

Learning Designer & Master Facilitator

fierce.

Fierce is a globally recognized leadership development training company based in Seattle, WA. Our mission is to transform the conversations central to our clients' success. Our clients rely on us to deliver programs that transform cultures and help them gain a sustainable edge.

any conversation can.

Job Responsibilities

This individual reports to the Vice President, Learning Design & Delivery and will split their time between two key strategic areas essential for Fierce's continued growth and development - Learning Designer and Master Facilitator. They will present the Fierce suite of offerings to audiences varying from senior executives to frontline learners across all industries and audiences in both classroom-led workshops and virtual instructor-led workshops, often in high-stakes situations.

This individual will be responsible for the creation, revision, and maintenance of the Fierce suite of offerings in a variety of modalities: Classroom and Virtual Instructor led, Asynchronous, Blended learning, and more. In addition, this individual will provide strategic and tactical learning consultation to clients and internal and external business partners, manage certified Fierce facilitator relationships, and ensure continued success of Fierce suite of offerings through collaborative partnerships across the organization.

This is a role for a dynamic learning professional highly motivated to build a proven track record of success in the design and delivery of world-class online and in-person training. They can build best-in-class certification courses and assessments, apply tested instructional design theories, practices, and methods that facilitate learners in acquiring knowledge, skills, and competencies in an effective and engaging manner. The emphasis will be on designing and delivering learning in modalities that serve the needs of a variety of learning styles, especially for those with an affinity for simulations and gamification.

Primary responsibilities include:

- Design programs, courses and content that are aligned with industry best practices and research in the areas of adult learning theory, high potential development, leadership, and coaching.
- Deliver great service, always. Facilitate top-notch caliber training to client organizations across the globe.
- Innovate with intention while working on cross-functional project teams focused on creating new Fierce learning content and enhancing the learner experience.
- Collaborate often with the Fierce Business Development team to help assess client needs and determine appropriate learning solutions.

- Be passionate in the desire to build meaningful relationships with clients; find and develop/nurture opportunities to introduce other Fierce offerings.
- Collaborate with Marketing team to facilitate webinars, keynotes, and custom sessions as needed.
- Consult, coach, nurture, and support train-the-trainer facilitators pre- and post-certification.
- Continually build authority and expertise in the Fierce suite of offerings – existing and new.
- Remain curious and learn about industry trends and competitor needs.
- Strong knowledge of organization design and change theories, models, and practices.
- Knowledge of change management methodologies and experience developing and applying transition and sustainability plans.
- Effective skill in project management to include establishing and leading project teams; managing timelines/deadlines/resources; ensuring successful project implementation.
- Up to 50% domestic travel

Skills and Experience

The successful candidate will be evaluated and selected utilizing the following experience:

- BA/BS required with experience in designing and leading successful transformational training programs, preferably in Fortune 5,000 companies, with ability to quickly establish rapport and demonstrate credibility.
- Demonstrated knowledge, skills and application of adult learning methodology, performance-based training and coaching.
- Strong verbal and written communications skills; ability to command an audience while facilitating conversations in workshops.
- Five years' experience in designing, leading, and administering Leadership Development initiatives (e.g., high potential development programs, courses, webinars, etc.)
- Strong technical design skills (Articulate, Camtasia, etc.)
- Compelling leadership skills and presence to interact with all levels of employees.
- Must be able to deliver compelling presentations and build relationship with all levels in client organizations and classrooms – from C-suite leadership to independent contributors.
- Training background primarily in “soft skills,” demonstrating competence in core areas of building solid relationships, effectively communicating with a diverse field, and driving business results for both Fierce and client companies.
- Proven creativity and openness to new approaches and emerging technologies.
- Experience in consulting, coaching, and engaging with diverse teams; awareness of global cultures.

- Self-starter with ability to plan and execute work with minimal supervision.
- Ability to work effectively in an offsite environment.
- Effective organizational skills and the ability to prioritize in a fast-paced environment.
- Proven proficiency in virtual delivery of training.
- Experience in consulting, coaching, and engaging with diverse teams; awareness of global cultures.

Fierce has an outstanding reputation. This is a great opportunity to advance a career, make a name for oneself, and work with a great team. Our clients are exceptionally busy, and the candidate will be thrust into an entrepreneurial, intense environment where being self-sufficient and resourceful will be critical.

Fierce provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics in compliance with federal, state and local governing laws.

This position is a full-time and fully remote position. For more information, contact careers@fierceinc.com.