

## **Sandra Summerhayes - Bio**

Sandra Summerhayes is the founder of Sandra Summerhayes & Associates Professional Training Group. Her commitment to personal and professional development, while meeting the needs of specialized interest groups, has been the cornerstone of a 20 year career in Training & Development. Couple this determination with a warm intuitive sensibility and you have a powerful force for initiating change in your business or organization.

Sandra worked with Human Resources Development Canada (HDRC) as an employment counselor. This is where her commitment to customized service was thoroughly ingrained. During that 12 year tenure, Sandra designed and facilitated the necessary programs for in-house staff whose focus was on managing change, and for the external clients whom she helped develop their employability skills. It was here that she discovered her leadership talents and her ability to read situations out of which she could design the necessary remedies and apply them.

The move from public to private industry came naturally for her. With a number of successes under her belt, Sandra was hired as a member of the pre-opening Management Team at Casino Niagara. Here she designed and delivered customized training programs for over 3500 newly hired associates. She also designed and delivered the following: a Management Certificate Program; Step Up to Supervisor Program; Performance Management Program; and a Career Counseling Training Program for the Recruitment Staff. With her innovations and leadership Casino Niagara's training department won both regional and provincial awards, including the coveted Misty Award for the service industry.

Sandra's growing reputation for excellence and results in employee and organizational development led to a string of requests for her specialized services. Thus far, Sandra Summerhayes has served the following: Niagara Region, Mohawk College Enterprise (MCE), Metroland Media Group, The Ministry of Transportation, L3Harris, Local Training Boards, The Ontario Lottery and Gaming Corporation, John Howard Society of Niagara Job Gym, KEYS, The Towns of Fort Erie, NOTL & Lincoln, Public Health, Ontario Works, Community Living, The City of Hamilton, The City of Brantford, The City of Port Colborne, DSBN, Sheridan College, Canada Customs and Revenue Agency, White Oaks Conference Resort & Spa, Vintage Inns and many more.

Sandra has also worked with many organizations to develop individual learning plans for strengthening their leadership abilities. This is where the Summerhayes and Associates customized action plan comes into play. Whatever the requirements, each organization gets a tailor made solution, one that works solely for them and is delivered in an innovative and professional manner. Sandra's many satisfied clients will attest to this.

Sandra is a Master Trainer, Certified Training Professional, Certified Laughter Leader, Certified Coach Practitioner and one of only 3 Thiagi Certified Trainers in Canada. She also holds certifications in Teaching Adults, Human Resources, Personality Dimensions Levels 1 & 2, the Myers Briggs Type Indicator, Emotional Intelligence and DISC.