

Training by Design, Incorporated

COURSE DIRECTORY

Employee & Leadership Training

Technology Training

Motivational Speaking

We Create Global Learning and Development Solutions Designed to Shift Cultures!

Celebrating 23 Years of Business

Excellence

Dina Bell Nance

Chief Culture Officer

L&D Consultant, Curriculum Designer, Facilitator, Global Speaker

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Introducing Dina Bell Nance

Dina Bell Nance, is considered a highly sought-after Global Speaker, Leadership & Development (L&D) Thought Leader, and Engaging Facilitator with a desire to spark passion, purpose, and power into every group she encounters. She has also been identified as an expert at designing, developing and delivering customized learning and development solutions for both the public and private sectors. Ms. Nance believes that by educating, equipping and engaging your staff with a spirit of excellence, you are able to create healthy and collaborative corporate cultures that will outlast the competition.

She brings over 35 years of project management, learning and development and instructional systems design experience. Mrs. Nance has held many Project Management, L&D Consulting, and Training Roles throughout her career. She designed transformative training programs for prestigious clients including the United States Marine Corps, the United States Department of the Navy, and the Federal Deposit Insurance Corporation (FDIC). These assignments have allowed her to travel to bases in both California and Hawaii, as well as regional FDIC offices across the U.S. These assignments were completed through Ciber, LLC and Dynamac. as a Senior Project Management Consultant/Senior Trainer. She now serves as the Founder and Chief Culture Officer of Training by Design, Incorporated, an award winning, woman-owned, minority-owned L&D firm whose mission is focused on creating “global learning and development solutions designed to shift cultures.” TBDI is celebrating 23 years in business excellence.

Mrs. Nance also develops servant leaders, high performing teams, and corporate cultures that desire to re-ignite passion, purpose, and power in their innovative workplaces. She is also focused on shifting corporate cultures to an atmosphere of accountability, civility & respect, collaboration, effective communication, high employee engagement, and trust all wrapped in a powerful inclusive framework. Many clients have stated that “Mrs. Nance is not just the founder, but the driving force behind the firm's success. A celebrated global speaker and facilitator, she infuses Passion, Purpose, and Power into every interaction, advocating that if “Learning doesn’t become lifelong, it will be gone!”

Mrs. Nance’s high energy, and her commitment to connect with participants, helps establish a memorable customer experience in the classroom. Furthermore, by adding customized course materials, interactive activities and exercises, and strategic group sessions, Mrs. Nance is able to transition the participants past just learning topics into experiencing those topics! She also reminds her clients often that "Toxic should not be the new normal" but powerful Leadership, Professional Development, and Technology Solutions must be developed in order to “Shift Your Culture” into Workplace Excellence - one workshop at a time! Along with her highly qualified team, they have been able to support many federal, local and state government agencies, private organizations as well as a variety of non-profit organizations

Mrs. Nance also earned a Bachelor of Science Degree in Computer Science, from the University of Maryland Baltimore County. She has also taken numerous classes and coursework toward a Masters’ Degree in the field of marketing at UMGC (formally named UMUC). She has also completed extensive training courses on developing training programs with Langevin Learning Center and completed technology training sessions with Oracle Software Applications over the years. In addition, she has completed a host of certified training programs for the Department of Corrections Prison Volunteer Program. Ms. Nance, as well as the other members of her team truly consider themselves life-long learners, and make it a point to attend workshops, seminars, and boot camps to ensure they bring top quality services to each of their clients. TBDI also follows the ADDIE Model for Instructional Design, and the Kirkpatrick Model for Evaluation and TBDI’s model for classroom synergy, connection and engagement!

Introducing Training by Design, Incorporated

TRAINING BY DESIGN, INCORPORATED

Training by Design, Incorporated (TBDI) is an award-winning, passionate and powerful small business. Our mission is focused on creating “*Global Learning and Development Solutions Designed to Shift Cultures.*” Currently celebrating 23 years in business excellence. TBDI provides learning and development solutions designed for success. We are focused on shifting corporate cultures to an atmosphere of accountability, civility and respect, collaboration, effective communication, high employee engagement and trust all wrapped in a powerful organizational development framework.

