

# Spencer Gaines, Ed.D

(954) 822-0359 (cellular)

[IMotivateU@att.net](mailto:IMotivateU@att.net)

---

Career Mission Statement: To be an educational catalyst to move and empower learners so that they can reach their life-long goals and aspirations.

---

## Employment History

### CoachTrain, Inc.

Jacksonville, FL

04/2010 - Present

### Owner and President

Consultancy practice focused on organizational development issues, development planning, skill gap identification, the design and delivery of premium learning initiatives, coaching and mentoring individuals and groups, organizational conflict resolution, issues of culture and diversity, and other developmental issues that hindered an organization and its membership. This is accomplished by:

- Partnering with leadership in order to identify strategic goals, building relationships, and working within departments within the organization in order to capture knowledge or performance gaps.
- Collaborating with human resource partners to reduce associate turnover and to provide pre-termination intervention.
- Creating, develop, and facilitate learning opportunities that spoke to the entire spectrum of the organization's human capital.
- Identifying the needs of different people and people groups, creating learning opportunities designed to bring organizational and social awareness as well as understanding of the many demographics that exist within the organization.
- Helping leadership capture the true meaning of their vision and mission in order to communicate these aspects in motivating people in order to maximize performance.
- Developing on-boarding practices and procedures that quickly brings the employee up to speed, buy into and be accepted into the organization's culture, whereby being proactive in reducing turnover.
- Technical and process skill development
- Sales team development and motivation
- Providing conflict resolution skills and tools as both a proactive and reactive measure.
- Working with departments and employees to eradicate internal conflict.
- Facilitate an array of soft-skills learning opportunities designed to enhance the social and practical spectrums of organizational development.

Freelance Writer-Self Employed

04/2001 - Present

Offered an array of writing services that included:

- Dissertation and Masters assistance
- Online writing coaching for ESOL students
- Speech writing
- Organizational Scenario design and creation
- K-12 Curriculum design, development, and creation
- Group activity (icebreakers) design and creation
- Operations Manuals
- Organizational Training and Development soft-skill design and creation
- Marketing and press releases
- PowerPoint presentations
- Brochures and pamphlets
- Stories and poetry
- Web content and design
- Research paper support
- Learning facilitation design
- Train the trainer curriculums
- Public speaker coaching
- Learning Management System learning creation
- Program instrument measurement tools and instruments
- Learning game design
- Regulatory Compliance communications, manuals, and learning opportunities
- Legal research and drafting

The University of Miami  
Miami, Florida

10/2007- 7/30/2010

Senior Manager of Leadership and Professional Development

Based at the Miller School of Medicine:

As Manager of Leadership Development I was responsible for the design and delivery of a creative and engaging leadership learning culture that provides aspiring through practicing leaders with a wide variety of learning experiences. This position also acts as the project manager for the Leadership Academy.

Responsibilities include:

- Act as program manager for the Leadership Academy
- Consult with Division and Departments to make recommendations that support the University's strategic objectives and define best practices in developing UM leaders
- Design, implement, and monitor the effectiveness of all leadership development activities and interventions
- Plan and coordinate the design and implementation of learning events/programs for the development of leaders, managers/supervisors, and support staff regarding job specific and behavioral based performance competencies.

- Assist Director and Executive Director with University-wide initiatives and special projects as assigned.
- Supports the development and implementation of the strategic human resource plan for the Professional Development & Training Office department
- Facilitates the maintenance of development records for all high Leadership Academy participants to assist in creation and measurement of development plans
- Provides direction for use and selection of external training consultants to provide leadership development products and services
- Promotes the development and incorporation of new ideas, programs and methods in leadership development
- Manages the selection and modification of leadership development curriculum for talent management programs and initiatives
- Interprets leadership development results and associated cost analysis to Executive Director, PDTTO and Director PD
- Collaborate with the Executive Director on the design and implementation of leadership development programs
- Marketed, consulted, and coached organizational members throughout the system to gain buy-in, performance improvement, and to identify succession candidates for leadership development
- Worked in partnership with the department's executive directive in budgeting

Nova Southeastern University – University School Middle School      08/2005 – 10/2007  
Fort Lauderdale, Florida

#### Faculty Member

- Educated Students with learning disabilities such as ADHD, Asperger's Syndrome, and other learning related issues.
- Collaborated with school psychological department to address internal and external conflict issues. Created conflict resolution initiatives to support system-wide organizational harmony.
- Program evaluation
- Parent/teacher point person for advocating for the children's educational success, problem solving, and student empowerment
- Committee collaboration to support and implement culture and diversity programs throughout system.
- Certified Project CRISS trainer
- Atlas Rebusicon curriculum mapping

Miami-Dade School District Hialeah-Miami Lakes High School      08/2004 - 06/2005  
Hialeah, FL

#### Ninth Grade Social Studies Teacher

- Supporting the high risk population within an inner-city school
- Educated Students with learning disabilities such as ADHD, Asperger's Syndrome, and other learning related issues.

