

## REBECCA (BECKY) A HICKMAN

<p>PERSONAL STATEMENT</p>	<p>I am passionate about creating training that inspires, changes thought patterns and initiates growth in people. Utilizing adult learning styles, the four communication preferences, neuroscience and self-discovery is included in each curriculum I design to cultivate the best learning opportunity.</p> <p>Giving back to the community is a true passion of mine. Connecting and understanding the need from key stakeholders and using the correct process for a positive sustainable outcome.</p> <p>I am a believer in life-long learning.</p>
<p>PROFESSIONAL CERTIFICATIONS &amp; TRAINING</p>	<p>Instructional Design Certified          Training Delivery Certification          Certified Facilitator, Simplex Creative Problem Solving (CPS)          Certified Facilitator, Integrity Coaching (Integrity Solutions)          Certified Facilitator, Integrity Selling (Integrity Solutions)          Certified Trainer, Simplex Creative Problem Solving (CPS)          Master Facilitator, S.O.A.R          Community Facilitator Certified</p>
<p>EXPERIENCE</p>	<p><b>OWNER, BECKY HICKMAN &amp; ASSOCIATES, LLC</b> <span style="float: right;"><b>2019 TO PRESENT</b></span></p> <p>Consult with businesses to either build their training and professional development teams by strategic aligning the training with company goals and initiatives and/or create measurable and engaging learner training. Design and deliver training packages that include Facilitators Guide, Participant Workbook, activities, and resources such a PowerPoint, white papers, movie clips etc. Facilitate strategic community initiatives.</p> <p>Examples of projects that I can share:</p> <ul style="list-style-type: none"> <li>• Facilitate the Dubois County Child Care Task Force – a team of 35 community and business leaders working together to meet the changing needs of early learning and child care needs.</li> <li>• Created and led the Inaugural Indiana Bankers Association Professional Development/Training Forum – a group of 20 training team members coming together to tackle the training needs and best practices.</li> <li>• Designed and delivered the two-day Train-the-Trainer workshop for the Indiana Bankers Association.</li> <li>• Co-Lead the Southern Indiana Gateway team – a seven county state certified 21<sup>st</sup> Century Talent Region – a 15-member committee working to attract talent, talent development and retention.</li> <li>• EEDC (Entrepreneurship and Education in Dubois County) – five teams focused on ensuring each person has an opportunity to grow their education to obtain the career they desire and to meet the needs of a changing workforce.</li> <li>• S.O.A.R Women’s Executive Leadership Master Facilitator</li> </ul>

**DIRECTOR OF TRAINING, GERMAN AMERICAN BANK****2009 TO 2019**

Direct, manage and lead the training team which consists of three dedicated trainers and 30 Subject Matter Experts of a \$3.9B financial institution consisting of 74 banking locations, investment, and insurance with over 950 employees. A primary focus is on building business partners throughout the organization to support the development needs of its employees. Training is developed using the Creative Training (Bob Pike Group) Participant-Centered Learning. Responsible for Instructional Design, Delivery, Facilitation, Evaluation, Performance Improvement and Coaching.

- Directed training and development for 11 bank acquisitions, ranging from two branches with 30 employees to 16 branches with 144 employees
- Manage an annual training budget of \$500K supporting internal & external training
- Managed synchronous virtual training delivered via three Regional Learning Centers
- Developed and deliver supervisory & leadership training
- Supervise the development of all instructor-led, virtual & eLearning training
- Direct and oversee the Employee Success Center our Learning Management System (LMS) engineered by Cornerstone
- Built a structured professional mentoring program to assist with succession planning
- Assisted with writing and implementing our Strategic Customer Service Vision and Guiding Principles
- Plans strategic initiatives with the Human Capital Strategic Leadership Team

**TRAINING AND DEVELOPMENT OFFICER, GERMAN AMERICAN BANK****2001-2009**

Design, develop and deliver employee training with a technical focus on new employee orientation, customer service, sales, new accounts, and teller training. Supports leaders in becoming better leaders.

- Created and delivered, quarterly, four days of entry level leadership training
- Designed and delivered new hire orientation consisting of company culture & values, customer service, product knowledge & sales training
- Experienced in training software skills
- Supervised the development of an intensive six-day teller training with a certification process that consists of instructional-led classroom training, observation, mentoring, and performance skills inventory
- Designed and implemented a three-week training program for all new account employees
- Assisted with the design of a Professional Development Center renovation, with three dedicated training rooms
- Created and launched the first Intranet displaying Product Knowledge

