



# bonny king•taylor

wise advisor & trusted guide

Curriculum Vitae

[online copy here](#)

☎ 866.821.9386

✉ [bonny@bonnyking-taylor.com](mailto:bonny@bonnyking-taylor.com)

🌐 [www.bonnyking-taylor.com](http://www.bonnyking-taylor.com)

## CREATIVE SOLUTIONS FOR COMMON PREDICAMENTS

*Uncovering natural strengths and implementing creative solutions*

- Unsticking energy & processes
- Real talk for positive action
- Increasing change tolerance

## TENSION INTERVENTION

*Providing a calming influence in crowds of both passionate and fragile communities*

- Empathy & understanding
- Creative solutions on the fly
- Resolving unsolvable issues peacefully

## POLICY & LOGISTICS ANALYSIS

*Applying psychological and sociological theory to foster calm and efficient events*

- Stress reduction through appropriate work flow and efficient layouts
- Healthy line management
- “End result” strategies to divert problems

## STAFF SUPPORT

*Offering strategic encouragement and appreciation to internal customer relations*

- Volunteer screening
- Mediation of inter-staff scuffles
- Visioning and consensus building

## TRAINING DESIGN & DELIVERY

*Leveraging learning theory and effective performance*

- Process redesign and course correction
- Leadership action planning
- Program development and management

## ENERGY ELEVATION

*Focusing on what we want, rather than the stress of events, makes for happier participants*

- Staff development and motivation
- Team building for fun and profit
- On-floor cheerleading and energizing

## RECENT PROFESSIONAL EXPERIENCE

### Customer Service Manager

Awesome Con | June 2017

Provided mental health support for dynamic population of convention goers with fragile and excitable segments. Problem solved for a variety of situations including logistical Staff oversight

Resolved conflict between volunteer staff and within the customer base. Supported volunteer staff with strategic innovations, enthusiastic cheerleading and on-the-spot appreciation.

### Mind Minder

Citizen Diplomat and American Hero |

July 2015-April 2017

Developed program to increase intellectual stimulus and social connection for a non-profit leader and intellectual. Visited every week for 21 months and increased cognitive abilities from roughly 20% retention to 90% retention at peak performance. Gathered oral history and childhood stories for both family and historical preservation.

### Director for Training and Communication

Saving Grace Petcare |

July 2011-January 2017

Guided the oldest and most trusted pet care provider in the region from 10 to 45 staff, facilitated franchise certification and the attendant policy/procedures upgrade. Crafted all internal and external communication. Trained all new staff in canine behaviorism and practical client interface. Developed an undefeated process for reclaiming lost pets, both clients' and community, within 2 hours. Successfully navigated significant public relations challenges, including death and dissatisfaction. Wrote and edited policy and procedure manuals, staff training program, and client communication.

### Executive Coaching and Support

United States Agency for International

Development | October 2016-January 2017

Guided leadership team through tension relief and goal setting via group presentations, strategy sessions with the Inspector General and through a series of personal coaching sessions with each member. Additional career coaching and transition consultation was provided when personal growth resulted in a strong desire for change in employment.

## EMPLOYMENT HISTORY

### Private Practice

Leadership and Staff Development Coach |

October 2003-Present

Designed and presented workshops to audiences from 10-100 focused on proactive tools and forward-thinking strategies to guide individuals and teams through problem resolution, mission development and goal achievement. Specialized in self-awareness through language and thought replacement behaviors, stress reduction, and personal responsibility. Coaching clients included education, government, corporate and spiritual communities; individuals and couples.

### Mental Health Therapist & Counselor in

Private Practice | September 2000-Present

Offered individual, couples and group counseling to a diverse population of clients. Applied psychological theory, practical planning tools, and spiritual development to issues ranging from decision making, career development, wellness and problem solving. Facilitated popular classes on understanding and improving relationships.

**Consulting**  
**Non-Profit and For-Profit Organizations**  
**Consulting** | *January 1994-Present*

Consulted to a variety of organizations in the areas of team building, organizational development, capacity building, board relations, event planning and management and public relations. In each client situation, a strong emphasis was placed on interpersonal communication, mediation and problem resolution.

[Click here for my organizational client list](#)

[Click here for wonderful consultation case studies](#)

**Project Lead**  
**Department of Labor–Education and Training Administration & America’s Learning eXchange** |  
*January 1998-January 2002*

Served as project manager for this public service through the DOL, the Council for Excellence in Government and the state of Minnesota. Facilitated staff meetings, brainstorming and conflict resolution sessions. Managed research staff. Supervised 15 focus groups across the US. Developed and maintained a \$1,000,000 budget. Represented the project at more than 25 trade shows, demonstrating to audiences ranging from 5-200. Facilitated Executive Committee group process to manage member expectations and ensure a productive, efficient team. Created and managed 40-member America’s Career Kit Speaker’s Bureau to ensure consistent and successful product messaging and image.

