

Gregory Hale

DIRECTOR OF TRAINING

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SUMMARY

Director of training with 14 years in multi-site hospitality and property management training. Sets training strategy, leadership development and budget management for 2,300 employees in 9 states, and runs large rollouts with disciplined project management and plain reporting to operations leaders.

SKILLS

- Training Strategy
- Leadership Development
- Project Management
- Budget Management
- LMS
- Instructional Design
- Train-the-Trainer
- PowerPoint
- Leadership
- Organizational Skills

EXPERIENCE

Director of Training

01/2021 - Present

Lakeshore Residential Partners

Chicago, IL

Lead training for 2,300 employees across 140 apartment communities in 9 states.

- Direct a 9-person training team and **\$1.8M** budget covering onboarding, leasing, maintenance and leadership development.
- Built a leadership academy for 210 property managers; internal promotion to manager rose from 38% to 61%.
- Owned project management for the 2023 LMS replacement, moving 2,300 users and 260 courses in 5 months.
- Partner with 4 operations VPs on annual training plans tied to resident retention and unit turn times.

Senior Training Manager

04/2016 - 12/2020

Prairie State Hotels Group

Rosemont, IL

Training for 34 hotels and 3,000 associates.

- Managed training for 34 hotels and 3,000 associates with a team of 5 regional trainers.
- Redesigned front desk and sales training with instructional design partners, lifting guest satisfaction 7 points in 2 years.
- Launched a train-the-trainer certification that produced 120 on-property trainers.

Training Manager

06/2012 - 03/2016

Prairie State Hotels Group

Rosemont, IL

Management onboarding and standards training for a midwest hotel portfolio.

- Delivered management onboarding to 90 new managers a year in 12 states.
- Developed 40 standard operating guides in Word and PowerPoint for hotel departments.
- Trained 25 department heads a year to teach brand standards on their own properties.

EDUCATION

Master of Science

06/2015

Northwestern University

Evanston, IL

Learning and Organizational Change

CERTIFICATES

SHRM Senior Certified Professional (SHRM-SCP)

Society for Human Resource Management

03/2019