Learning Experiences Allow Us to Develop & Achieve Our Full Potential

The Costa Leadership Institute at Northwest Florida State College provides a variety of unique professional development opportunities and customized training options for individuals, businesses, government, military and non-profit organizations. The programs of the Costa Leadership Institute are specially designed to support the economic and workforce development of our region and our vital role in the state and global economy. The Costa Leadership Institute is committed to providing the highest standard of achievement for our participants and developing strong and ethical leaders to guide our community. Through the guidance of the Costa Leadership Institute’s highly trained, experienced instructors you will:

- Learn new skills
- Develop your expertise
- Achieve your professional goals and full potential
- Network with other emerging and established community leaders
- Earn professional certifications, continuing education credits and much more!

Costa Leadership Institute Objectives

- Provide a series of ongoing professional development programs for senior management and executive professionals
- Conduct skill building workshops for middle management professionals and potential leaders
- Customize professional development training to fit the needs of business, professional, government, military and non-profit community
- Create an entrepreneurial spirit that promotes innovation, creativity and confidence in those interested in owning their own business
- Assist organizations in the development of customized strategic plans and other strategic needs
- Support community based strategic partnerships such as emergency management, public safety, sustainability, and military transition
- Provide facilities to host association, community, governmental meetings and special events
Costa Leadership Institute Offerings

**Customized Corporate Training:** Customer Service, Conflict Management, Ethics, Grammar, Technology & Computer Programs, Sales & Persuasion and much more.

**Community Leadership Programs:** Community leadership development programs in partnership with area Chambers of Commerce.

**Allyn C. Donaldson Entrepreneurial Center:** Providing entrepreneurial support and training for the local community.

**Supervision & Leadership Programs:** Leadership development programs offered for mid-level and upper level management.

**Executive Leadership Program:** Leadership development program targeted to executives.

**Specialized Leadership Programs:** Law Enforcement, Nurses, Education and more.

**College Leadership Programs:** Collegiate High School Program, College Program, Student Organizations Training.

**Seminars & Guest Speakers:** “Talking Business” Quarterly Seminar in partnership with NWFSC Business Division, Young Professionals Seminars, Leading Women Seminar.

**Skill Building Workshops:** Finance, Computers, Project Management, Grammar, Marketing, Sales, Customer Service, Communications.

**Consulting:** Strategic Planning, Project Management, Economic Development and much more.

**Continuing Education Credit Programs:** Access to continuing education credit programs in the areas of health, education, real estate and more.

**Professional Certifications:** Non-credit professional certifications based on the needs of our area.

**Professional Communications Center:** Providing students the business concepts and interpersonal skills to succeed, through consulting for effective communications, personality profiles, business writing, interview techniques, successful appearance and more.

**Special Event Facility:** Event and meeting space located on the third floor of the Student Services Center, accommodating large and small groups with breakout rooms and large conference rooms available.
Develop

Costa Leadership Institute Instructors

The instructors of the Costa Leadership Institute at Northwest Florida State College are renowned authors, leaders in military and civilian government, top academicians, community leaders, national-level guest speakers and more. With a strong business acumen and a proven track record of success, our expert instructors assist Costa Leadership Institute participants to expand their knowledge, think creatively and achieve their goals. Because the instructors at the Costa Leadership Institute are experts in their field, each is able to provide customized programs filled with engaging learning opportunities that are grounded in real world applications and the latest research. The expertise and personalized instruction of the Costa Leadership Institute instructors enables each participant to expand their abilities and reach their full potential.

Call: (850) 729-6880
Email: leadership@nwfsc.edu
Visit: www.nwfsc.edu/LI
Sean P. Aland is a retired United States Air Force officer and aviator who was involved in training US Air Force officers and personnel in a variety of diverse classroom settings such as in the aircraft, simulator, and classroom, as well as conducting senior staff leadership training and seminars on a numbered Air Force staff. He has also been a college professor, high school teacher, coach, youth pastor, and area representative for a national youth ministry. He is the father of 11 children and knows the importance of organization and leadership in an individual’s personal life, as well as their work life. He is an organizational and motivational speaker who has been involved in training people in all age groups for over 20+ years. He has been published in a college textbook, “Total Quality Management”.

