

# Jennifer S. Stouse

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## TRAINING AND FACILITATION SPECIALTIES

- **Cross-cultural Training & Development • Training Needs Assessment & Evaluation**
- **Training Course Preparation, Development & Tracking • Training Coordination**

Professional Educator/Trainer with **demonstrated proficiency** in instruction, tutoring, curriculum development, translation, publishing and program development within academic and business environments. In-depth knowledge of English language and American culture, competent in German and has worked extensively with Arab, Asian, South American, European and African cultures. **Outstanding relationship-builder and team leader** with the ability to **instill the desire in others to learn** and strive for excellence. Background encompasses universities, community colleges, private schools, public organizations and non-profit agencies.

## CORE COMPETENCIES

- Cross-cultural training
  - Needs assessment
  - Curriculum development
  - Workshop facilitation
  - Teacher training
  - Program coordination
  - Acculturation
  - Language acquisition
  - Mentoring
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## EXPERIENCE

### **Colgate-Palmolive, Bentonville, AR.**

#### **Language Trainer**, 2007-2008

- Designed engaging lessons and workshop activities regarding pronunciation, business English and presentation and discussion skills **resulting in increased confidence and language skills and increased international marketing sales** in particular with Wal-Mart.
- Assessed and addressed specific pronunciation issues for European employees of Colgate-Palmolive thus **improving communication skills.**

### **University of Arkansas: Spring International Language Center, Fayetteville, Arkansas.**

#### **Faculty**, 2004 – 2006.

- Designed courses for and trained international English teachers in methodology and pedagogy for the SEP/Comexus program **resulting in application of training upon return to Mexico and a 5% increase in program attendance the following year.**
- Mentored new instructors at all levels to facilitate integration into the program and to **ensure** that goals and curriculum guidelines were met.
- Taught, mentored and interacted with special programs including Fulbright Scholars, PLUS Grantees, Ford Fellows, Tsunami Fulbright Scholars and other similar groups **who then returned to their countries to advocate for and implement policy changes.**
- Coordinated, oversaw and assisted student council members in organization of activities, community service and leadership training **resulting in** language acquisition and acculturation.
- Evaluated textbooks and curriculum materials for program growth.
- Developed curriculum and taught English reading/writing, grammar and listening/speaking courses of academic intensive English program **resulting in 10% increase in student retention.**

**University of Southern California: Language Academy, Los Angeles, California.**

**Faculty**, 1998 – 2004.

- Designed curriculum for and taught English reading/writing, grammar and listening/speaking courses of academic intensive English program **resulting in 20% increase** in incoming students and student retention.
- Anchored and coordinated multiple levels of academic ESL program for program continuity.
- Created, implemented and maintained service learning program and concurrent website **resulting in** continued education and acculturation of international students at all levels of English ability.
- Held workshop on “Learning English through Service” (LETS) Program for ESL Students and Faculty.
- Held seminar at CATESOL State Conference on creating and implementing a service learning program.
- Developed, oversaw and attended student activities, including cultural experiences and outings, organized weekly student workshops regarding life skills and acculturation to facilitate language learning.
- Coordinated, proctored and scored testing and placement of students according to English proficiency.
- Proctored TOEFL Tests for upper level English students in order **to meet university entrance requirements.**
- Held workshops:

Money Matters	Oral Skills: English through the Arts
The DMV	Oral Skills: English through Film
“LETS” – Learning English Through Service	Speed Reading
TOEFL/GRE/GMAT Preparation	Tennis

**University of Southern California: American Language Institute, Los Angeles, California.**

**Lecturer**, 2003 – 2004.

- Taught technical writing and presentation skills to graduate-level science and technology students.

**University of Southern California: Workplace Program, Los Angeles, California.**

**Instructor**, 2003.

- Created curriculum for and taught ESL to USC employees on campus in order to assist the university with employee relations and **improve non-native speaking employees’ communication skills** and cultural adjustment/assimilation.

**Aerospace Corporation, Los Angeles, California.**

**Culture/Language Trainer**, 2003.

- Created and held workshops on a weekly basis regarding pronunciation, presentation and business English skills and business etiquette.
- Assessed and addressed pronunciation issues for Latin American, African and Middle Eastern employees, and introduced business English and everyday use for employees of the Aerospace Corp. **resulting in** improved language and communication skills with their American counterparts.

**California State University: American Culture and Language Program, Los Angeles, California.**

**Faculty**, 1998 – 2000.

- Created materials for and taught listening/speaking/pronunciation, grammar, writing/vocabulary and elective courses and attended field trips and cultural outings **with the goal of** language acquisition and acculturation.

**Los Angeles Department of Water & Power, Los Angeles, California.**

**Culture/Language Trainer**, 1999.

- Assessed needs, designed curriculum and held workshops on a weekly basis to **address pronunciation issues** for Latin American, African and Middle Eastern employees of the L.A. Water and Power Department **resulting in** improved communication skills and cultural adjustment/assimilation.

**University of St. Petersburg: Physics Dept., St. Petersburg, Russia.**

**Faculty**, 1997.

- Developed materials for and taught classes including grammar/writing and listening/speaking/pronunciation **resulting in** improved language skills for Physics department students, professors and department heads.
- Held workshops, cultural excursions and activities for language practice outside of the classroom **resulting in** increased communication skills and cross-cultural exchange.

**LANGUAGE & COMPUTER SKILLS**

- Competent in German
- Studied Ute, Russian, Japanese and Arabic
- Windows XP and Vista
- MS Programs including Access, Excel, PowerPoint, Publisher, Word, Adobe
- Internet, Moodle, Blackboard
- Created and implemented content for Blackboard web pages for educational purposes
- Created audio and video files for class use, assisted students in creating audio and video files as well.

**PHILANTHROPIC ENDEAVORS**

**TESOL Annual Conference, 2004**

Raised scholarship funds for future conference attendees through advertisements, announcements and a raffle.

**Learning English Through Service (LETS) Workshops, 2002-2004**

Coordinated and volunteered with students from USC Language Academy on projects in the greater Los Angeles area including: Food banks, homeless shelters, soup kitchens, elderly care centers and the L.A. marathon.

**Community English teacher, Sakata, Japan, 2000**

Taught free English classes to housewives, children and businessmen in the community. Also held weekend seminars and "English camps" for the occupants.

**CATESOL Regional Conference, 1998**

Assisted conference attendees with logistics, directions, signs and maps during the conference.

**FORMAL EDUCATION**

**Master of Arts Intercultural Studies (ICS)**

Biola University  
La Mirada, California, 1998

**Bachelor of Arts Linguistics**

Eastern Michigan University  
Ypsilanti, Michigan, 1994

**PROFESSIONAL AFFILIATIONS**

American Society for Training & Development  
Organization Development Network  
SIETAR