**ORGANIZATION DEVELOPMENT COORDINATOR, CORPORATE I.S.,  
KIMBALL INTERNATIONAL, INC.****1998 - 2001**

	<p>Responsible for the process used to develop our employees. Involved in communication planning, including the unit newsletter, coordinating the process for employee feedback, and promoting involvement in continuing a high level of employee morale.</p> <ul style="list-style-type: none"> <li>● Created and implemented the first electronic employee newsletter</li> <li>● Facilitated exit interviews and analyzed information to recommend improvements</li> <li>● Trained corporately Simplex Creative Problem Solving and Zenger Miller Frontline Supervisor training</li> <li>● Certified facilitators in Simplex Creative Problem Solving</li> <li>● Organized 360-degree employee development</li> <li>● Lead projects using Creative Problem Solving, SWOT Analysis, the Fish bone diagram, Flowcharts, and Risk analysis</li> <li>● Facilitated strategic planning sessions, consisting of 40 meetings a year</li> <li>● Supervised the development program for four interns annually</li> </ul> <p><b>QUALITY SYSTEM FACILITATOR, KIMBALL INTERNATIONAL, INC.                      1996 – 1998</b></p> <p>Facilitated the documentation of the current processes to meet the requirements of the selected quality system standards (ISO 9001).</p> <ul style="list-style-type: none"> <li>● Documented hundreds of procedures and flowcharted processes</li> <li>● Provided recommendations to improve streamline processes</li> <li>● Certified Internal ISO 9001 Auditor</li> </ul>
<p style="text-align: center;">EDUCATION</p>	<p>UNIVERSITY OF SOUTHERN INDIANA, <b>BACHELOR OF PROFESSIONAL STUDIES (BPS) WITH A MINOR IN INDIVIDUAL STUDIES</b>                      <b>DEC. 2019</b></p> <p>VINCENNES UNIVERSITY, <b>A.S. COMPUTER PROGRAMMING</b>                      <b>MAY 1986</b></p>

<p style="text-align: center;">RECOGNITIONS</p>	<p>2021 Athena Award Finalists - Dubois County – Athena Award honors individuals who strive toward the highest levels of professional accomplishment while mentoring other women to achieve.</p> <p>2018 Indiana Bankers Association Woman of the Year Finalists – an award that celebrates a woman in banking who excels at her profession, is active in the community, and supports other females to reach their full potential.</p>
<p style="text-align: center;">COMMUNITY LEADERSHIP</p>	<p>Board Member – Dubois County Leadership Academy</p> <p>Indiana Bankers Association Women in Banking Planning Team</p> <p>Strategic Facilitator, Entrepreneurship in Dubois County (Aligning Education with Workforce Needs in Dubois County)</p> <p>Founding Member, Women Empowering Women in Dubois County</p> <p>Women Empowering Women Mentorship Program, Co-Chairperson</p> <p>SOAR, Strong Women, Strong Companies, Executive Mentor</p>

	LATINO Collaboration Table, Executive Committee and Language and Culture subcommittee
REFERENCES	<p><b>LAURIE REES</b>  Vice President, Education &amp; Training  Indiana Bankers Association  (317) 387-9380   Mobile (317) 727-5750  <a href="mailto:Lrees@indiana.bank">Lrees@indiana.bank</a></p> <p><b>MARK SCHROEDER</b>  Chairman of the Board  German American Bank  Mobile (812) 354-4624  <a href="mailto:Maschroeder100@gmail.com">Maschroeder100@gmail.com</a></p> <p><b>CARSON THACKER</b>  Owner  Carson Thacker American Family Insurance, Vincennes, Indiana  (812)881-0452  <a href="mailto:rthacker@amfam.com">rthacker@amfam.com</a></p>

## SUMMARY OF PROFESSIONAL DEVELOPMENT

Instructional Design Certification	Creative Training Techniques	2019
Training Delivery Certification	Creative Training Techniques	2019
Integrity Selling – Certified Facilitator	Integrity Solutions	2019
Integrity Coaching – Certified Facilitator	Integrity Solutions	2018
CHORUS Leadership	CHORUS, Inc.	2017
Adobe Acrobat Level I	New Horizons, Indianapolis	2017
Adobe Acrobat Level II	New Horizons, Indianapolis	2017
5 Choices	Steven Covey	2017
Six Sigma Problem Solving	Purdue University	2014
Community Facilitator	USI	2007
Connect with Southern Indiana	USI	2005
7 Habits of a Highly Effective Leader	Steven Covey	2001
Simplex Creative Problem-Solving Level II Trainer	Ellspermann & Associates	2000
ISO 9001 Certified Quality Auditor	Kimball International	1996
Simplex Creative Problem-Solving Level I Trainer	Ellspermann & Associates	1995
Simplex Creative Problem-Solving Level III	Dr. Min Basadur	1993
Simplex Creative Problem-Solving Certified Facilitator	Dr. Min Basadur	1992
Simplex Creative Problem-Solving Level II	Ellspermann & Associates	1991
Simplex Creative Problem-Solving Level I	Ellspermann & Associates	1990