Sean knows the importance of a motivated work force as he has served as the Director of Manpower and Personnel for 1st Air Force and as the Joint Forces Director of Manpower and Personnel for the Continental US NORAD region (CONR) after the 911 attacks. He managed an organization that rapidly grew from 265 personnel to over 18,000 including all branches of service and 18 foreign nations from NATO within days of the attacks, when things settled down the daily steady state operation he was responsible for was over 4300 personnel nationwide. He was named the Air National Guard Senior Personnel Manager of the year for 2001. His experiences from his Air Force career, dealing with personnel and crisis, gives him the ability to help organizations deal with personnel challenges from expected to unexpected. He is an experienced leader who helped operationalize the quality movement for the Air Force and can teach a diverse number of topics to help improve the effectiveness and leadership quality within your organization.

Sean earned a Bachelor of Science degree in animal science, (pre-med pre-vet) from North Carolina State University, and holds a Master of Science degree in international relations from Troy University. He has served as an adjunct faculty member with Okaloosa Walton community college, and has completed training as a program manager, program test director, Covey facilitator, quality advisor and trainer for the Air Force.

TRAINING TOPICS INCLUDE:

Leadership/Developmental Leadership-Equipping, Enabling, and Empowering Employees for Peak Performance/Servant leadership/Leadership Strategies/Strategic Planning/Personal and Professional Goal Setting/Time Management/Team Building/Communication & Equipping the Team for Success.
As an instructor, Cortes “Jody” Bicking offers a wealth of experience, both as a business professional and as an academic. Jody spent over twenty years in management with Merrill Lynch before forming Achev, LLC in 2005. Achev offers customized organizational training and counseling for corporations, on a national and international basis.

Prior to joining with NWF, Jody taught collegially for the University of Cincinnati and the University of Phoenix and has long been an advocate of lifelong learning. He earned his original undergraduate degree from Florida Southern College and currently holds two Masters degrees and is a Certified Professional Coach. At present, he is a Ph.D.(c), completing his dissertation in Human and Organizational Development through the Fielding Graduate Institute.

**TRAINING TOPICS INCLUDE:**

Leadership Development / Communication / Organizational Collaboration / Organizational and Personal Accountability / Strategy Implementation and Change
“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.” John Quincy Adams

As a John Maxwell Certified Coach, Teacher and Speaker, Barbara Britt offers workshops, leadership training, seminars, keynote speaking, and coaching, aiding personal and professional growth.

Barbara Britt has a tremendous passion for helping others and making a difference in the lives of people in the community, especially the youth and armed services. For the past 37 years, Barbara has applied her abundant energy in the Okaloosa County School system, spending 32 of those years as a coach for the National and State Champion Competitive High School Cheerleading Teams.

Over the last 16 years, Barbara Britt also developed one of the largest leadership programs in the United States. Through this program, she was able to develop students in all areas of community service while also fostering individual preparation for college entrance. This effort included the students’ development of professional portfolios to earn scholarships and internships.

Since retiring from Teaching, Barbara Britt joined the John Maxwell Speaking, Training & Coaching Team. As a community leader, Barbara serves as an Honorary Commander for the 505th at Hurlburt Field and the Assistant Program Director for the Greater Fort Walton Beach Chamber of Commerce YEA! (Young Entrepreneurs Academy). She also volunteers with the Building Homes for Heroes and United for a Good Cause. Building Homes for Heroes helps wounded warriors attain a home; and United For a Good Cause has led a Leadership Conference for High School Students and hosted a Christmas party for families in need.