OUR SOLUTIONS

- The Culture Shift Success Leadership Series
- Customized Curriculum Design Services
- Leadership Training Solutions
- Project Management Coaching and Training
- Professional Development Solutions
- Technology Training Services
- Retreat and Keynote Speaking Engagements

OUTCOMES

L&D Solution Outcomes Shared With Us By Our Clients:

- We created stronger leaders that are now better equipped to inspire teams, make decisions, and drive organizational goals going forward.
- We helped establish more positive work environments, leading to higher productivity and reduced turnover.
- We assisted in improved workflow, reduced bottlenecks, and optimized performance in the workplace.
- We helped increase project design, development and successful delivery rates.
- We assisted in creating healthy corporate cultures that support growth, lowers turnover, & saves an organizations time and resources
- We helped improve internal & external communication streams which includes clearer messaging, & reduced misunderstandings.
- We assisted leaders with providing clearer, quantifiable impact on the organization's bottom line which includes increased revenue.

AWARDS

- Top 100 MBE Award - Oct 2019, Capital Region Minority Supplier Development Council
- Women of Leadership & Excellence Award - Sep 2018, MEA & Women Leadership Magazine
- Presentation Certificate of Appreciation for Project Management Session - Feb 2016 - PGCFUCU
- Women Business Leaders of Maryland by the Gazette - May 2010 - The Gazette Certificate of Appreciation
- Volunteer Prison Ministry / 20 Years - CCA - CTF / Department of Correction

Employee Training

The following workshops include a partial list of our most popular workshops designed, developed and delivered for both our Public and Private Sector clients.

BUILDING TRUST IN THE CORPORATE WORKPLACE

If customer service and satisfaction are integral parts of your business, regardless of its size, this training program is essential for you and your frontline staff. Your organization will gain the knowledge and learn methods and expert guidelines to help establish a competitive edge in this truly challenging decade. Today's organizations must perform rather than simply produce!

How You Will Benefit

- ⊞ Increase customer satisfaction
- ⊞ Know what customers expect
- ⊞ Increase your credibility with customers
- ⊞ Increase your value to your organization
- ⊞ Manage stressful situations more effectively
- ⊞ Learn how to deal with difficult customers

Who Should Attend

This is one training workshop that everyone in your company should attend. Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

CUSTOMER SERVICE EXCELLENCE

If customer service and satisfaction are integral parts of your business, regardless of its size, this training program is essential for you and your frontline staff. Your organization will gain the knowledge and learn methods and expert guidelines to help establish a competitive edge in this truly challenging decade. Today's organizations must perform rather than simply produce!

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Who Should Attend

This is one training workshop that everyone in your company should attend. Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

CUSTOMER SERVICE EXCELLENCE & DE-ESCALATION STRATEGIES

If customer service and satisfaction are integral parts of your business, regardless of its size, this training program is essential for you and your frontline staff. Your staff members will gain new knowledge, learn new methodologies and expert guidelines for offering outstanding customer service de-escalation methods for any difficult clients.

How You Will Benefit

- Review the Purpose of Customer Service Excellence & De-Escalation Strategies
- Evaluate customer service best business practice strategies
- Analyze differences between internal and external clients
- Identify and minimize customer service standards and develop customer service standards
- Effectively use customer service communication methods
- Analyze and apply techniques and strategies for customer service de-escalation methodologies

Who Should Attend

This is one training workshop that everyone in your company should attend. Any staff member that deals with clients on a daily basis and must encounter them in order to complete their daily assignments or projects.

