

Richard Wood

Learning & Development Leader

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Professional Summary

Learning and development leader who turns organizational objectives into behavior change at scale, with a 96.6% satisfaction rating across enterprise-wide programs for all-organizations, from Fortune 100 enterprises to single site organizations..

Core Competencies

Learning & Development	Leadership Development · Curriculum Design · Program Design & Delivery · Facilitation · Cohort & Train-the-Trainer Models · Coaching Solutions · Post-Training Reinforcement · Organizational Development · Blended Learning · Training Evaluation & ROI · Instructional Design · ADDIE · SAM · Adult Learning
Talent & Operations	Leading Teams · Stakeholder Management · Employee Relations · Cross-Functional / Matrixed Partnership · Needs Diagnosis · Talent Operations · Onboarding Design · Data Literacy & Program Evaluation · Workforce Planning · Retention · Budget Management · Collaboration · Program Management · Business Needs · Stakeholder Partnership
Technology & Tools	AI-Enabled Learning Tools · Learning Management Systems (LMS) · Coaching Platforms · TalentLMS · Canvas LMS · Articulate 360 (Rise, Storyline) · Notion · Adobe Creative Suite (InDesign, Illustrator, Photoshop) · HTML/CSS/JavaScript · Office · Microsoft Teams
Languages	English (native) · Spanish (near-native proficiency)

Work Experience

Learning Experience Director | IFI Training Jan. 2017 - July 2026

- Designed and delivered workshops earning a 96.6% average satisfaction rating across client evaluations, with consistent metrics and feedback loops informing iterative program refinement
- Designed leadership development programs for a combined global workforces of nearly 400,000 across organizations, including people leaders (new managers through senior leaders)
- Developed course materials, manuals, and reinforcement resources, including 17 published training manuals and the Application Packet, extending learning from delivery to on-the-job application
- Collaborated with sales team to meet customer training needs by directing instructional designers and customizing learning content and delivery
- Conducted needs assessments and stakeholder intake conversations to identify critical skills and target learning where it drives the greatest business impact
- Administered LMS platforms (TalentLMS, Moodle, Canvas), including course setup, user management, content migration, and reporting, supporting blended and asynchronous delivery at scale

Bilingual Lead Recruiter & Site Manager | PrimeSource Staffing January 2014 – December 2016

- Turned around an at-risk client relationship, generating \$15.6 million in annual revenue
- Designed and implemented a quality-of-hire improvement program; awarded best retention rate across the organization in 2015
- Administered full-cycle HR responsibilities (onboarding, benefits administration, employee relations, conflict resolution, and retention) for sites of 120+ employees
- Decreased time-to-fill for difficult-to-source roles by 23% through proactive candidate pipelining and employer brand development
- Conducted all recruiting, onboarding, and employee relations in both English and Spanish for a bilingual frontline workforce

- Supervised instructional staff and resource center operations, building individualized coaching and development plans to raise instructor effectiveness and resolve team performance issues
- Developed language training curriculum adopted across a program of 2,340+ learners, establishing standardized instructional methods and proficiency benchmarks
- Piloted and refined new instructional approaches, then scaled successful methods to 1,200+ instructors
- Redesigned recruiting and onboarding procedures, cutting onboarding time by 50%

Publications & Proprietary Frameworks Developed

- ***Clear By Design: Creating Communication that Matters Using the Process Approach™*** — Teaches a 3-phase methodology for designing professional communication to consistently achieves its purpose.
- **The Process Approach™** — Proprietary 3-phase communication design methodology. Original IP developed and codified for use in corporate training programs.
- **3D Relationships™ Framework** — Proprietary interpersonal development model built around the progression from appreciation → respect → trust. Used by hundreds of professionals.
- **Spots & Stripes: Character™** — A framework for understanding others to proactively developing common ground.
- **Trail Guide™** — AI-powered individualized coaching platform. Extends workshop learning into sustained, personalized behavior change.

Education & Professional Affiliations

Bachelor of Arts, Linguistics

April 2013

Brigham Young University, *Provo, Utah*

North Texas SHRM, VP of Membership

2023–present

- Led two Core Leadership Area Directors