TRAINING TOPICS INCLUDE:

- Road Map for the Preparation for College / Youth Max - four Programs
- Developed for Teens / Producing a Living Portfolio – Cover Letter, Resume, Community Service / Financial Growth for Teens and Parents / The 15 Invaluable Laws of Growth / John Maxwell Programs
Peggy Brockman, President of Brockman Enterprises, Inc.,
is an internationally certified executive coach, inspirational speaker, and leadership trainer as part of The John Maxwell Team. She is a corporate trainer and consultant in professional development, leadership, conflict resolution, customer relations, and sales. Her training and coaching clients include government and military leaders, financial institutions, medical professionals, chambers of commerce, local and national corporations, and non-profit organizations. Peggy traveled to Guatemala with John Maxwell as part of his transformational leadership team and helped train 24,000 leaders there. She co-authored the “365 Days of Gratitude” book and authored 10 Feet From The Edge: Stuck In The Comfort Zone (fall 2013).

After graduating from the Fashion Merchandising Institute with a degree in Fashion Merchandising and Advertising, Peggy opened her first business, teaching personal and professional development while at the same time operating a modeling and acting agency. Other entrepreneurial ventures included a bagel shop and a publishing company. She managed Gulf Coast TV for Cox Communications and won many of the company's national sales awards. She spent six years as a speaker and trainer for a national health and wellness company, leading a team of more than 2000 sales entrepreneurs.

Peggy has been an active community leader since moving to Florida from NE Alabama in 1992. She was 2007 Chair of the Board of the Fort Walton Beach Chamber of Commerce, has been active in military affairs activities, serving as an Honorary Commander for the 1st Special Operations Group at Hurlburt Field, Honorary Commander of the 33rd Fighter Wing at Eglin Air Force Base, and attending the Civilian Leadership Training at the Air War College at Maxwell Air Force Base in AL. She is a graduate of the Leadership Okaloosa program, where the Peggy Brockman Leadership Award was established in 2005 to honor her strong personal commitment to leadership development and training. She serves on the executive boards of the Emerald Coast American Business Women's Association (ABWA), the Panhandle Animal Welfare Society (PAWS) and the American Society of Training and Development (ASTD).

**TRAINING TOPICS INCLUDE:**

John C. Maxwell programs: 21 Irrefutable Laws of Leadership / Everyone Communicates Few Connect / Becoming a Person of Influence / How to be a REAL Success / 15 Invaluable Laws of Growth / Put Your Dreams to the Test / Leadership Gold / Today Matters / Developing the Leaders Around You / Sometimes You Win, Sometimes You Learn. Other topics include Leadership Mastery / Get Out of Your Box and Lead / Breaking Fear / Words that Sell / The “P” in Procrastination / 10 Rules of Networking / Personality & Learning Styles / Are You Managing or Leading? / ABC’s of Life & Success / Ask Your Way to Success
Joan Carter is Co-Founder of Carter Enterprise Group, an Organizational Consulting firm specializing in leadership development. Joan has over 35 years experience as a corporate executive, entrepreneur and consultant. She has achieved an impressive reputation as an internationally recognized leader in organizational consulting. Her background couples operations experience as an executive officer of a publicly-traded business with extensive consult-expertise in board development, assessment and development of executives teams and organizations in the private, public and nonprofit sectors.

Joan is the former President of the Heartland region of Right Management Consultants. Her previous experience includes founding and serving as President of a Minneapolis based organizational consulting firm that was acquired by Right Management Consultants in 1997 when she then became the Group Executive Vice President over 29 Right offices.

She started Carter Enterprise Group with her husband Stephen in 2003 to meet client demand for leadership development and strategic planning services. She is a member of the National Association of Corporate Directors, and founded their Kansas City Chapter.

Joan has authored many articles and a book on several consulting topics including Board Succession Planning, Strategy Development, Leadership Effectiveness, Organizational Change, and Career and Life Planning.

