

# Your space. Your pace. Your virtual coach.



Discover solutions that help you and your organization grow.

With Midlands Technical College's virtual coaching, you will receive support when and where you need it. Whether you prefer live video or a phone call, you'll get high-quality one-on-one support and coaching.

## MEET YOUR VIRTUAL COACHES



**CHARLENE L. CORNWELL**  
Project Management and  
Business Analysis



**KEITH GARDNER**  
Organizational Performance



**DR. SHARON GIVENS**  
Career Development



**KARIN M. HILL**  
Human Resources and  
Leadership Development



**KRISTIN LYNCH**  
Organizational Performance



**DR. IWANA G. RIDGILL**  
Communication Skills



**BETH RUFFIN**  
Diversity and Inclusion and  
Career Advancement

We can introduce you to additional coaches in a wider variety of training areas as well. If you don't see the topic or specific area you need, just let us know.

For more information, contact MTC Business Solutions.  
803.691.3907 | [corporatetraining@midlandstech.edu](mailto:corporatetraining@midlandstech.edu)



# VIRTUAL COACHES



**CHARLENE L. CORNWELL**  
Project Management and Business Analysis

Charlene L. Cornwell has a master's degree in computer technology and information systems, a bachelor's degree in business education, and is currently pursuing a doctorate degree in information systems at Nova Southeastern

University. Charlene is a faculty member and teaches information technology certification courses for the Corporate and Continuing Education Division of MTC. Charlene brings 23 years of information technology experience leading industries in implementing information systems, business process reengineering, and change management using project management and business analysis best practices.

Her passion for using information technology to be more effective and efficient leads her in helping organizations accomplish strategic enterprise projects successfully. This same passion enables her to successfully train and teach prospective students and businesses to accomplish business objectives, define business needs, and recommend valuable solutions to enable change in organizations and advance in information technology.

## Certifications

- > Certified ScrumMaster (CSM)
- > Project Management Professional (PMP)
- > CompTIA Project+
- > Certified Business Analysis Professional (CBAP)
- > Entry Certificate in Business Analysis (ECBA)
- > Information Technology Infrastructure Library (ITIL) Foundation

## Areas of Expertise

- > Team Building Skills
- > Problem Solving Skills
- > Embracing Change in Organizations
- > Initiating Projects for Success
- > Identifying and Managing Risks in the Organization
- > Writing Business Processes
- > Communications Plan
- > Emotional Intelligence
- > Working Effectively as a Team
- > Time Management
- > Managing the Requirements of the Business



**KEITH GARDNER**  
Organizational Performance

Keith Gardner owns his own consulting business and serves as the president of eMRI. He has been consulting and training in the area of organizational performance for more than 20 years. He has personally worked with

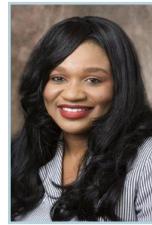
hundreds of clients from various industries in 17 countries around the world.

Keith's primary focus has been the use of continuous improvement initiatives, methods and tools to drive business excellence and profitability. In addition to extensive training experience, he regularly consults with senior executives in the implementation of organizational performance programs

and serves as a technical expert to many business excellence practitioners such as green, black, and master black belts. Keith has a B.S. in chemical engineering from Carnegie-Mellon University and an MBA from the Ross School of Business at the University of Michigan (with highest honors).

## Areas of Expertise

- > Organizational Performance Implementation and Sustainment
- > Organizational Performance for Leaders and Managers
- > Identification of Organizational Performance Opportunities
- > Lean Six Sigma
- > Design for Six Sigma
- > Data Collection and Analysis for Process Improvement



**DR. SHARON GIVENS**  
Career Development

Dr. Sharon Givens is a researcher, a licensed psychotherapist, and supervisor in South Carolina. She is also licensed to practice in North Carolina and Virginia. Sharon is a career counselor, professional trainer, and academician. Sharon is a National Board Certified Counselor, a Board Certified Tele Mental Health Provider, Certified Career Counselor, Board Certified Life and Career Coach, Human Services Board Certified Practitioner, Approved Clinical Supervisor, a Global Career Development Facilitator, a Career Development Facilitator Instructor, a Certified Career Services Provider, National Career Development Association Master Trainer, a DISC Personality Trainer, A Birkman Facilitator, Franklin Covey Facilitator, and a True Colors Facilitator. She has developed and conducted over 500 training/seminars across the country and in West Africa. Sharon is a member of the Board of Directors for National Career Development Association. In October 2019, she was elected President-elect-elect of the National Career Development Association.

