



# Holly Benner

## CONSULTANT + EXECUTIVE COACH

### CONTACT

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### EDUCATION

#### 2023

Executive Leadership and  
Performance Coaching  
Brown University

#### 2005-2007

M.S., I/O Psychology  
Clemson University

#### 2001-2005

B.A., Psychology  
Agnes Scott College

### SKILLS

- L&D
- Learning Strategy
- Needs Analysis
- Instructional Design
- Executive Coaching
- Facilitation
- Talent Development

### PROFILE

**Creative thought leader of world-class learning and development solutions** that drive deep knowing-and-doing in changing and challenging environments.

**Results-driven learning consultant with over 15 years of experience serving global clients** in unlocking the potential of their people through expert consulting and coaching. Proven expertise in analyzing, designing, developing, and implementing impactful L&D initiatives across diverse industries.

**Trusted partner in maximizing the capabilities of individuals at all organizational levels**, from new hire onboarding to executive leadership development. Recognized for providing valuable insights and support in driving change initiatives and identifying untapped potential in individuals.

### WORK EXPERIENCE

#### **Owner and Principal Consultant, Metta Performance, LLC**

2020-Current

Representative engagements include:

#### **Learning Architect | Merck**

- Analyzed organizational needs to create comprehensive learning strategies for a variety of customers across the business.
- Aligned learning initiatives with business goals in collaborate with cross-functional teams and stakeholders.

#### **Human Resource Transformation Consultant | Silicon Valley Bank**

- Conducted audience and task analysis to assess training requirements and desired outcomes.
- Designed a new HR service center onboarding program, with a focus on new service center personnel assuming tasks from other teams.
- Collaborated with stakeholders, including HRBPs and service center users, as well as learning designers to ensure training enhances performance.

#### **Global Learning Experience Consultant | Johnson and Johnson**

- Managed all activities and logistics of end-user training for a global SAP transformation initiative.
- Engaged various stakeholders to align work-streams focused on business adoption and business readiness including communication campaigns.
- Successfully managed end-user deployment and delivery of a global, multi-wave training effort.

### **Learning and Performance Consultant | Meta**

- Designed and delivered a global learning program for Risk Operations managers focused on coaching skills to enhance employee retention.
- Successfully captured and communicated relevant outcomes, observations, and performance summaries to management, providing valuable insights for decision-making.
- Fostered strong relationships with key stakeholders and cross-functional partners to ensure alignment with organizational goals and priorities.

### **Learning and Development Consultant | PA Small Business Development Center**

- Developed industry leading curriculum aimed at reaching over 15,000 entrepreneurs across Pennsylvania.
- Responsible for the academic integrity of the curriculum throughout all sixteen SBDC centers, while ensuring the program's curriculum design conforms to organizational goals and institutional accreditation standards.
- Launched a Learning Management System (LMS) to empower pre-venture business clients across the state.

### **Learning Consultant | Turner Construction**

- Designed and developed specialized compliance training deliverables, ensuring adherence to regulatory requirements and industry best practices.
- Leveraged expertise in instructional design to create engaging and impactful training materials that meet the unique needs of diverse audiences.
- Collaborated with stakeholders to ensure training programs align with organizational objectives and contribute to measurable improvements in performance.

### **Senior Instructional Systems Designer, Victor 12, Inc.**

2010-2020

- Designed and developed optimized learning solutions for government agencies, aligning with organizational goals and priorities.
- Created learning assessments, tests, and measures tailored to client specifications, ensuring effective learning transfer and knowledge retention.
- Leveraged industry-leading development tools such as Captivate, Audacity, and Camtasia to create high-quality learning content.
- Collaborated closely with subject matter experts and stakeholders to gather requirements and ensure the accuracy and relevance of learning materials.

### **Principal Instructional Designer + Team Lead, Gemini Technologies, Inc.**

2015-2019

- Demonstrated success in project managing multi-million-dollar contracts for esteemed government clients, notably including the US Navy.
- Designed, developed, and launched highly effective learning solutions to meet specific training needs, resulting in the successful training of US Sailors.
- Led and managed a diverse team of Instructional Designers, Graphic Artists, Virtual Technology Developers, Subject Matter Experts (SMEs), and Stakeholders, ensuring the development of engaging and impactful content that met rigorous client standards and specifications.
- Proficiently utilized a range of industry-leading tools and technologies, such as Captivate, PowerPoint, Virtual Task Trainers, hands-on Task Trainers, Audacity, and Camtasia, to create compelling and interactive learning experiences.

### **Senior Instructional Designer, AmeriGas**

2010-2015

- Developed, designed, and managed content for diverse training initiatives, encompassing leadership development, mentoring skills, time management, and customer service.
- Collaborated closely with SMEs and Stakeholders to create impactful programs tailored to specific outcomes in areas such as safety, marketing, distribution, supply chain, and accounting.
- Actively contributed as a member of the Corporate Sustainability Committee, championing green initiatives to promote environmental responsibility.

## **Organizational Analyst, Aptima Inc.**

2009-2010

- Designed innovative, human-centered, cognitive-based training solutions for government agencies.
- Developed training materials for ILT and WBT including presentation slides, learning activities, assessments, user guides, and job aides.
- Managed and analyzed data for quantitative evaluation on a variety of top-secret level government projects.

## **Independent Consultant**

2007-2009

- Successfully developed Call Center Onboarding training programs, as a comprehensive learning experience designed to equip new hire call center representatives with the skills to handle any incoming call, resulting in a significant reduction in transfer rates.
- Designed and implemented a highly effective one-day classroom Coaching program for Supervisors, based on valuable focus group feedback. This program addressed the need for supervisors to enhance their communication skills.

## **VOLUNTEER ACTIVITIES**

### **Director of Radical Performance Improvement at ISPI, Southern California Chapter**

- Serves on Board of Directors. Leads monthly conversations on radical performance improvement at work from thought-leaders and experts who think out-of-the-box.

### **Co-Director at COO Forum, New York, NY**

- I facilitate collaborative peer learning, thought leadership, and professional development for COO's and other Second-in-Command Executives.

### **Mentor, World Triathlon Organization**

- Support female coaches in developing nations to grow their coaching skills and community impact.

## **SELECTED PRESENTATIONS AND PUBLICATIONS**

Pilcher, J. J., Geldhauser, H. A., Beeco, J. A., & Lindquist, T. A. (2013). Controlled attention and sleep deprivation: Adding a self-regulation approach? *International Journal of Psychology*, 5, 71-83.

Pilcher, J. J., Geldhauser, H. A., Beeco, J. A., & Lindquist, T. A. (2012). Controlled attention and self-regulation in sleep deprivation conditions [Abstract]. *Apexia*, 19, 8.

Geldhauser, H. A. Scheduling Flexibility, Income, and Diversity: An Experimental Investigation of Recruiting Older Workers. Published by VDM Publishers, Inc. Germany (2008, January).

Geldhauser, H. A. Older workers; A study of Emeritus Professors. Symposium presentation given at the annual Society of Industrial Organizational Psychologists Conference, New York, New York (2007, May).

Gallimore, S. A., Hughes, J. L., & Geldhauser, H. A. (2007). Marriage length, spousal support, and marital satisfaction in dual income couples. *Modern Psychological Studies*, 12(1), 61-69.

Taylor, M.A. & Geldhauser, H. The challenges facing lower income workers: Problem identification and practical solutions. Published in K. Shultz and G. Adams' *Aging and Work in the 21st Century*. Text is included in the *Applied Psychology* series, edited by E. Fleishman and J. Cleveland (2006, November).