**TRAINING TOPICS INCLUDE:**

- Leadership Development/Succession Planning/Strategic Planning/Generational Leadership/Employee Engagement/Building High Performing Cultures/Team Building/Career and Life Planning/Executive Assessment and Development/Corporate Governance Issues
Stephen T. Carter is Co-Founder of Carter Enterprise Group, an Organizational Consulting firm specializing in leadership development. Stephen has over 35 years experience as a corporate executive, entrepreneur and consultant. He acquired Right Management Consultants-Heartland Region after a 20-year career at Hallmark Cards Incorporated. At Right, Stephen consulted with senior executives on talent management, leadership development and business strategy. Stephen sold Right Management Consultants – Heartland in 2006, and moved to Destin, Florida.

Stephen’s career at Hallmark Cards Incorporated included responsibilities in sales, sales management and human resources. While at Hallmark, he developed expertise in strategic planning, organizational design, succession planning, leadership development, and performance management systems.

Stephen acquired Right Management Consultants – Heartland Region in 1990, which grew from a three-person organization to over 110 employees in five cities. Additionally, he acquired Quantum Workplace Incorporated in 2002 – a technology-based company specializing in workplace analytics and survey research. They are internationally known for the ‘Best Places to Work’ survey.

Stephen co-founded The Prospect Group, Inc., an investment bank specializing in internet mergers in 1996. During the next three years, The Prospect Group successfully closed on 29 acquisitions. Carter Enterprise Group was started in 2003 to meet client demand for leadership development and strategic planning services.

**TRAINING TOPICS INCLUDE:**

Leadership Development/Succession Planning/Strategic Planning/Generational Leadership/Employee Engagement/Building an Effective Culture/Team Building/ Career and Life Planning
Michelle Cook teaches Introduction to Information Technology and Web Design One at the high school level, while also leading Digital Photography and Lego Robotics classes at Bruner Junior Middle School. She earned her bachelor’s and master’s degree from the University of West Florida, where she studied Curriculum and Instructions with an emphasis on career technical education.

Michelle has been teaching technology courses for 8 years, and because of her love for technology she is a Microsoft Certified Trainer and a Certiport Global 3 instructor. She has several industry certifications including Microsoft Office Specialist 2007 & 2010, Certified Internet Webmaster, Adobe CS4 Flash, and CompTIA IT Strata. Michelle was chosen as honorable mention in the nation for champions of digital literacy which recognizes professionals who make a difference in the community by the contributions made to address the plight of digitally isolated community members and instructing them about technology. She is also the first female in the state of Florida to receive her Microsoft Certified Application Specialist (MCAS) 2007 instructor’s credentials.

Michelle is currently serving on two Florida Department of Education committees within the Business and Technology division, where she is helping to realign the standards for the State of Florida regarding technology and business courses.

**TRAINING TOPICS INCLUDE:**

- Microsoft Office (Word, Excel, Outlook, Access)
- Internet Web Design
- Adobe CS4 Flash
- CompTIA IT Strata
Julie Cotton has 18 years of marketing, public relations, and project management experience as well as being an active volunteer in the community. She serves as the Director of the Costa Leadership Institute at Northwest Florida State College. Ms. Cotton’s primary responsibilities are to coordinate professional development training for the College’s professional education department and participate in community outreach programs that enhance the College’s mission.

Prior to joining Northwest Florida State College, Ms. Cotton was the Vice President of Marketing for developer, Legendary, Inc. in Destin. She was responsible for advertising, public relations, community relations and special projects for the Legendary companies including Emerald Grande Resort, Regatta Bay Golf & Country Club and Legendary Marina. Ms. Cotton was named an Emerging Leader in 2005 by Emerald Coast Magazine and in 2006 was named an Emerald Lady by Emerald Ladies Journal. She was also awarded Member of the Year by the Junior League of the Emerald Coast in 2007. Her community activities include past president of the Junior League of the Emerald Coast; board of directors member for the Walton Area Chamber of Commerce, YMCA Emerald Coast and Kiwanis Club of Destin; volunteer for the American Heart Association; marketing chair for the Destin Harbor Association; and a graduate of Leadership Okaloosa. She currently serves on the Board for the Destin Area Chamber of Commerce and on the marketing committee for the United Way; and is a member of the Walton County Area Chamber of Commerce; Delta Kappa Gamma Educators Society; American Management Association; Junior League of the Emerald Coast and Greater Fort Walton Beach Chamber of Commerce.