- Collaborated with school psychological department to address internal and external conflict issues. Created conflict resolution initiatives to support system-wide organizational harmony.
- Program evaluation
- Parent/teacher point person for advocating for the children's educational success, problem solving, and student empowerment
- Committee collaboration to support and implement culture and diversity programs throughout system.

Foreign Trade Marketing  
Sarasota, Florida

09/1993 – 08/2004

#### Director of Leadership and Organizational Development

##### 1993-1996 General Sales Manager

- Daily training, motivation, and supervision of 80 full-time and part-time inside sales staff
- Develop and maintain direct mail campaigns, advertising schedules, and sales budgets
- Represent company and interact with potential clients at 12 to 15 trade shows per year
- Developed and maintained expense and revenue budgets
- Managed 100 member call center and an additional 380 employees system-wide by providing sales guidance, job-specific training opportunities, and one-on-one coaching
- Traveled to multiple international annexes in order to train, develop, coach, mentor, and negotiate business proposals

##### 1996-2005 Director of Leadership and Organizational Development

- Curriculum creation and implementation
- Supervised the 7 trainers assigned to the division
- Maintained and cataloged course shells, multimedia support materials, and web-based courses
- Provided compliance and soft-skill training and development initiatives to the organization's 480 employees throughout our international network
- Hybrid training deliver specialist
- Fully versed in adult learning theory and education delivery
- Created and delivered external training products to organization's clientele.
- Worked in partnership with company's Hr department is conflict related issues which included but are not limited to, pre-termination intervention, organizational conflict resolution, meeting facilitation, leadership initiatives, creating and implementing policy, and labor relations

Royal Crown Cola – ARBYS Division  
Miami Beach, Florida

09/1989 – 09/1993

## Certified Training Manager for Domestic and International Operations-General Store Manager

- Trained domestic and international franchisee purchasers on the ARBYS system
- Managed and Maintained a fully operational company owned restaurant
- Operations responsibilities included; P&L, inventory control of all food and paper goods, human resource issues (employment and termination), food safety and other related health and OSHA regulations, Promotions and marketing.
- Training included but was not limited to the implementation of the Arby's restaurant system to both local hourly employees, domestic management and international investors, cultural diversity both domestic and international, the impact of sexual harassment both psychological and legal,
  
- Received recognition for the best operated corporate owned store in the system
- Assisted in creating new and innovative operation systems.
- Quantitative and qualitative survey analysis performed for the corporation
- The store was also involved with the testing of new food items and the market research involved with these new items.

Volvo USA

08/1981 - 09/1989

Massapequa, New York

Used Car Manager – Asst. General Sales Manager

- Wholesale distribution of incoming and outbound used merchandise.
  - Multi-unit management of new and used car inventory Volvo, Range Rover, Saturn
  - Creating and delivering learning opportunities to drive customer service and satisfaction.
  - Oversee Service and other preparation needed for all new and used merchandise for sale and delivery at all three dealerships.
  - Designed, created, and opened the first used car auction facility on Long Island.
  - Created an in house sales and administrative training program. The new training program educated the sales force on the proper delivery of the manufacturer's specifications, customer contact, follow-up, deal closing, delivery of the automobile, prospecting, and interaction with the other departments of the dealership. Additional training programs addressed the needs of the service department, the selling service writers, and repair time billing fees. Administrative training included; delivery paperwork, customer interaction, organizational interaction.
  - Designed and implemented operations systems to improve efficiency.
  - Advertising and marketing plans
  - Customer complaint issues, restructured warranty systems.
  - Pricing and appraising of inbound stock, inventory control and budgeting.
  - Human resource procedures, employment and termination, performance evaluations and corrective interaction, Sales Trainer
-

## Certifications and Affiliations

- Florida Department of Education – Teacher Certification Social Science
- Florida Department of Education – Teacher Certification Exceptional Student (Pending-**letter of eligibility**)
- ASTD and SHRM
- American Heart Association CPR and Defibrillator Certified

## Current Projects:

- A Field guide for the First-Year Supervisor: This book focuses as reference guide for the new supervisor. Topics include, on-boarding, conducting a human capital inventory, delegation, coaching and feedback, creating workplace-born learning opportunities, organizational conflict skills, and navigating the organization from a systems-thinking perspective.

## Education:

Educational Doctorate 2009  
Fischler School of Education and Human Service

Double Educational Doctorate in the fields of:

- A. Organizational Leadership and Human Capital Development
- B. Instructional design

Dissertation topic: Knowledge Transference from the Organizational Classroom to the Workplace Using the Kirkpatrick Model of Inquiry.

Master of Science 2004  
School of Humanities and Social Science

Master's Degree held in the field of Conflict Resolution and Dispute Analysis  
Dual concentration: Organizational Conflict Resolution and Culture & Diversity  
Thesis Topic: Engaging organizational conflict resolution through systems thinking

Bachelors of Science 2002  
Nova Southeastern University Degree focus: Legal Studies

Associates of Science 2000  
Broward Community College Degree focus: Para-Law