

Jovie Masters Consultant



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Jovie Masters is an independent training consultant, instructor, and facilitator with 28 years of management and training experience. Her areas of expertise include management development, interpersonal and business communication skills, conflict resolution, customer service, team building, presentation skills, and train-the-trainer. Jovie is fluent in Spanish and English and has conducted workshops in both languages.

Jovie has conducted hundreds of workshops for a wide variety of clients from smaller entrepreneurial companies to large multinationals. Her list of clients includes the following companies and institutions:

- ⊗ Abbott Laboratories
- ⊗ Aerospatiale
- ⊗ ARCO
- ⊗ Burlington Northern Railroad
- ⊗ Cisco Systems
- ⊗ Decibel Products
- ⊗ Fidelity Investments
- ⊗ IBM
- ⊗ Intuit
- ⊗ Motorola
- ⊗ Mary Kay Cosmetics
- ⊗ Nortel
- ⊗ Owens Corning
- ⊗ Sandia Laboratories
- ⊗ Southern Methodist University
- ⊗ Southwestern Bell Telephone
- ⊗ TAKATA
- ⊗ Telmex
- ⊗ Texas Instruments
- ⊗ The Dallas Morning News
- ⊗ U.S. Forest Service
- ⊗ Verizon
- ⊗ VHA Hospitals
- ⊗ WANG Laboratories

Ms. Masters' professional training and facilitation experience includes teaching as a solo instructor, coaching one-on-one and instructing as part of a team to a large group. Jovie has also taught diverse groups of individuals from executive management to hourly line employees.

Prior to becoming an independent training consultant, Ms. Masters was with Southwestern Bell Telephone Company. While at Southwestern Bell, Jovie was a manager in a Commercial Customer Service Center responsible for managing a team of representatives that dealt with sales and service issues. Ms. Masters also instructed numerous workshops including, Trainer Skills Workshop, Advanced Instructor Skills Workshop, Communispond Effective Presentation Skills, Wilson Learning – Social Style Series, and Bell Management Development courses.

Jovie holds a Bachelor of Science in Speech Pathology from the University of Texas at Austin and is a member of the American Society for Training and Development.

Ms. Masters' extensive and diverse training and facilitation background enables her to competently help managers, trainers and facilitators learn new skills so that they can be more effective in their jobs.