CRITICAL THINKING SKILLS

In today's workplace, individuals are expected to work at a higher level than ever before. In many agencies and organizations, projects, events, daily task and group assignments must be evaluated, analyzed, reviewed and completed quickly, so critical thinking skills are mandatory. The purpose of this workshop is to provide Leaders and Staff Members with a wide range of new strategies and tools to ensure they are meeting and exceeding expectations and assignments in their busy workplace culture.

How You Will Benefit

- Identify importance of critical thinking skills in the workplace
- Evaluate the benefits of critical thinking skills
- Acknowledge your "Why" in the critical thinking process
- Evaluate qualities and characteristics of critical thinkers
- Review mental blocks to critical thinking
- Analyze standards of critical thinkers

Who Should Attend

This is one training workshop that everyone in your company should attend. Critical thinking skills are a game changer for every position in the agency or organization. Once your thoughts and ideas are elevated, so are your problem-solving skills and outcomes.

CREATIVE PROBLEM-SOLVING SKILLS

If customer service and satisfaction are integral parts of your business, regardless of its size, this training program is essential for you and your frontline staff. Your organization will gain the knowledge and learn methods and expert guidelines to help establish a competitive edge in this truly challenging decade. Today's organizations must perform rather than simply produce!

How You Will Benefit

- ⊖ Increase customer satisfaction
- ⊖ Know what customers expect
- ⊖ Increase your credibility with customers
- ⊖ Increase your value to your organization
- ⊖ Manage stressful situations more effectively
- ⊖ Learn how to deal with difficult customers

Who Should Attend

This is one training workshop that everyone in your company should attend. Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

CONDUCTING EFFECTIVE MEETINGS

On a daily basis, meetings are used as the most common way to communicate in Federal, State, and Local Government agencies as well as Private Organizations. One of the challenges is that, many studies have shown that more than 60% of meetings that are held are ineffective, non-productive and chaotic. This training will provide a host of strategies on how to prepare for and conduct an effective meeting in the Corporate Workplace.

How You Will Benefit

- Evaluate the purpose and power of conducting an effective meeting
- Acknowledge the purpose of your meeting and analyze different types of meetings
- Evaluate characteristics of successful meetings
- Review the roles of the meeting attendees
- Analyze preparation for a successful meeting

Who Should Attend

This is one training workshop that everyone in your company should attend if they desire to lead or contribute to successful meetings for their department or agency.

EMOTIONAL INTELLIGENCE 101 – LEARN HOW TO BRING YOUR “A GAME” TO WORK EVERYDAY

Emotional Intelligence is still one of the greatest skillsets needed in the Corporate Workplace in order to manage priorities, tasks and of course, emotions. According to Positive Psychology, “Emotional intelligence (EI) forms the juncture at which cognition and emotion meet, it facilitates our capacity for resilience, motivation, empathy, reasoning, stress management, communication, and our ability to read and navigate a plethora of social situations and conflicts. EI matters and if cultivated affords one the opportunity to realize a more fulfilled and happy life.”

How You Will Benefit

- Evaluate the purpose and power increasing your Emotional Intelligence in the workplace
- Recognize the components of Emotional Intelligence and how to apply them in your daily life
- Analyze ways to increase your EI in the Workplace
- Address your mindset in the midst of EI
- Evaluate success strategies for EI

Who Should Attend

This is one training workshop that everyone in your company should attend.

EMOTIONAL INTELLIGENCE, IMPACT AND INFLUENCE

Emotional Intelligence is still one of the greatest skillsets needed in the Corporate Workplace in order to manage priorities, tasks and of course, emotions. According to Positive Psychology, “Emotional intelligence (EI) forms the juncture at which cognition and emotion meet, it facilitates our capacity for resilience, motivation, empathy, reasoning, stress management, communication, and our ability to read and navigate a plethora of social situations and conflicts. EI matters and if cultivated affords one the opportunity to realize a more fulfilled and happy life.” This workshop will also focus on the power of proven strategies associated with increasing staff member’s Impact and Influence in the workplace.

