

JERI MAE ROWLEY

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EDUCATION and CERTIFICATION

Coursework Completed: Doctor of Education, Education Leadership University of Montana
Currently Researching the Impact of Emotional Intelligence on Leadership Effectiveness

Master of Social Science: Human Resource Management Utah State University, master's
thesis explored application of Quality Improvement in Federal Agencies.

Bachelor of Science: Business Management University of Idaho, "Outstanding Senior of the Year"

Advanced Conflict Management Certification Kilmann Diagnostics; Thomas-Kilmann Conflict
Instrument, T.K.I.

Extended DISC International Certification Extended DISC® is a suite of scientifically validated, online
leadership and communications assessments.

Educational Institute, American Hotel and Lodging Association Certified Instructor, Rooms Division
Management and Hospitality Marketing

PROFESSIONAL EXPERIENCE

Professional Trainer, Facilitator, Consultant and Keynote Speaker, 2003-Present
Self-employed

Keynote speaker for regional, state, provincial, national and international conferences. Invited to
present keynotes and concurrent sessions in 39 states, Canada and the US Virgin Islands.
Provide leadership, communications and customer service training for businesses and
organizations. Clientele are an intriguing variety of industries and organizations: from the
Federal Reserve to National Wildlife Preserves; municipalities to multi-media; semiconductors
to pet cemeteries; drill bit manufacturing to tropical island resorts.

College Business Instructor, 1993-2003

Flathead Valley Community College (FVCC), Kalispell, Montana

Full-time, tenured instructor of Hospitality and Tourism Management, Human Resource
Management, Leadership and Small Business Management courses at FVCC. Responsible for
curriculum development, program development, supporting adjunct instructors, and advising
students in three program areas. All courses featured extensive writing and presentation skills
opportunities and development for students.

Statewide Travel Montana Superhost Coordinator, 1998-2003

College Workforce Training Coordinator, 1998-2000

Flathead Valley Community College (FVCC), Kalispell, Montana

Served a two-year term, half-time assignment with the FVCC Continuing Education to enhance the
Workforce Training Department. Increased FVCC workforce training enrollment by over 430%
delivering training for a variety of Montana employers. Responsibilities included training needs
assessment, curriculum development, trainer recruitment, training delivery, and building numerous
community partnerships.

Authored a successful proposal and was awarded a \$270,000 multi-year contract with Travel
Montana to deliver annual Superhost Customer Service training statewide to over 2,000
Montana travel industry employees, and managers. Developed new seminar annually for 10
years. Recruited, trained and coordinated training events for five trainers statewide. Authored
a successful grant to develop the Montana Teens in Tourism program in partnership with
Montana State University Extension, 4-H. The curriculum assisted high school students
interested in exploring careers in the tourism industry.

PROFESSIONAL EXPERIENCE (continued)

Grant Coordinator, Carl Perkins Leadership Grant, 1993

Community Education, Flathead Valley Community College

Created comprehensive leader's guides, participant workbooks, and related instructional materials for 15, four-hour workshops. Workshop topics included Supervision, Quality Improvement, Teamwork, Delegation, Communications, Meeting Management, Conflict Resolution, Change Leadership and Customer Service.

Instructor of Hospitality and Tourism, 1988-1991

Stevens-Henager College of Business, Ogden, Utah

Developed core curriculum and served as full-time instructor for a new Associate's degree in Hospitality and Tourism. Program adopted in five states. Also coordinated externship experience opportunities for the Tourism Management students.

Adjunct Instructor, 1988

Part-time, Flathead Valley Community College, Kalispell, Montana

Instructed Salesmanship course for night-school students.

Special Promotions Coordinator, 1987

Part-time, The Daily InterLake, Kalispell, Montana

Developed special advertising promotions for daily newspaper.

Retail Manager, 1981-1987

Ray Holes Saddle Company, Grangeville, Idaho

Advertising manager, buyer, and retail sales manager for a family-owned saddle manufacturing and western retail store. Developed a 72-page mail order catalog. Trained retail staff. Promoted business at trade events in the Western United States.

ACHIEVEMENTS, HONORS and SERVICE

- National Speakers Association District of Columbia President Elect 2018
- Association for Talent Development: DC Metro Chapter, VP Finance 2018
- Ballston Toastmasters President 2018
- National Speakers Association, Loveless Award for Leadership Excellence 2015
- Business Writer, *Montana Woman Magazine since 2004*
- SPEAKER Magazine Advisory Board, 2011
- Successful Grant Writer for Carl Perkins Leadership
- Successful Grant Writer for Teens in Tourism Grant
- Successful Grant Writer for Lewis and Clark Bicentennial,
- Successful Grant Writer Idaho Travel Council
- Past President, National Speakers Association: Mountain West Chapter, 2011
- President, Northwest Speakers Association, 2007
- Montana State SHRM Above and Beyond Award 2006
- President, Society of Human Resource Management, Great Falls, Montana 2007
- National Speakers Association: National and Mountain West Chapter, Member
- Montana Governor's Tourism Person of the Year, Glacier Country
- National Visiting Scholar Award, National Tourism Association Foundation
- National Tourism Foundation Education Advisory Board, Member
- Executive Producer, *Lewis and Clark: Montana's Story*, Educational Video
- Lewis and Clark Bicentennial Commission, Education Committee Member
- President, Flathead Convention and Visitor Bureau
- President, Flathead Valley Community College Faculty Senate