

# *Fast Facts for: Dennis E. Gilbert*

*Telephone: + 1 646.546.5553*

*Email: Dennis@AppreciativeStrategies.com*



---

## *Experience*

**President:** Appreciative Strategies, LLC  
2006 - Present

**Managing Director:** Workforce Development & Continuing Education, 2000-2006

**Prior:**  
*Technology Business Executive*

*Computer Programmer*

## *Education*

**Master of Science :** Workforce Education and Development, Penn State University 2005

**Bachelor of Science:** Technology Management, Pennsylvania College of Technology 2003

**Associate of Applied Science:** Computer Science, Pennsylvania College of Technology (WACC) 1986

**Certified Speaking Professional (CSP™)**

## *Core Services*

**Corporate Trainer:** Providing on-site and public workshops

**Keynote Speaker:** Annual meetings, retreats, conferences

**Facilitator / Strategist:** Strategic planning, decisions, change

**Business Consultation:** Business development, organization development, workforce

**Coach:** Professional development coach

***Expertise/  
Topics*** Leadership, Change, Generations, Customer Service, and Productivity

***Industry Sectors*** **Primary:** Manufacturing, Health Care, Banking, Colleges/Universities

**Secondary:** Everything else (I have worked with trade associations, media, business service sectors, distribution, school districts, 501(c)(3)'s, and so many more...)

***Publications/  
Books*** **#CustServ The Customer Service Culture**, October 2017

**Forgotten Respect**, Navigating a Multigenerational Workforce, September 2015

**Pivot and Accelerate**, The Next Move Is Yours!, January 2014

**2 additional books** and contributions in **8 other books** published by **Pfeiffer**

***Travels from*** Pennsylvania, USA