

## About Your Facilitator

*Successfully Communicating, LLC* was founded by Heather R. Keller, Ph.D.—“The Communication Doctor.” As an experienced trainer, speaker, and coach, Heather has dedicated her career to helping employees develop their communication and management skills. Since 1995, she’s been designing and delivering customized training programs in the areas of leadership development and supervisory skills, interpersonal communication, emotional intelligence, team building, conflict resolution, change management, business writing, presentational speaking, customer service, and cross-cultural communication.



Dr. Keller has worked with entry-level employees, middle managers, and senior leaders from a variety of industries and organizations including both government agencies and Fortune 500 companies. She has trained employees from Intel, the City of Phoenix, Hilton, the State of Ohio, Wells Fargo, Johnson & Johnson, Sioux Valley Community Hospital, General Motors, the U.S. Department of Defense, Miami University, Procter & Gamble, Honeywell, Eli Lilly, and many more. She is a published author and regular speaks at professional conferences such as the American Society for Training and Development, the Society for Human Resource Management, and the Society for Intercultural Education, Training, and Research.

Additionally, for ten years, Heather developed and taught communication and management courses for several universities at both the MBA and undergraduate levels. *Professional Communication, Global Leadership, Training and Development, International Organizational Behavior, and Managerial Communication* were among some of the courses she taught. Dr. Keller has served as a faculty member for Ohio University, Capital University, Hocking College, Columbus State Community College, Ohio Dominican University, and Franklin University.

Heather graduated from Ohio University with a Ph.D. in interpersonal communication with concentrations in organizational communication and cross-cultural communication, a master’s degree in education with an emphasis in organizational behavior, a bachelor’s degree in psychology, and a bachelor’s degree in interpersonal communication.

**Heather can be reached at [hkeller@successfullycommunicating.com](mailto:hkeller@successfullycommunicating.com).**

Heather R. Keller, Ph.D., owner of *Successfully Communicating, LLC*, has trained entry-level employees, middle managers, and senior leaders from the following organizations:

- AGCO Corporation
- Advanced Technology Materials
- Allen Memorial Hospital
- American Red Cross
- AOL
- Associated Asset Management
- Arvin Meritor
- Bayer
- Cedar Falls Community Schools
- Center of Excellence for Behavioral Medicine
- Ceridian
- City of Avondale
- City of Glendale
- City of Goodyear
- City of Mesa
- City of Peoria
- City of Phoenix
- City of Scottsdale
- City of Tea
- City of Tempe
- Convergys
- Coventry Health Care
- DDGAZ Corporation
- Department of Defense
- Department of Housing and Urban Development
- Department of Veteran's Affairs
- Dial
- Eli Lilly
- Fairchild Semiconductor
- Federal Public Defender's Office
- Ford
- Freescale Semiconductor
- General Motors
- General Dynamics
- Goodrich
- Hilton
- Holcim, Inc.
- Honeywell
- Intel
- Iowa State University
- Johnson & Johnson
- Johnson Controls
- Limited Brands
- Maricopa County
- Miami University
- Montgomery County Prosecutor's Office
- Nationwide
- Nestlé
- Noveon
- Ohio University
- Philips
- Pittsburgh Public School System
- Procter & Gamble
- Scotts
- Sioux Valley Hospital
- Sonora Quest Labs
- State of Arizona
- State of Iowa
- State of Ohio
- Triumph Air Repair
- Troon Golf
- TruWest Credit Union
- University of Nebraska
- U.S. Postal Service
- Waterloo Community Schools
- Waverly Municipal Hospital
- Wells Fargo
- Weyerhaeuser
- 2Wire
- 3M