How You Will Benefit

- Evaluate the purpose and power increasing your Emotional Intelligence in the workplace
- Recognize the components of Emotional Intelligence and how to apply them in your daily life
- Analyze ways to increase your EI in the Workplace
- Address your mindset in the midst of EI
- Evaluate success strategies for increasing Impact and Influence in the workplace

Who Should Attend

This is one training workshop that everyone in your company should attend. Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

THE LEADER WITHIN: PASSION, PURPOSE AND POWER

In today's corporate workplace, staff members desire more than the standard work assignments, but they are interested in projects, tasks and assignments that bring them purpose, power and passion in the Corporate workplace. This Power-packed workshop is designed to re-ignite both your leaders and staff members around the areas of their Passion, Purpose and Power. We will also address the Mindset and basic Management Strategies for the participants.

How You Will Benefit

- Evaluate characteristics of a successful leader
- Acknowledge your “Why” in the leadership process
- Identify and Ignite Your Passion in the Corporate Workplace
- Identify and Ignite Your Purpose in the Corporate Workplace
- Identify and Ignite Your Power in the Corporate Workplace
- Assess mental wellness & the powerful leader
- Evaluate the mindset and basic management strategies for success

Who Should Attend

This is one training workshop that everyone in your company should attend. Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staff.

MASTERING AI FOR WORKPLACE SUCCESS STRATEGIES

Artificial Intelligence is rapidly growing technology in modern world. Artificial Intelligence machines have the ability to learn from its past experiences and feels comforts for new inputs and perform those tasks which a human want to perform. Today, most companies use artificial intelligence to improve their working efficiency and progress. They use different intelligent techniques to make their business predictions.

How You Will Benefit

- Evaluate the power and core purpose of Artificial Intelligence (AI)
- Implement the benefits of generative AI
- Review differences between generative AI & other AI methodologies
- Use basic generative AI processes to solve problems in the workplace
- Identify and use Artificial Intelligence (AI) success strategies from Brookings & Harvard Business Review
- Apply AI concepts and strategies into your workplace projects, assignments and collaborative efforts

Who Should Attend

This is one training workshop that everyone in your company should attend. The knowledge of new Artificial Intelligence strategies are crucial for workplace efficiency, growth, and problem solving for the Executives, Leaders, Managers, Staff and Contractors in your agency.

NETWORKING SKILLS THAT OPENS DOORS

Networking is not only about trading information and trying to get others to buy what you are selling but also serves as an avenue to create long-term relationships with mutual benefits. Networking has also grown to be a strong viable tool for the workplace promotion, collaboration and connection.

How You Will Benefit

- Analyze the importance and power of networking in and outside of the workplace
- Use unique and innovative strategies for networking in and outside the workplace
- Review techniques for preparing and practicing phenomenal ways to network
- Identify engaging and collaborative ways for networking and building long-term relationships on LinkedIn

Who Should Attend

This is a training workshop that should be attended by those individuals that would like to gain insight, confidence and strength in Networking in both in-person events and virtual platforms. This is also a great workshop for those individuals attempting to position themselves for promotion in their workplace.

PUBLIC SPEAKING AND PRESENTATION SKILLS FOR SUCCESS

Public speaking is supposed to be a game changer in your workplace, your business and your community projects. If done correctly, your words, energy and commitment to excellence should shift the audience and charge them to make a change that brings about a powerful change from your speech.

How You Will Benefit

- Evaluate the purpose of public speaking skills in your position
- Learn the art of presenting with power in the workplace
- Identify 4 common types of speeches
- Address the concepts of writing a great speech
- Learn how to manage stress in your speech delivery process

Who Should Attend

This is one training workshop that everyone in your company should attend if they desire to present themselves and their work at a greater level of professionalism, passion and power.

PROJECT MANAGEMENT FOUNDATIONAL SKILLS FOR SUCCESS

Project Management Foundational skills are some of the most important skills for any leader or staff member to master. The concept of project management refers to the strategies used to manage the life cycle of your project or program in the corporate workplace. This concept brings many myths, so this course will focus on those mandatory basic concepts identified by the GAO office.

