

SHAWN KENT HAYASHI

Shawn Kent Hayashi is the founder and CEO of The Professional Development Group and author of four business communication books. Using an assessment-based approach, The Professional Development Group instructs people on how to improve their communication skills, build stronger relationships and teams, and present more effectively. Hayashi also coaches organizations on how to apply the assessment methodology to their talent management efforts. Clients include Fortune 500 and mid-sized companies, universities, and entrepreneurial organizations. A certified Emotional Intelligence Coach, Shawn earned her M.S. in Organization Dynamics from the University of Pennsylvania. In addition, she holds a number of certifications in assessment analysis and serves on the boards of several professional organizations.



CLIENTS INCLUDE:

- ▲ Aetna
- ▲ Aqua America
- ▲ ARAMARK
- ▲ Armstrong World Industries
- ▲ AstraZeneca
- ▲ CBS Cable
- ▲ Dun & Bradstreet
- ▲ Estee Lauder
- ▲ Federal Reserve Bank
- ▲ The Franklin Institute
- ▲ G.E. Capital
- ▲ Hewlett Packard
- ▲ IBM
- ▲ IMS Health
- ▲ Johnson & Johnson
- ▲ Lincoln Financial Group
- ▲ McNeil
- ▲ Mellon Bank
- ▲ Merck & Co., Inc.
- ▲ Pearson Learning
- ▲ PA Bankers Association
- ▲ PhotoMedex Inc.
- ▲ Primavera Systems
- ▲ Prudential
- ▲ QVC
- ▲ RealTime Media
- ▲ Royal Caribbean Cruises Ltd.
- ▲ GlaxoSmithKline
- ▲ sanofi aventis
- ▲ Sony
- ▲ St. Joseph's University
- ▲ Vertex
- ▲ Westinghouse

QUALIFICATIONS / EDUCATION

- ▲ Frequent speaker at conferences and for Fortune 500 companies
- ▲ Author of *Mastering Your Influence™, The Influence Journey, and Power Presentations: How to Connect with Your Audience and Sell Your Ideas*, John Wiley & Sons, *Conversations for Change™: 12 Ways to Say it Right When it Matters Most 12*, being published by McGraw-Hill in 2010
- ▲ M.S., Organization Dynamics, University of Pennsylvania
- ▲ B.A. English, Susquehanna University
- ▲ Master trainer in Quality Practices
- ▲ Certified Professional Behavioral Analyst (CPBA)
- ▲ Certified Professional Values Analyst (CPVA)
- ▲ Certified in TriMetrix™ assessment instrument (CPTA)
- ▲ Certified Emotional Intelligence Coach

EXPERIENCE

Shawn shares over twenty years of people development expertise, as well as deep experience in one-on-one coaching. Her tenure with several organizations covered various roles including:

- ▲ Chief Development Officer
- ▲ Vice President, Management & Leadership Development
- ▲ Vice President, Operations
- ▲ Human Resources Manager
- ▲ Senior Training Consultant
- ▲ Director of Customer Support