## Areas of Expertise

- > Career Development
- > Mental Health Issues
- > Twenty-first Century Skills
- > Work-life Balance
- > Cultural Sensitivity Training and Dialogue
- > Team Building
- > Executive, Life and Career Coaching and Leadership

# VIRTUAL COACHES



## KARIN M. HILL

Human Resources and  
Leadership Development

Karin acquired extensive experience managing human resources and organizational development departments. Her HR experience – from entry level to executive

– was gained while working for Fortune 500 international companies, an outplacement/career development/team building consulting business, and major Midwest health systems in St. Louis and in Kansas. She earned her BA in journalism and government from Southern Illinois University at Edwardsville and her MBA from St. Louis University.

Karin is on the MTC Continuing Education adjunct faculty staff. She also serves as a human resources and organizational development consultant for small businesses. Karin has multiple training certifications including DDI Master Trainer and Myers-Briggs Type Indicator, and holds the SPHR and SHRM-SCP Certifications. Currently, she consults with, and provides leadership for, employee and customer service training for multiple organizations including government entities and agencies, manufacturing and service industries, health care and related health services, insurance companies, and educational institutions.

### Areas of Expertise

- > Human Resources
- > Team Building
- > Leadership Development
- > Understanding Personality Preferences
- > Selection Interviewing
- > Employee Engagement



## KRISTIN LYNCH

Organizational Performance

Kristin Lynch serves as the lead trainer and consultant for eMRI and has been training and consulting in the areas of quality and productivity improvement for more than 15 years. She has worked with companies

ranging from the Fortune 500 to small private firms of fewer than 10 employees. Her expertise spans various business sectors including services, manufacturing, and governmental organizations.

Kristin's primary focus is teaching organizations the concepts necessary to drive improvements in quality, productivity, and customer satisfaction. She has dealt extensively with cross-functional employee teams in the areas of problem solving and Lean for service and manufacturing. Additionally, Kristin consults and trains in the specific areas of Lean Six Sigma, project management, statistical process control, measurement systems assessment, problem solving, and ISO compliance.

Kristin holds a B.S. in manufacturing systems engineering from Kettering University and an MBA from the Moore School of Business at the University of South Carolina.

### Areas of Expertise

- > Lean Principles
- > Six Sigma
- > Project Management
- > Root Cause Analysis and Problem-solving Using Data
- > Current Good Manufacturing Processes (CGMP)
- > ISO Compliance



## DR. IWANA G. RIDGILL

Communication Skills

Iwana is a Phi Beta Kappa graduate of the Honors College of the University of South Carolina where she earned her Bachelor of Arts in English (magna cum laude), Master of Education in Student Personnel Services and her Ph.D. in Counselor Education. Iwana conducts staff and management development training programs for businesses and organizations in the public and private sectors. She has presented hundreds of programs to professional and civic groups and associations, and speaks often on motivational and job-related topics such as customer service, dealing with difficult co-workers, conflict resolution, and projecting professionalism in the workplace.

### Areas of Expertise

- > Communication Skills
- > Dealing with Conflict
- > Personality Differences
- > Customer Service
- > Job Motivation
- > Leadership Skills
- > Teambuilding
- > Working with Difficult People



## BETH RUFFIN

Diversity and Inclusion and  
Career Advancement

Beth Ruffin, owner of the Everyday Inclusionist consulting firm is committed to making our world more inclusive through consulting, coaching, and speaking. Beth has spent 20 years in corporate America with experience in financial services, health care, and technology. She is a published author and her weekly podcast, *At the Table with Beth Ruffin*, elevates the voices of the marginalized in our country.

Beth has spoken at Walt Disney World, Culture Con, the National League of Cities, Columbia College, the University of South Carolina, and at the Diversity Best Practices Conference. She holds a B.A. in English Writing, an MBA, and a Diversity and Inclusion Leadership certificate from Harvard's Kennedy School of Executive Education.

### Areas of Expertise

- > Diversity and Inclusion
- > Corporate Culture
- > Personal Branding
- > Career Advancement
- > Entrepreneurial Start Up



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