

3P HR Consulting

Training and Development Programs and Services



Gary Convertino Ed.D., SHRM-CP/PHR
Sr. HR/Org Development Consultant
400 Pleasant St., Pawtucket, RI 02860
401-573-9408 Cell

gconvertino@3phr.net

www.3phr.net

<https://www.linkedin.com/company/3phr-consulting/about/>

Training, Education & Development

1. "INTERVIEW & RESUME DEVELOPMENT SEMINAR"
Developed Curriculum and Facilitated for R.I. Department of Education (JOSG), Groton Navy Sub Base, Department of Health and Human Services (Welfare to Workfare), Providence Community Action, and The Mass Career Center in Fall River.
2. "PARENTING OR PARTNERING" - LEADERSHIP SEMINAR
Developed Curriculum and Facilitated for R.I. Department of Education (JOSG) & Bess Eaton Coffee and Bake Shops.
3. "THE STRATEGIC ART OF SHIFT SUPERVISION" – PEOPLE MANAGEMENT SEMINAR
Developed Curriculum and Facilitated for Bess Eaton Coffee and Bake Shops.
4. "DISCOVERING THE BEST IN YOU" – PERSONALITY PROFILE USING COLORS
Facilitated for Bess Eaton Coffee and Bake Shops & American Society for Training and Development Professionals, New England Institute of Technology, Allied Domecq QSR, St. Anthony Shrine, NEIT Faculty, UMass Dartmouth Faculty/Management, Ameri-Corp, and Braintree Catholic Schools Faculty.
5. TRAIN THE TRAINER - "MAKING TRAINING WORK"
Developed Curriculum and Facilitated for Bess Eaton Coffee and Bake Shops.
6. "EMPOWERING YOUR CAREER" – CAREER PLANNING FOR ADVANCING MANAGERS
Developed Curriculum and Facilitated for the ArcelorMittal Steel Corporation on behalf of ERC.
7. "CHANGE MANAGEMENT" – SEMINAR ON TRANSITION IN THE WORKPLACE
Developed Curriculum and Facilitated for Groton Navy Sub Base & Bess Eaton Coffee and Bake Shops.
8. "NEW HIRE ORIENTATION" – 2 DAY
Developed and Facilitated a Two Day Orientation for Bess Eaton Coffee and Bake Shops and Johnson & Wales University, Providence, RI.
Developed and Facilitated a One Day Orientation for American Society for Training Development Professionals.
9. "SERVSAFE CERTIFICATION" – NATIONAL RESTAURANT ASSOCIATION
Nationally Certified ServSafe Teacher for the NRA Educational Foundation.
Facilitated Class and Exam for Allied Domecq QSR and ServSafe class at St. Anthony Shrine.
10. "BASIC MANAGEMENT TRAINING" – BACK OF THE HOUSE TRAINING
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.
TO INCLUDE: Cost/Cash Management, Sexual Harassment, Security in the Workplace, Understanding the Retail Environment and OSHA Requirements.
11. "HUMAN RESOURCE TRAINING"
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.
Developed Curriculum and Facilitated Training for Bess Eaton Coffee and Bake Shops.
TO INCLUDE: Recruitment & Selection, Performance Evaluations and Progressive Discipline

