

Robert F. Kalal
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OBJECTIVE

Facilitate learning so that people handle change effectively.

QUALIFICATIONS

Proven ability to teach people in a clear, concise manner with humor, compassion and firmness. Reliable, ethical partner doing whatever it takes to serve customers. Special skills are facilitating group sessions, teaching and writing creatively, and taking a fresh approach to solving problems. Communicates genuine interest in people so they feel comfortable learning new things with others.

EXPERIENCE

President

Kalal Training Associates, Florissant, Missouri

2007 – Present

Owns and operates a training company which partners with organizations to deliver training on personal and interpersonal skills, team work, and communication skills. Teaches people how to deal with change and each other.

- Facilitates interactive group sessions that encourage people to express a wide range of views and reframe their perspectives.
- Collaborates with customers to adapt existing training programs so that unique situations are addressed to their satisfaction.
- Delivers customer's standard training in a way that seems customized to the audience.

Regional Training Consultant

Magellan Health Services, Maryland Heights, Missouri

1993 – 2006

Delivered consistent, high quality training to customers in a multi-state region. Consulted with clients to determine their training needs. Customized and adapted training to help people learn. Determined the best way to provide training with quality at a reasonable cost.

- Provided interactive training sessions electronically and telephonically.
- Created and maintained an atmosphere of care and acceptance in the classroom even during mandatory training.
- Developed and delivered a writing course for in-house administrative staff.
- Created seminars on a variety of topics, often with short notice, using a variety of teaching and group facilitation methods, including PowerPoint.
- Supervised a network of trainers in a multi-state region that resulted in a high quality training network.

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Retail Clerk Tinder Box, St. Louis, Missouri

1994 – Present

Worked part-time at a friend's store for fun and a novel way to work with people.

- Educated customers about various store products.
- Used humor and courtesy to interact with customers especially during busy shopping times.
- Resolved people's complaints with a smile and profit for the store.
- Maintained product displays throughout the store.

Director, Career Center AAIM Management Association, St. Louis, Missouri

1991 – 1993

Coached and counseled people of all ages and backgrounds with career issues from termination to successful completion of a job search. Taught interactive job search seminars for groups, managers and employees from various industries.

- Developed a career management workshop for managers and employees in service and industrial companies.
- Consulted with member company managers about appropriate ways to handle downsizing issues.

Prior experience includes –

Director of Pastoral Education, St. Louis, Missouri	1986 - 1991
Training Consultant/Account Representative, Minneapolis, Minnesota	1985 – 1986
Training Supervisor, St. Paul, Minnesota	1981 – 1984
Clinical Supervisor, Lafayette, Louisiana	1976 – 1981
Department Head/Teacher, Mentor, Ohio	1972 – 1975

PROFESSIONAL AFFILIATIONS

American Society for Training & Development
Human Resource Management Association
CAIT Trainers Roundtable

EDUCATION

Master's Degree – Seattle University, Seattle, Washington 1981
Bachelor's Degree – St. Ambrose University, Davenport, Iowa 1972