Ms. Cotton is an adjunct professor for the Northwest Florida State College Business & Computer Science program. Ms. Cotton received a Bachelor of Arts, Public Relations from Spring Hill College in Mobile, Alabama and received a Master’s of Science in Management from Troy University.

TRAINING TOPICS INCLUDE:

- Business Etiquette
- Customer Service Training
- Public Relations
- Media Relations
- Public Speaking
- Personality Assessments
Terri Fedonczak is a writer, speaker and Certified Martha Beck life coach. As President and CEO of A Life in Balance, LLC, Ms. Fedonczak coaches individuals and groups to reduce stress and improve their quality of life. Ms. Fedonczak was born and raised in Northwest Florida with an eight year stint in San Diego, California. She was a real estate agent for nearly 20 years, both in California and Florida, until a battle with breast cancer in 2010 spurred her to leave her job in commercial real estate and follow her dream of completing her life coaching certification with Dr. Martha Beck (the author of seven bestselling books, columnist for O Magazine, and a frequent guest on OWN, the Oprah Winfrey Network). In her coaching and speaking career, Ms. Fedonczak helps parents find a balance in their work and family lives, while at the same time improving parent/child communication. She also helps anyone who is in a transitional time find a clear path to a happier life.

Ms. Fedonczak was born and raised in Northwest Florida and is a member of one of the founding families of the Valparaiso/Niceville area. As a life-long resident, she feels a responsibility to carry on the tradition of improving her community as an active volunteer. She is currently the Board Chair for Okaloosa Walton Child Care Services, as well as their Fundraising Chair. She is a Trustee for the Heritage Museum of Northwest Florida and a member of the Niceville Valparaiso Chamber of Commerce, where she sits on the Military Affairs committee. Ms. Fedonczak is a graduate of Florida State University and a member of Phi Beta Kappa. She has been married for fourteen years, and together she and her husband are raising 4 daughters ranging in age from twelve to twenty. In addition to life coaching and speaking, Ms. Fedonczak is writing a book on parenting due to be published later this year. Her philosophy is that life is too short to waste time on regret and recrimination; instead, focus on what feels delicious, and do more of that!

**TRAINING TOPICS INCLUDE:**

- Work-Family Life Balance
- Conflict Resolution
- Stress Management
- Parent-Teen Communication
- Time Management and Goal Setting
- Transitional Crisis Management
Heidi Gentry-Kolen
Chair & Professor of Business & Computer Science Department
Northwest Florida State College & Owner, Cyberpipeline, INC

Professor Gentry-Kolen has 16 years of software development experience and 14 years of web design, development and programming experience. She serves as Chair and Professor or the Department of Business and Computer Science at Northwest Florida State College. She also owns and operates Cyberpipeline, Inc., a successful software and web development business.

Professor Gentry-Kolen earned a Bachelor of Science in Computer Science from the University of Maryland. She also holds a Master of Science in Computer Science from the University of West Florida and is currently pursuing her doctorate degree in Applied Computer Science.