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12. "SEXUAL HARASSMENT TRAINING"
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.
Developed Curriculum and Facilitated Training for Bess Eaton Coffee and Bake Shops and St. Anthony Shrine.
13. "COMPLETE STORE MANAGEMENT TRAINING"
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.
TO INCLUDE: Leadership Training, Diversity Training, Motivating Employees, Delegation Principles, Labor Utilization, and Dealing with a Disgruntled Customer.
14. "COACHING S.M.A.R.T. GOALS"
Developed Curriculum and Facilitated Goals Seminar for Management Team at Johnson & Wales University. Taught as part of curriculum for New England Institute of Technology.
15. "ONLINE RECRUITMENT SYSTEM TRAINING"
Developed Curriculum and Facilitated Online Recruitment System Training for PeopleAdmin System – Johnson & Wales University.
16. "PRESENTING WITH IMPACT" – PUBLIC PRESENTATION SKILLS
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.
Developed and Facilitated for Bess Eaton Coffee and Bake Shops & ASTD.
TO INCLUDE: Preparation and Organization of Presentation, Platform Skills Development, Communicating Ideas, Communicating Effectively, and Motivating the Audience.
17. "SPEAKING ON PAPER" – WRITING EFFECTIVELY AT WORK
Utilized and Facilitated "Off the Shelf" Guide for Allied Domecq QSR.
Re-Developed and Facilitated for ASTD.
TO INCLUDE: Writing Effective Business Letters, Memos and E-Mails.
18. TRADE SHOW/SEMINAR DEVELOPMENT COORDINATOR
Coordinated Trade Show Set Up at Jacob Javitts Center Convention Center in NYC for United Salon Services.
Developed, set up, and facilitated various Seminars for United Salon Services, Bess Eaton Coffee and Bake Shops, Allied Domecq QSR, and Johnson & Wales University.
19. "STRATEGIC PLANNING AND DEVELOPMENT IN HUMAN RESOURCES"
ADJUNCT TEACHER AT JOHNSON & WALES UNIVERSITY - 2004
Developed Curriculum and Facilitated Class for Continuing Education for Students.
20. FACILITATOR FOR "PARTNERS IN MINISTRY" – HOLY NAME PROVINCE FRANCISCANS
Developed Curriculum and Facilitated Class on "Building Community in a Franciscan Life". Classes facilitated throughout East Coast for Priests, Laity and Community Leaders.
21. "COMMUNICATION FOR DIRECTORS"
Developed Curriculum and Facilitated Class on Communication for Directors of a Lowell Spiritual Direction Cohort, Lowell, MA.
22. "HUMAN RESOURCES IN THE WORKPLACE"
ADJUNCT TEACHER AT NEW ENGLAND INSTITUTE OF TECHNOLOGY
Developed Curriculum and Facilitated "Human Resources/Relations in the Workplace" for NEIT Students.
23. "HUMAN RELATIONS IN THE WORKPLACE"
Developed Curriculum for Veteran's Shelter, Boston, MA, to help Veterans in transition gain valuable skills essential to the workplace.
24. "EXCELLENCE IN CUSTOMER SERVICE: WORKING EFFECTIVELY WITH CHALLENGING PEOPLE/SITUATIONS"
Developed Curriculum and Facilitated Class for Executives at UMass Dartmouth, Dartmouth, MA

Training, Education & Development Continued.....

25. “DEALING WITH DIFFICULT PEOPLE AT WORK”
Developed Curriculum and Facilitated Class for Executives and Managers at UMass Dartmouth, Dartmouth, MA
26. “TIME IS ON YOUR SIDE” – A CLASS ON TIME MANAGEMENT AND RELIEVING STRESS
Developed Curriculum and Facilitated Class for Executives and Managers at UMass Dartmouth, Dartmouth, MA
27. “HUMAN RESOURCES, TRAINING & DEVELOPMENT, AND COMMUNICATIONS”
ADJUNCT TEACHER AT THE UNIVERSITY OF MASSACHUSETTS
Developed Curriculum and Facilitated Class for Masters Level Students.
28. SPHR/PHR CERTIFICATION CLASS FACILITATOR – 2009/2010/2011
Led a group of Human Resources Professionals in the study and education associated with taking the National SPHR/PHR Certification Exam – Corp College, OH & DeVry University, OH.
29. “SUCCESSION PLANNING” & “CAREER PLANNING”
Developed Curriculum and Facilitated Class for The Greater Cleveland Regional Transit Authority (RTA) Leadership Development Team & EACUBA Convention.
30. “EMOTIONAL INTELLIGENCE, BEHAVIORAL INTELLIGENCE, AND SOCIAL INTELLIGENCE”
Developed Curriculum and Facilitated Class for Continuing Education Students at Tiffin University.
31. “ORGANIZATIONAL DEVELOPMENT & STRATEGIC CHANGE MANAGEMENT”
Facilitated Organizational Review of Human Resources Department, Developed Strategic Plan Implementation. Case Western Reserve University.
32. “DIVERSITY IN THE WORKPLACE”
Facilitated Diversity Workshop for Dean College and Cleveland SHRM.

GUIDES & MANUALS

1. “CUSTOMER SERVICE GUIDE”
Developed Guide and Facilitated Training for Bess Eaton Coffee and Bake Shops.
Utilized and Facilitated “Off the Shelf” Guide for Allied Domecq QSR.
2. “RECRUITMENT, INTERVIEWING & HIRING GUIDE”
Developed Guide and Facilitated Training for Bess Eaton Coffee and Bake Shops & Johnson & Wales University. Utilized and Facilitated “Off the Shelf” Guide for Allied Domecq QSR.
Developed Guide and Facilitated Training for Johnson & Wales University and St. Anthony Shrine.
3. “HUMAN RESOURCES EMPLOYEE HANDBOOK”
Developed Handbook and Facilitated Training for Bess Eaton Coffee and Bake Shops, Allied Domecq QSR, St. Francis Chapel and City Ministry (Providence, RI) and St. Anthony Shrine (Boston, MA).
4. “GUIDE TO WRITING EFFECTIVE JOB DESCRIPTIONS”
Developed Guide and Facilitated Training Seminar for Johnson & Wales University and Developed Job Description Standards for St. Anthony Shrine.
5. “USERS GUIDE - APPLICANT TRACKING SYSTEM”
Developed ATS Guide and Facilitated Training Seminar for Johnson & Wales University & Dean College.