

DONNA GRANT DUNN, Ph.D.

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LEARNING PROGRAM DEVELOPMENT STRATEGIST
PUBLIC & PRIVATE SECTORS: ACADEMIA | GOVERNMENT | CORPORATE
20+ Years Facilitating Instructional Planning, Design, Development & Implementation

EDUCATION

CAPELLA UNIVERSITY, Minneapolis, MN
Doctor of Philosophy, Education, 2009 | Specialization: Professional Studies & Adult Education
Dissertation: Informal Learning in the 21st Century Workplace

ATLANTA UNIVERSITY, Atlanta, GA
Master of Arts, Sociology, 1988 | Specialization: Social Psychology
Thesis: Blacks in Mass Media a Study of Work Related Stress

SPELMAN COLLEGE, Atlanta, GA
Bachelor of Arts, Sociology, 1986 | Specializations: Social Psychology, Criminology
Thesis: Family Violence

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

HOGAN PERSONALITY SUITE, Atlanta, GA
Certification, HPI, HDS, MVPI, interpretation and Coaching, 2019

TRUE COLORS INTERNATIONAL, INC., Santa Ana, CA
Certification, Personal Success Facilitator, 2014

HARVARD UNIVERSITY, KENNEDY SCHOOL, EXECUTIVE EDUCATION, Boston, MA
Certificate, Leadership in Crisis, Preparation and Performance, 2011

OHIO STATE UNIVERSITY, Columbus, OH
Certification, Develop A Curriculum (DACUM) Facilitator, 2006
Facilitator Certification, Systematic Curriculum & Instructional Development, 2006

AMERICAN SOCIETY FOR TRAINING & DEVELOPMENT, Washington, DC
E-Learning Instructional Design Certificate Program, 2006

PROFESSIONAL EXPERIENCE

METROPOLITAN RAPID TRANSIT AUTHORITY (MARTA), Atlanta, GA
HUMAN RESOURCES, OFFICE OF LEARNING & DEVELOPMENT, 2015 - Present

CHIEF, STRATEGIC TRAINING (2015 - Present)

- Responsible for developing and implementing an organization wide Learning & Development strategy that facilitates and drives individual development and capacity building that is aligned with organizational requirements.

- Collaborate effectively with people at all job levels and interact with a diverse group of individuals and personalities to ensure the achievement of individual, functional and organizational goals.

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- Conduct an annual Training Needs Analysis using both structured and informal methods to capture requirements across the organization; identifying current and future developmental needs at the individual level, and capacity building requirements at the organizational level.
- Implement innovative and flexible methods to address the developmental and capacity building needs identified, including identification of external training programs and conferences, the design and delivery of in-house training sessions, enrollment in online learning programs, mentoring, self-learning, and other methods as appropriate.
- Develop comprehensive L&D plans based on the developmental needs and methods identified in the training needs analysis
- Facilitate the implementation of the L&D Plan to ensure smooth execution with effective outcomes; providing thought leadership around program design and delivery
- Monitor and evaluate both structured and informal methods used; making continuous improvements in the approach, process and methods as appropriate
- Organize the New Hire Orientation program to enable an easier onboarding process
- Refine existing systems and processes, and set up new processes as required, including: preparing and tracking the annual L&D Budget; creating and updating the Training Calendar; tracking training attendance; capturing feedback on training programs as well as conferences and workshops attended.
- Create standardized curriculum design processes, procedures and templates for the Authority's instructor-led programs
- Develop protocols for the development and delivery of eLearning programs
- Lead course development teams to ensure projects are instructionally sound and effectively managed
- Redesigning leadership development curriculum to include tracks for executive leadership, senior managers, middle managers, and individual contributors making it available to all staff

**GEORGIA STATE UNIVERSITY, Atlanta, GA
SCHOOL OF SOCIAL WORK+ PROFESSIONAL EXCELLENCE PROGRAM, 2015 – Present,
Contractor**

INSTRUCTIONAL DESIGNER (2015 - 2018)

- Design instructor-led and eLearning instructional materials
- Use effective needs analysis, project management, course development, and evaluation skills.
- Work with appropriate faculty and staff to develop, maintain, and revise curriculum documents based on systematic review and analysis.
- Monitor professional research and disseminate ideas and information to others.
- Ensure the use of technology in the teaching-learning process
- Obtain and use evaluative findings (including student achievement data to examine curriculum and instruction program effectiveness.

**GEORGIA DEPARTMENT OF PUBLIC HEALTH (DPH), Atlanta, GA
OFFICES OF HUMAN RESOURCES + TRAINING & WORKFORCE DEVELOPMENT, 2003 - 2015**

OFFICE OF HUMAN RESOURCES

DIRECTOR, LEARNING & DEVELOPMENT (2013 - 2015)

- Provided insightful leadership to management teams as the go-to person in charge of the complex planning, design, development and launch of blended courses.
- Planned, developed, and implemented eLearning and instructor-led training and media to educate employees in specialized public health programs and services.
- Assessed and determined strategies for the customized design of instructional programs and resources.
- Mentored executives by providing the tools needed to be effective business leaders and communicators.
- Developed a robust instructor-led employee onboarding program as part of a standard curriculum using ADDIE.
- Employed a variety of instructional design software packages to develop instructor-led and online curriculum
- Built a library of resources and core competencies for positions across the organizational chart.

