training ever had in communications"

GRAYS LANDING ALCOHOL AND DRUG TREATMENT CENTER, Riverbend Center for Mental Health, Florence, AL prior to 1987
Employee Assistance Coordinator

- Established employee assistance program offering a full range of mental health services. Served as consultant to the Alabama State Department of Mental Health in setting up a statewide model program for employee assistance
- Provided intake, crisis intervention and long-term treatment planning for drug and alcohol patients. Served as educational supervisor and Northwest Alabama "in school" educator for drug and alcohol issues for grades 6-12

EDUCATION / CERTIFICATIONS

North Carolina Central University, Durham, NC, 2001-2003
33 Graduate Hours in Speech and Language Pathology; Core Specialization in Strokes, Neurological Illness, and Traumatic Brain Injury

Goddard College, Plainfield, VT, BA, Psychology, 1999

Certified Trainer of Touch for Health Kinesiology, TFHKA, 2007; I am certified as a Consulting Kinesiologist by the IAKP, Australia, and have served as VP of the Board.

Certified Superior Court Mediator, Durham, NC, 2005

Certified in Applied Control Theory, (Reality Therapy), 2003

Certified Trainer of Neuro-Linguistic Programming (NLP), 1991

One of 139 trainers internationally certified by the Society of Neuro-Linguistic Programming. Trained with eight leading experts, nationally and internationally, for 2000 hours over a period of several years. Board review and examination conducted before fifty trainers from twelve different countries

Certified Master Practitioner and Modeler of NLP, 1989

Internationally certified by the Society of Neuro-Linguistic Programming.
Mentored by Dr. Wyatt Woodsmall in Peak Performance modeling. Dr. Woodsmall modeled expert strategies with the U.S. Olympic Diving Team, U.S. Army

Certified Ericksonian Hypnotherapist:

Certified by the National Institute of Hypnosis, Inc., 1982

Certified by the American Board of Hypnotherapy, 1990

Based on over 300 hours of training/hypnotherapy clinical supervision

Gestalt Institute of New Orleans, 1981

200 hours clinical training and supervision in Gestalt Therapy. Training provided graduate level supervision and training in Gestalt

CORPORATE AND BUSINESS PRESENTATIONS:

Corporate

Vistage International, Canada and Americas

Animart Inc., Beaver Dam, WI

Quintiles, Inc., Research Triangle Park, NC

Viking Sewing Machines, Cleveland, OH

Excell Partnerships, Sandy Hill, CT

Graedon Enterprises, "The People's Pharmacy," Durham, NC

Dean Witter Reynolds, Inc, Memphis, TN

North Carolina Board of Realtors, Raleigh, NC

Legal

Mecklenberg County Bar Association, Charlotte, NC

Wake County Bar Association, Cary, NC

Mediation, Inc., Chapel Hill, NC

Governmental Agencies / Non-Profit

US Army PSYOP Division, Fayetteville, NC

Live On NY, (Organ Donor Society of NYC) NY, NY

American Women Emergency Physicians (AWEP), Houston, TX

Environmental Protection Agency (EPA), Research Triangle Park, NC

National Institutes of Health (NIH), Bethesda, MD

National Institute of Environmental Health Sciences (NIEHS), RTP, NC

Wake County Personnel Department, Raleigh, NC

North Carolina Association of Personnel Consultants, Southern Pines, NC

North Carolina Medical Society, Raleigh, NC

North Carolina Physicians Health Program (NCPHP), Raleigh, NC

NC Minority Business /Enterprise Coordinator's Network, Wilmington, NC

English Board of Churches, United Kingdom

University

Clemson University College of Commerce and Industry, Clemson, SC

Center for Environmental Research, Tulane University, New Orleans, LA

Duke University, Live for Life Program, Durham, NC