

DAVID FARES

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Facilitator/ Head of Learning / Lawyer / Mediator / Mentor-Coach

SUMMARY OF QUALIFICATIONS

- Versatile professional with more than 20 years of experience and expertise in education, training and development
- Motivational Trainer and Facilitator
- Practicing attorney adept at mediation
- Highly skilled at leadership assessment and project and program development and management
- Astute at driving vision, implementing organizational strategy, organizational development and building organizations from the ground up.
- Demonstrated success in change management
- Proven ability in direct sales, client relationship management and presentations
- Recognized for identifying critical issues and implementing effective solutions
- Excellent communicator who builds, leads and motivates highly effective teams
- 5 years' telecommuting and 6 years managing a virtual team
- Consultant in process improvement, Learning, Performance & Quality and Healthcare Insurance

KEY COMPETENCIES

Program/Project Management – Change Management – Training/Coaching/Teaching –
Mediation – Leadership Assessment/Development – Quality Process – Presentations
Consultation/Facilitation – Contracts/Negotiation – Communications – Consulting

CAREER ACHIEVEMENTS

Designed and developed all-management leadership conference in response to need to improve company's profitable growth margins. Worked strategically with leadership team to identify required outcomes and create interaction and process that engaged over 230 leaders in a 3-day conference.

Results: Over \$3M in savings.

Instituted Internal Trainer Professional Development certification program to create excellent classroom and distance learning trainer skills. Created interactive and applied course approaches; required participation by all training staff.

Results: Increase in survey satisfaction scores; 10 percent increase in Trainer Level 1 scores.

Spearheaded training and integration of acquired health care insurance company into purchaser company. Coordinated systems integration; contracted over 30 curriculum designers/developers; provided curriculum and training for 1,400 integrated employees.

Results: \$20M net savings.

CAREER ACHIEVEMENTS (cont'd)

Developed and led a high-potential employee development program. Identified talent, designed and led conferences, created interaction, led meetings and secured cross-placement opportunities.

Results: 80 percent of participants advanced at least 2 position levels.

Re-engineered learning, performance and quality approach and organization. Transitioned L, P & Q across all departments from order-taking business support role to vision-driven strategic business partner; managed over 120 LPQ professionals accountable for training and quality audit of over 9,000 trainees and budgets of over \$7M.

Results: \$4M in savings.

Designed and developed College of Santa Fe program in Mediation and Facilitation for Americorps Program. Designed and developed curriculum and served as adjunct professor as instructor of program.

Results: Successful acceptance of program into Americorp Curriculum. Commended by Department Chair as Excellent Adjunct Faculty.

Mediated over 300 situations, including a multimillion-dollar real estate sibling disagreement. Created interpersonal mediation process; fostered relationships; provided win-win approach for division of land. **Result:** 4 siblings reinstated functional and pleasant relationships; fairly divided real estate inheritance.

Designed, developed and facilitated Monday Morning Leadership workshop. Created highly interactive reinforcing basic concepts of management and leadership.

Results: Grassroots workshop delivered over 125 times and is currently offered across enterprise; 85 percent continue to apply principles; increased employee satisfaction scores in direct supervisors by over 10 percent.

Created claims and customer service quality incentive program. Identified required targets; used continuous quality improvement approach for support; developed individual and site incentives.

Results: All 5 service centers involved achieved quality targets within 6 months.

PROFESSIONAL EXPERIENCE

1995-2012 **PRESIDENT AND SENIOR CONSULTANT** / New Perspectives, LLC, San Diego, CA

2011-2012: **ADJUNCT PROFESSOR BUSINESS LAW** / Ashford University, San Diego, CA

2011-2012: **HEAD OF LEARNING** / Aetna Inc., Hartford, CT

1997 – 2000: **CORPORATE DIRECTOR OF OPERATIONS, TRAINING & DEVELOPMENT**
Pacificare Healthcare (now United Healthcare), Santa Ana, CA

1995 – 2012: **PRINCIPAL / PRESIDENT**
New Perspectives (Mediation, Teaching & Facilitation), San Diego, CA

1994 – 1996: **PROGRAM MANAGER / CHIEF MEDIATOR**
New Mexico Center for Dispute Resolution, Santa Fe, NM

1992 – 1996: **ADJUNCT PROFESSOR LAW & MEDIATION/CONFLICT RESOLUTION**
DePaul University College of Law, Chicago & College of Santa Fe, NM

1979 – 1993: **MANAGING PARTNER / CHIEF LITIGATION ATTORNEY**
Creswell, Fares and Ryan, Attorneys at Law, Chicago Heights, IL

EDUCATION

Juris Doctorate, DePaul University College of Law

Master's Degree in Educational Leadership, College of Santa Fe

Bachelor of Arts in Speech Communications, Minor in English, University of Illinois at Chicago

Six Sigma Green Belt Certificate; Villanova University

Multiple Mediation Certificates

Member of the Illinois, New Mexico and California Bar Associations

Professional references provided upon establishment of mutual interest