



Master Trainer

A Master Trainer for The Center for Leadership Studies (CLS) is responsible for the mastery and delivery of curriculum offerings through various modalities. The position provides world-class facilitation to our learner population in various settings across the globe: public, onsite and certification workshops. As the front line to the learning experience, this position directly interacts with clients and must communicate internally to ensure that the organization provides quality customer service. A Master Trainer is an expert in Situational Leadership® content, a student of the industry and provides expertise and ongoing support to our client-certified organizations. In addition, this team member serves as an internal resource for thought leadership and product development due to their acute leadership development knowledge.

Key Responsibilities

- Maintain a consistent schedule for various training events: instructor-led workshops, virtual workshops, webinars, etc.
- Conduct engaging curriculum workshops that promote learning and practical implementation
- Provide expertise in the classroom based on knowledge, experience and skill previously collected through facilitation and management
- Demonstrate platform skills with a steady balance of teaching and facilitation
- Maintain awareness of the learning environment; listen to participant feedback and questions, pick up on non-verbal cues and promote critical thinking and open discussion
- Build and maintain strong client relationships
- Provide trusted advisement on training and sustainment needs to further develop effective leaders within client organizations
- Communicate internally with the sales team regarding client-specific needs
- Participate in internal and external trainer development calls



- Conduct individual skill coaching sessions tailored to organizational needs, gaps and challenges
- Serve as an internal development resource to enhance the product knowledge across various teams

Requirements

- Bachelor's degree is required
- Previous practice and working knowledge of the Situational Leadership® Model
- Experience using Adobe Connect or similar virtual platform is preferred
- Strong platform skills in teaching and facilitation, including, but not limited to, ability to manage and lead a group and the skills to actively listen and use effective questioning techniques to answer questions and understand organizational challenges
- Outstanding communication and interpersonal skills
- Proven organizational skills
- Consistent professional demeanor across a variety of organizational and global cultures
- Ability to travel on a consistent basis to meet client needs

Please direct inquiries to jobs@situational.com

A successful candidate will be:

- Hardworking, persistent, dependable and responsive
- Have good judgement, show maturity and be positive and enthusiastic about the job
- Be an excellent team member as well as team leader
- Maintain a reputation for professional credibility and personal integrity



We offer a competitive and attractive compensation package, including:

- Career opportunities
- Performance culture
- Comprehensive medical/benefit coverage

Company Overview:

For more than 45 years, The Center for Leadership Studies (CLS), founded by Dr. Paul Hersey, has been the global home of the original Situational Leadership® Model. With over 14 million leaders trained, Situational Leadership® is the most successful and widely adopted leadership model available. Deployed in more than 70% of Fortune 500 companies, Situational Leadership® transcends cultural and generational differences and equips leaders around the globe with the skills necessary to address a specific challenge, drive behavior change and increase productivity. CLS' diverse product portfolio includes a comprehensive off-the-shelf leadership curriculum founded on our proven, research-based competency model. In addition, CLS has more than 25 years of experience designing and developing award-winning custom training solutions.

CLS services customers both domestically and internationally through an extensive network comprised of over 200 learning professionals in more than 35 countries. Our global affiliates and facilitators understand the nuances present in each culture, allowing for the delivery of innovative, high-quality training programs in localized languages.

Our Values:

At The Center for Leadership Studies we view each customer opportunity as a long-term partnership. In such relationships, we believe that the values of the people that you choose to do business with can have an equal impact on the success of your learning endeavors as



can the technical skill sets. Put a different way, we feel it's important for you to know who we are and what we stand for. Below are the values we strive to live by each day. They represent the expectations that we have for each and every CLS team member:

Be Responsive: Service is Inside and Out

Do what you say you are going to do when you say you are going to do it. Don't over promise and never under deliver.

Embrace Teamwork: Invest in Others

Strive to continually develop and nurture your base of personal power.

Own Your Actions: Take Personal Responsibility

Follow through on your commitments with relentless attention to detail, completion and results.

Maintain Your Integrity: Do the Right Thing

Communicate openly and honestly: Develop a reputation grounded in personal and professional credibility.

Have Fun: Take a Minute to Smile

Enjoy the journey (celebrate victories; keep setbacks in their proper perspective). Embrace the fact that work and fun are NOT mutually exclusive terms.