OFFICE OF TRAINING & WORKFORCE DEVELOPMENT

STATE TRAINING & DISTANCE LEARNING COORDINATOR (2003 - 2013)

- Coordinated and managed distance learning access to enhance Public Health training statewide.
- Established evaluation plans and delivery protocols for training programs across all platforms.
- Served as technical advisor to Department-level leadership on top-priority e-training initiatives.
- Developed distance learning and instructor-led training programs and presentations, and coached staff on the effective use of technology to enhance the learning process.
- Facilitated communications and accessibility to a new Learning Management System with the implementation of satellite dishes, videoconferencing equipment, and web streaming capabilities.
- Produced and edited video-based training materials.
- Contributed to the Office's new Mission Statement and one, three, and five-year Strategic Plan.
- Co-managed the Office of Training and Workforce Development through supervision of a small staff.

**SHORTER COLLEGE, Atlanta, GA
ADJUNCT FACULTY, DEPARTMENT OF HUMAN SERVICES
& DEPARTMENT OF SOCIOLOGY, 2009 - Present**

- Teach an exciting curriculum that blends traditional and online courses, such as Introduction to Sociology, Sex and Gender, Racial and Ethnic Minorities, and Student Orientation.
- Communicate with the college, department, and team; and participate in professional development and in-service activities that produce a stimulating and supportive learning environment.
- Incorporate lecture, discussion, textbooks, and media to accommodate learning styles and abilities.
- Compile, administer, and grade tests to measure learning comprehension and progress.

**SAMPLING OF E-LEARNING & INSTRUCTOR-LED DEVELOPMENT
PROJECTS**

Contraceptive Technology I & II

Advanced course comprised of 20 modules designed to provide mandatory e-training to nurses on contraceptive technology across women's health care in Georgia.

Dental Screening Form

E-learning program for Georgia's school nurses providing an in-depth overview on mandatory Dental screening within the school system

FMLA for Supervisors - What You Need to Know

E-learning course on FMLA and its impact on the role of supervisor.

True Colors™ - Discovering Your Personal Best

A color-based personality assessment model to identify traits and communication styles.

Manager Fundamentals for Success

Provides managers with mandatory skills, tools, and information on Public Health management.

New Employee Orientation

Introduces new hires on DPH's mission and organization structure.

Onboarding Program

Program for new hires used in conjunction with a learning curriculum and HR-assigned counselor.

Workers' Compensation for Supervisors

Eight key strategies for understanding and implementing Workers' Compensation for supervisors.

Hearing Screening for School Nurses

E-learning program for Georgia's school nurses providing an in-depth overview on mandatory hearing screening within the school system.

The Protocol for State and District Communications and Relations

Guidelines for communication between the State Office and District offices.

Understanding Your Health Plan

Informational materials supporting the rollout of a new HRA Health Plan covering the Be Well Program, Flexible Spending Account, and Co-pays.

WIC: Civil Rights, Customer Service Annual Training

Federally mandated annual media training program for WIC personnel on clinic-based services.

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EPHIC – Excelling Public Health in Customer Service

Fundamentals of customer service principles for State Office personnel.

Introduction to Public Health in Georgia

Overview on the role Public Health plays in the State of Georgia.

Member, American Society for Training and Development, 2003 -2009

PROFESSIONAL AFFILIATIONS

Member, Society of Human Resources Management (SHRM), 2015 – Present

Member, American Public Transportation Association, 2015 – Present

Member, Centers for Disease Control, Training & Education Learning Portal Focus Group, 2010 - 2015

Member, Delta Sigma Theta Sorority, Inc., 2002 - Present

Mentor, Centers for Disease Control, eLearning Institute, 2013

Member and Instructional Designer, Pandemic Influenza Continuity of Operations Core Team, 2009

Member, Public Health Training Network Steering Committee, 2004 - 2006

Member, Introduction to Public Health Content Committee, 2005

Member, Centers for Disease Control Distance Learning Consortium, 2003 - 2005

Co-Chair, Centers for Disease Control, Distance Learning Conference Planning Committee, 2004

Member / Subject Matter Expert, Big Brothers Big Sisters of America, National Training System Training Material, Conventions and Guidelines, Committee, 2002 - 2003

PROFESSIONAL & ACADEMIC AWARDS / HONORS

Right Work Right Way Customer Service Award, Georgia Department of Human Resources, 2007

Full Scholarship Award, United Negro College Fund, 1986 – 1988

TECHNOLOGY PROFICIENCIES

Lectora, Camtasia, FlyPaper and SnagIt; LMS and LCMS Systems: Saba, eCollege,, Moodle, Course Site, BlackBoard, Canvas