

FACILITATOR BIO/Short – Frankie Marrow

Since 1991, I have worked in sales and training-related fields, automotive since 1996. The past 24 years have given me the opportunity to launch new vehicles and provide product, parts & service, management and sales/luxury process training and coaching for most of the auto manufacturers in the world, my main clients currently being Mazda, Volvo and Honda/Acura. I had a brief exciting stint in Formula racing for a year and currently still travel the country, facilitating about 4-7 tours/vehicles a year. I also provide multi-day Car Sales, Service & Parts New-Hire, Management and Sustainment Training.

With my facilitation style, I try to keep more of a conversational tone for smaller groups, but adapt to more of a presentation “Big-Room” style if necessary. I like to keep things moving without being rushed, and to throw some humor in wherever appropriate. My motto is: “If I am bored, THEY are bored.” I find that ensures a greater comfort level with my attendees and opens lines of communication to make the training courses more effective and personalized. My classes and audiences have ranged anywhere from 1 to 250 people.

I am a Certified Professional Coach (CPC) through the Institute of Professional Excellence in Coaching (iPEC), a highly respected ICF(International Coach Federation)-Accredited Coach Certification School and am ACC Accredited through the ICF. My coaching is personalized per client and begins with an interview/conversation to assess specific personal and professional goals. Getting a clear, understood picture of each person’s specific goals is vital, then I partner with them to achieve higher levels of personal and professional fulfillment and prosperity. Often unknown obstacles to success are uncovered with not only a “coach approach”, but through observation of daily client, customer and colleague interactions. Action planning is also vital in the process to track progress and modify developmental and coaching strategies along the way if needed.

It is always my goal to continue to learn and evolve personally and in my career, so I welcome opportunities to listen, grow and increase my skill set. Much of this learning happens from my clients, so building those valued relationships is extremely important to me.

I provide virtual, hotel-based as well as on-location training and coaching and currently reside between Los Angeles, CA and Minneapolis, MN.