**Associate Director for Public Relations**  
**Physicians for Social Responsibility** |  
*July 1991-April 1994*

Coordinated all aspects of National Meetings of more than 350 participants each, Board meetings, Chapter conferences, Capitol Hill press conferences and staff planning sessions. Supervised meeting volunteers, consultants and support staff. Coordinated the

US-Polish Environmental Health Initiative, providing liaison and technical assistance to establish an environmental health center in Katowice, Poland focusing on childhood lead poisoning in Silesia. Developed information infrastructure to provide access to Western medical information.

**Special Projects Juggler**  
**Qualitas, Inc.** | *August 1988-July 1990*

Juggled all creative and PR related projects for this startup software developer that blew up from \$100,000 annually to \$1,000,000 per month in one year. Shepherded all media tours and trade show opportunities covering 20 states and all major high-tech venues and opinion leaders. Worked with technical support specialists to produce quality, customer-friendly manuals for memory management software products. Designed and delivered training-the-trainer programs and other customer education forums across the country. Provided liaison with and analysis for, strategic partnerships that produced glowing media exposure and stakeholder satisfaction.

**Logistics Coordinator**  
**The Great Peace March, Inc.** |  
*October 1985-December 1986*

Produced feasibility study and logistical plans (including safety, security, crisis management, public relations, government relations, temporary housing, food, and healthcare) and finalized the route for a group of 1400 citizen activists walking in an organized movement from Los Angeles to Washington, DC. Represented the March to local, state and federal authorities, negotiating 287 sites on public and private land with limited resources. Facilitated all communication between departments and agencies. Managed crisis, mediated disputes. Provided problem solving expertise to keep the March running smoothly and all participants safe.

## ACADEMIC EXPERIENCE

### **Master of Science in Pastoral Counseling** **Loyola College in Maryland** | Columbia, Maryland

Program incorporated counseling theory, psychopathology and multi-cultural perspectives to foster a holistic therapeutic experience. Built on previous Master's degree to better deliver consultation services. In two clinical placements provided long-term mental health services to individuals, couples and groups in diverse populations.

### **Master of Science in Organization Development** **The American University/NTL Institute for Applied Behavioral Sciences** | Washington, DC

Program combined theoretical and experiential education with practical consulting experience. Courses covered technical issues from Organization Planning and Control to Training Design and Facilitation; organizational issues including Cultural Diversity and Building Effective Work Teams; and development topics such as Interpersonal Styles and Effectiveness and Leadership. Strong emphasis was placed on cross-cultural communication including culture shock and reentry stress.

### **Dual Bachelors of Arts in Communications and History/Soviet Dissident Literature** **University of the Pacific** | Stockton, CA

Studies emphasized journalism and the historic implications of personal and cultural choice-making.

## QUOTES

### **My reason for living**

My greatest satisfaction comes from seeing the sparkle in the eyes of people learning the *truth* about themselves and actually loving it. That happens in every project and program I undertake. It's infectious and fun!

### **Walking my talk...literally**

My journey began with working to change the world on a global level. When I realized that my team could not win for losing, I developed the skills that make organizations strong.

*Then*, I realized that many organizational issues are actually personal. That led me to becoming an agent of change for individuals. My success as a consultant, life coach and advisor means that all my projects enjoy the benefits of top-to-bottom wisdom and practical strategy!

### **Instant evolution**

One of the things I love most about my work life is that every project, assignment and opportunity has grown greater, deeper, more interesting and more successful than anyone originally envisioned when we set out.

A rich skill set, broad experience, emotional courage, a sense of humor about the absurdities of life and a spine of steel, help me to make my projects and programs more than simply successful. They are fun and effective.

### **Of penguins and progress**

I was once a penguin wrangler at SeaWorld in San Diego. It's a great story and, believe it or not, that job gave me a unique ability to tolerate chaos and consternation.

It has been thrilling and gratifying to work with nearly every type of client on wildly diverse projects. I've been called upon to handle some pretty serious stuff, and I am both humbled by the trust my clients have invested in me and honored to help move them into their preferred futures.

## ORGANIZATIONAL CLIENT LIST

### Social Responsibility

20/20 Action  
The Advocacy Institute  
Alliance to End Childhood Lead Poisoning  
Association for Women in Development  
Council for a Livable World  
Mindshare Inc.  
Peace Action  
Physicians for Social Responsibility  
Project for Democracy  
Women's Consulting Group

### Non-Profit

American Counseling Association  
Capitol Hill Association of  
Merchants and Professionals  
Health Recovery Services  
International Society for Panetics

### For-Profit

Awesome Con  
AXIS Communications  
Plan 3 Business Solutions  
Qualitas Inc.  
Saving Grace Services International  
WQED Pittsburgh  
The Law Offices of David Sheldon

### Government

US Agency for International  
Development/Office of the Inspector General  
Council for Excellence in Government  
US Department of Labor/Training and  
Education  
America's Career Kit  
America's Learning Exchange  
National Science Foundation  
Network Consortium  
State of Minnesota/Workforce Development  
Technical Assistance and Training  
Corporation

### Education & Religion

Fairfax County Schools Leadership Group  
Hine Junior High School DC  
Landsdowne Friend's School  
Stevenson University  
Lutheran Social Services NCA  
Saint Stephen Lutheran Church  
Unity of Washington DC  
Washington Pastoral Counseling Association