How You Will Benefit

- Evaluate the power and purpose of project management
- Review and define project management success strategies
- Analyze Project Management benefits
- Evaluate GAO project management terms and strategies & review FDIC business case
- Address project management life cycle methodologies and agile terminology
- Analyze basic steps for creating basic project management plan

Who Should Attend

This is one training workshop that everyone in your company should attend unless they have already completed more advance project management training and/or has led many successful projects in their past business life.

Business Case Solutions

TRAINING BY DESIGN, INCORPORATED – BUSINESS CASE SOLUTIONS

Training by Design, Incorporated (TBDI) has developed six business cases that are aligned with the most common challenges in the Corporate Workplace at this time. These package deals are ideal for your culture shift success moves in the corporate workplace.

BUSINESS CASE SOLUTION FOR CUSTOMER SERVICE CHALLENGES

- Customer Service Excellence OR
- Customer Service Excellence & De-Escalation Strategies
- Critical Thinking Skills for Success
- Time Management Techniques & Tips
- Mastering AI for Workplace Success Strategies
- Emotional Intelligence 101 - Learn How To Bring Your "A Game" To The Office Everyday

BUSINESS CASE SOLUTION FOR ACCOUNTABILITY CHALLENGES

- Collaborating, Connecting & Communicating with Power
- Customer Service Excellence & De-Escalation Strategies
- Critical Thinking Skills
- Project Management Foundational Concepts OR
- Customized Project Management & MS Project Skills

BUSINESS CASE SOLUTION FOR TEAM BUILDING CHALLENGES

- The Leader Within: Passion, Purpose & Power
- Collaborating, Connecting & Communicating with Power
- Building Trust in the Corporate Workplace
- Creative Problem-Solving Skills for Success
- Managing Difficult Conversations in the Workplace

BUSINESS CASE SOLUTION FOR NEW SUPERVISOR CHALLENGES

- Emotional Intelligence, Impact and Influence
- Leading with Passion, Purpose and Power
- Conducting Effective Meetings
- Project Management Foundational Concepts for Success OR
- Customized Project Management & MS Project Workshop
- Customized Project Management & MS Project Workshop

Business Case Solutions - Continued

BUSINESS CASE SOLUTION FOR NEW SUPERVISOR CHALLENGES

- Emotional Intelligence, Impact and Influence
- Leading with Passion, Purpose and Power
- Conducting Effective Meetings
- Project Management Foundational Concepts for Success OR

BUSINESS CASE SOLUTION FOR SALES & RELATIONSHIP BUILDING CHALLENGES

- Sales Training 101 – Preparation, Presentation and Profit
- Public Speaking & Presentation Skills for Success
- Critical Thinking for the Sales Professional
- LinkedIn for Business Development
- Networking Skills that Opens Doors

BUSINESS CASE SOLUTION FOR POOR TECHNOLOGY SUPPORT & SLOW DELIVERY TIMES

- Mastering AI for Technology Success Strategies
- MS Excel Level 1 & Level 2 / Best Business Practice Strategies
- MS Word Level 1 & Level 2 / Best Business Practice Strategies
- MS PowerPoint Level 1 & Level 2 / Best Business Practice Strategies
- Customized MS Access Database Design Level 1 & Level 2

The Culture Shift Success Leadership Series

The Culture Shift Success Leadership Series is designed for either new or seasoned leaders that desire greater confidence, wisdom and knowledge in key areas associated with Leading as a Coach. Each of the workshops in this series cover core topics designed to enhance the leaderships toolbox as well as provides insights on how to manage themselves at a greater level in the Corporate Workplace.

- Leadership Fundamentals & Communicating with P3: Power, Purpose and Professionalism

- Leading with Passion, Purpose, and Power - Oh My!

