

PATRICK JAMES HENEGHAN

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QUALIFICATIONS SUMMARY

Dynamic *Career Facilitator* who thrives on the challenge of engaging students to identify and pursue career goals based on their unique skills, education, experiences and values. Effectively utilizes community outreach skills to develop and nurture collaborative working relationships with faculty, alumni and employers. Skilled in program planning, administration and evaluation. A firm believer in the idea that “*In the end, education must be education toward the ability to decide.*”

TRAINING EXPERIENCE & ACCOMPLISHMENTS

VICE-PRESIDENT TRAINING & DEVELOPMENT – Van Pool Transportation, Wilbraham, MA.
(2010-18)

- Develop, coordinate, facilitate and evaluate comprehensive training programs for drivers, monitors, and office staff including: Orientation, First Aid & CPR, Bullying Prevention & Intervention, and Safe Transportation of Students with Special Needs. Create and coordinate a peer coaching program for new drivers. Collaborate with Special Education departments to develop and deliver training initiatives that comply with DESE regulations.

PROGRAM DIRECTOR– Cheshire Medical Center, Dartmouth Hitchcock Keene, NH. (2008-10)

- Coordinated and facilitated community outreach efforts to educate and engage individuals, organizations and community groups to become active partners in The Healthiest Community Initiative: Vision 2020. Delivered motivational public presentations and promoted Vision 2020 goals and values through active membership on local government committees, school wellness teams and community advisory boards.

ASSISTANT DIRECTOR CAREER PLANNING & PLACEMENT - Franklin Pierce University, Rindge, NH.
(2005-08)

- Developed inaugural career planning process for GPS students and alumni. Facilitated career planning activities via e-mail, telephone interviews, and individual appointments. Collaborated with faculty to deliver class presentations that integrated career planning strategies with course content and objectives. Created database to track and evaluate career planning services and outcomes. Established and sustained networks with HR professionals, recruiters, and employers.

WORKFORCE DEVELOPMENT COORDINATOR - Southwestern Community Services Inc., Keene, NH.
(2003-05)

- Provided hands-on leadership for Workforce Development programs that served the employment needs of clients throughout southwestern New Hampshire. Managed operating budget and client training accounts to ensure compliance with federal guidelines. Coordinated and evaluated job placements and skills training programs.

ORGANIZATIONAL ANALYST (Contract) - C&S Wholesale Grocers, Brattleboro, Vermont. (2001-02)

- Coached warehouse managers on how to effectively develop and sustain a cross-functional, high performing team. Documented team development practices and submitted timely project updates and reports.

CUSTOMER SERVICE LEADER- Cable Atlantic Ltd., St. John's, Newfoundland. (1994-99)

- Collaborated with business unit leaders to integrate a focused customer service strategy throughout core operational processes. Developed and facilitated customer service training process for call center CSRs and field service technicians. Created and implemented customer service recognition and reward process.

STAFF EDUCATION COORDINATOR- Hoyles/Escasoni Long Term Care, St. John's, Newfoundland.
(1991-94)

- Coordinated, facilitated and evaluated an accredited, multi-disciplinary staff training process for 800 staff and volunteers that focused on developing the skills, knowledge, and attitudes necessary for meeting the social, physical, and spiritual needs of residents and their families.

COORDINATOR - Training for Community Living Center, Corner Brook, Newfoundland.
(1986-90)

- Provided leadership in the design, delivery, and evaluation of this highly successful community-based employment preparation program for employment disadvantaged adults.

EDUCATION

Completed courses (*M.Ed.Guidance and Counseling*) - Acadia University. (1991-92)
Diploma of Adult Education - St. Francis Xavier University. (1990)
Bachelor of Education - Memorial University of Newfoundland. (1984)
Bachelor of Arts (Honors) – Memorial University of Newfoundland. (1982)

PROFESSIONAL DEVELOPMENT

Completed *Meaning Centered Interventions*, Viktor Frankl Institute of Logotherapy (2018)
Completed *Attitudinal Change*, Viktor Frankl Institute of Logotherapy. (2010)
Completed *Introduction to Logotherapy*, Viktor Frankl Institute of Logotherapy. (2009)
Completed *What Color Is Your Parachute: 2007 – 5 Day Workshop* led by Dick Bolles (2007)

AFFILIATIONS

Career Planning and Adult Development Network (CAPD) (2004-10)
Society of Organizational Learning (SOL) (2004-10)
Greater Monadnock Society for Human Resource Management (GMSHRM) (2005-09)
New Hampshire College & University Council (NHCUC) (2005-08)
Society for Human Resource Management (SHRM) (2005-07)
National Association of Workforce Development Professionals (NAWDP) (2004-06)

WORKSHOPS & PRESENTATIONS DELIVERED

“Leadership Challenge: Lessons Learned from the Cuckoo’s Nest” for Greater Keene Chamber of Commerce Leadership Monadnock program. (2010)
Co-facilitated *“The Adventure of Aging”* for New Hampshire Council on Aging Conference. (2010)
Co-facilitated *“The Science & Practice of Happiness”* for Rivermead, Peterborough. (2010)
“Coaching Ps & Qs: Delivering Customer Value through Service” Savings Bank of Walpole. (2007)
“Mind Your Ps & Qs: Delivering Customer Value through Service” Savings Bank of Walpole. (2006)

COMMUNITY INVOLVEMENT

Member, Keene Elm City Rotary Club (2007-11)
Board Member, Sophia’s Hearth Family Center (2010-11)
Board Member, Hannah Grimes Marketplace (2010-11)
Coach, (USA Hockey Level II), Keene & Brattleboro Youth Hockey Leagues (2008-12)