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MANDY SMITH, CPTM

Vice President
Training and Employee Development

EDUCATION



Wayland Baptist University
Bachelor of Science—Management
Training, Industry, Inc.
Certified Professional in Training
Management (CPTM)
Gallup
CliftonStrengths Certified Coach

TARGET AUDIENCE



SWBC Employees
Businesses
Financial Institutions

EXPERIENCE



15+ years

ORGANIZATIONS



- The Association for Talent Development (ATD)
- The Society for Human Resource Management (SHRM)
- Business Intelligence Board—Chief Learning Officer
- Center for Talent Reporting (CTR)
- Training Industry, Inc.

Since joining SWBC in 2001, I have provided individuals, teams, and organizations with learning and development resources to enable them to be successful. My passion for leadership development, inclusion, motivation, communication, and performance development fuels my work toward ensuring Training and Employee Development maintains its track record of delivering custom solutions that drive results and change behaviors.

PRESENTATIONS:

- The Impact of Compliance Training (co-presented with Brandon Hall Group)
- Building and Leading a Learning Organization—The Association for Talent Development
- Epic Onboarding—New Braunfels Business University
- Leading Change—North San Antonio Chamber of Commerce
- Adaptive Leadership—Texas A&M San Antonio
- Webinar—How to Create a Learning Culture that Increases Employee Productivity and Retention
- Creating a Learning Culture—The Association for Talent Development
- Panelist on Gender Equity in the Workplace (facilitated by LineZero, Workplace from Facebook Partner)

SKILLS/EXPERTISE:

- Learning & Development Leadership
- Diversity, Equity and Inclusion
- Leadership Development
- Learning Reporting and Analytics
- Learning Technology
- Participant-Centered Curriculum Development
- eLearning Development (Traditional and Microlearning)
- Performance Improvement
- Instructional Design
- Performance Management
- Career Revelopment
- Training Relivery Methodology
- Managing the Generational Divide



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SKILLS/EXPERTISE:

- CliftonStrengths (formally Strengthsfinder)
- Competency-Based Learning
- Corporate Culture and Values-Based Development
- Compliance Training
- Needs Analysis

ASK ME ABOUT:

- **swbcU**
- Emerging Professionals Program
- Mentoring Programs
- Measuring Learning Impact
- Learning Management Systems Design and Administration
- New Hire Orientation
- Leadership Development
- Diversity, Equity, & Inclusion
- Learning Technology
- Creating a Learning Culture
- **Classes**
 - Adaptive Leadership
 - DiSC
 - FISH!
 - Crucial Conversations
 - Learn to Lead
 - Unconscious Bias