- Leading with Accountability, Boldness and Collaboration

- Leading and Creating a Framework of Respect & Civility

- Leading, Delegating and Managing Feedback Effectively for Success

- Leading with Emotional Intelligence and Empathy

- Leading with Impact, Inclusion and Influence

- Leading & Building a Culture of Trust in the Corporate Workplace

- Leading and Building High Performing Teams

- Leading and Implementing Project Management Strategies for Success

Clients- Past Performance: Federal / State / Local Government Agencies

Federal / State / Local Government Agencies

- Office of the Director of National Intelligence
- Federal Aviation Administration & NBCFAE
- Federal Trade Commission
- U.S. Department of State
- U.S. Food and Drug Administration
- U.S. Department of Homeland Security
- U.S. General Services Administration
- U.S. Interagency Council on Homelessness
- U.S. Office of Personnel Management
 - Toastmasters Club
- Maryland Transportation Authority
- Prince George's County Government – SDDD
- Revenue Authority of Prince George's County
- M-NCPPC – Prince George's County Parks & Recs
- M-NCPPC – Montgomery Planning Department
- M-NCPPC – Montgomery County Parks

Senior Consultant

- Cyber, LLC - Federal Deposit Insurance Corp
- Dynamac - U.S. Department of Navy
- Dynamac - U.S. Marines Corps

Total Learning Solutions - Prime

- Baltimore County Government
- Library of Congress
- Washington Metropolitan Area Transit Authority

Knowlogy, LLC - Prime

- United States Patent & Trade Office
- Government Accounting Office
- Washington Metropolitan Area Transit Authority
- The Pentagon, Office of Assistant Secretary of Defense

Enlightened, LLC - Prime

- U.S. Department of Justice
- U.S. Court System, District of Columbia
- U.S. Department of Housing and Urban Development
- Metropolitan Police Department
- Court Services and Offender Supervision Agency
- Pretrial Services Agency
- Bureau of Alcohol, Tobacco and Firearms

USDA Graduate School – Adjunct Faculty

- U.S. Coast Guard
- U.S. Department of Transportation
- U.S. Department of Veterans Affairs
- Bureau of Alcohol, Tobacco and Firearms
- Federal Aviation Administration
- Federal Bureau of Investigation
- Social Security Administration

Clients- Past Performance / Private Sector & Non-Profit Organizations

Private Organizations

- Constellation
- Procter & Gamble – Cover Girl Cosmetics
- McKennon, Shelton and Henn, LLP
- Industrial Bank
- Johns Hopkins Hospital
- The MD/DC Supplier Development Council
- CAMRIS International – U.S. Department of VA

Non-Profit Organizations

- BASIS DC
- Bowie State University – Volunteer/MIS Dept.
- University of Maryland, University College
- Howard Community College
- Howard County Chamber of Commerce
- Prince George’s County Chamber of Commerce
- Howard University IT Staff & SBDTC
- The Arc of Prince George’s County
- Associated Black Charities
- Humanim, LLC
- South Baltimore Learning Center
- Prince George’s County Public School System

Testimonies

Maryland National Capital Parks and Planning Commission – Current Client / 11 Years

I worked with Mrs. Nance and Training by Design, Inc. during my tenure as Training and Development Manager for the M-NCPPC, Department of Parks and Recreation in Prince George's County, MD. Upon meeting Mrs. Nance, I was immediately impressed with her expertise and ability to connect with our leaders and our learners. I extended the opportunity to design a solution to support our MS Office conversion project and she quickly became an excellent fit for the agency. Some of the topics in this project included MS Outlook, MS Word, MS Excel, MS Access and MS PowerPoint.

Training by Design, Inc. designed a lab solution that reached about 20% of our employee users and a job aid that we provided to the remainder of our employee users. As a result, our IT division had lower than anticipated call volume from employees during the system conversion.

Our department's training needs evolved requiring us to offer a more robust soft-skill course offering, we extended our relationship with Training by Design to offer workshops on the following topics including: Public Speaking & Presentation Skills for Success, Customer Service Excellence, Conducting Effective Meetings in the Workplace and Critical Thinking Skills for Success. Our staff often commented on Training by Design's expertise, engagement and knowledge of the subjects.

Mrs. Nance and Training by Design, Inc. good reputation with DPR earned them opportunities to partner with other M-NCPPC departments to deliver training solutions including Montgomery County Planning Department and Montgomery County Parks Department. The value Mrs. Nance and her team brought to M-NCPPC was impeccable. In every instance, they promote a highly collaborative, engaging, and interactive learning environment for all their training solutions. I highly recommend them.

Darryl Wyles, May 2017

Former Training and Development Manager

Maryland National Capital Parks and Planning Commission (M-NCPPC)

Senior Facilitator - ATD

Federal Aviation Administration

As an Air Traffic Staff Member and fellow business owner who firmly believes in the capability of an appropriately managed workplace – I wholeheartedly recommend Training by Design’s “Building a Culture of Trust in the Hybrid Workplace” course.

The information presented was technically correct and beneficial; however, much of the intrinsic value was produced by Ms. Nance’s ability to represent herself and others. The level of professionalism and culture she brings to the course is exquisite and leaves people asking if they themselves can be better represented by changes in their own behavior.

Ms. Matthews’ service as a co-facilitator was also appreciated as her separate point of understanding and recognition enables the audience to be communicated with in a way that one person could never accomplish.

Altogether, with authenticity, logic, and empathy, I can say look no further for a course which will improve the quality of your management/employee team.

Sincerely,

ZC, November 2022 / FAA Staff Person

U.S.I.C.H.

As the former CFO/CAO for the Federal U. S. Interagency Council on Homelessness, it was an honor to work with both Training by Design's Owner Dina Bell Nance as well as members of her training team as they developed a mini-series for our leaders and staff. While the series included a variety of technical and professional development topics, I believe the highlight of the series included a highly impactful Customized Project Management session for both our leaders and staff members. While my leaders and team members were all at different levels, Ms. Nance and her team worked tirelessly at adjusting, correcting and managing everyone's expectations throughout the entire retreat to ensure everyone left with additional skillsets on that particular day. I highly recommend Ms. Nance and Training by Design, Inc. to deliver your future learning and development solutions!

Dr. Darren Franklin, November 2021

Revenue Authority of Prince George’s County

Our team had a wonderful experience with Dina Nance. She took time to understand what our needs were prior to and during the training, shifting and leaning in where the staff needed more attention. She left her mark on the staff and the training resonated!

Audra Russell, May 2020

Maryland Transportation Authority

The Leader Within: Passion, Power and Project Management

“If you are seeking to create and sustain a highly competent, customer focused and employee driven culture—if you are committed to creating a team or organization that thinks strategically, learns proactively and changes tactically then Training By Design, Inc. is your MVP (Most Valuable Partner)! A highly sought after culture elevation thought leader, Dina Bell Nance is the secret to Chief Learning Officers or organizations that are rebuilding or growing sustainable success. Dina’s powerful team will get your team and organization motivated to make excellence together a habit!”

Towanda Livingston, November 2021

Enlightened, LLC – Client: Department of Justice

Dina is an exceptional SME on Software Testing, Debugging, and End User Training. She supported a multi-million dollar mission critical engagement flawlessly with excellent results exceeding her objectives. She is an asset to any organization she supports and works for at this time.

Habib Nasidbar, October 2011

Humanim, LLC

Dina and her team of experts worked with the staff of Humanim as part of our East Baltimore Training Program in IT/Office Technology. Dina's level of professionalism, enthusiasm, commitment to excellence and technical knowledge pushed her to the top of our list! It's rare to work with such a committed team who consistently went above and beyond to assist us.

Cindy Truitt, June 2011

Respectfully,



Dina Bell Nance, Chief Culture Officer

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