TRAINING TOPICS INCLUDE:
Website Design and Development / Programming for the Internet / Search Engine Optimization / Search Engine Marketing / Programming Small Business Software / Microsoft Office
Dr. David Goetsch
Vice President Emeritus
Northwest Florida State College

Dr. Goetsch is Emeritus Vice-President of Northwest Florida State College where he served for 36 years. His administrative responsibilities included the College’s six branch campuses/centers, business and industry relations, military relations, local government relations, and legislative relations. Dr. Goetsch taught in three different disciplines: Business/Management, Political Science, and technical education. He also served as the College’s lead corporate trainer. He is the author of more than 70 books on various topics including leadership, management, quality, supervision, organizational excellence, occupational safety, project management, and economic development. Several of his books are bestsellers in the collegiate market and have been translated into foreign languages (Korean, Malaysian, Hindi, Spanish, Japanese, and Indonesian).

Dr. Goetsch Holds a Doctorate Degree in Educational Leadership, Four Masters Degrees (Management, Human Development and Counseling, International Relations, and Educational Leadership), a Baccalaureate Degree in Business/Technical Education, and an Associate Degree in Engineering Technology. Dr. Goetsch is vice-chairman of the Florida Defense Task Force, a group of community leaders from across the state (including the Lt. Governor and members of the Florida House of Representatives and Senate) established to ensure that Florida is a military-friendly state. He is co-founder, past Chairman of the Board, and Life Board member of the Okaloosa Economic Development Council, founding board member of the Walton Economic Development Alliance, past president of the Fort Walton Beach Chamber of Commerce, past president (twice) and Life Director of the Niceville-Valparaiso Chamber of Commerce, board member of the Crestview Chamber of Commerce, and past foundation board member of the Walton Chamber of Commerce. Dr. Goetsch has been Northwest Florida’s “Economic Development Volunteer of the Year” three times (1992, 1996, and 2008).

Dr. Goetsch was America’s Outstanding Technical Educator of the Year in 1984, Florida’s Outstanding Technical Educator of the Year in 1986, Instructor of the Year at the University of West Florida’s Fort Walton Beach Campus in 1982, 1983, 1984, and 1985, and Instructor of the Year at Northwest Florida State College (then OWJC) in 1976. In 2003, Dr. Goetsch was selected as a Distinguished Alumnus of the University of West Florida and in 2007 as one of the University’s top 40 alumni during its first 40 years of operation. In 2005, he received the James Campbell Community Service Award from the Niceville-Valparaiso-Bay Area Chamber of Commerce and the Spirit of Freedom Award from the Northwest Florida Daily News and its parent company, Freedom Communications, Inc. In 2009 he was recognized for “Outstanding Community Engagement” by the Carnegie Foundation.

TRAINING TOPICS INCLUDE:

Frank L. Goldstein, Ph.D.,
Col USAF (Ret), CEO of
Precision Influence Technologies, a
human resource consulting and educational
firm, specializing in personality and group profiling.
He has advised various branches of the U.S. government
on behavioral and academic issues. Dr. Goldstein has been an
academician and instructor for numerous educational institutions worldwide,
including the Air Force Academy, Air University, Armed Forces Staff College, Army
Command & Staff College, Naval Post Graduate School, Auburn University at Montgomery,
University of Georgia and Marymount University. He has been the Dean of Research at Air
Command Staff College Air University, Montgomery, AL and the Director of Research at the
USAF War College. Dr. Goldstein is a member of the Air Commando Association, Veterans of
Foreign Wars and the Air Force Association. He has sixteen military decorations including joint
service awards and two foreign decorations.

Dr. Goldstein is certified by the American College of Forensic Examiners, the American Psychotherapy
Association and is a diplomate of forensic psychological specialties. He is a member of the Aviation
Psychology Association, American Association of Sexuality Educators Counselors & Therapists, and The
International Association for Counterterrorism & Security Professionals, International Society of Human
Dimension Analysis, and has written extensively on psychological operations, information operations
and human factors analysis. From 2003 to 2010, Dr. Goldstein was the Chief Behavioral Scientist for the
Information Operations Division of SAIC and under contract to the United States Strategic Command.

Dr. Goldstein has co-authored monographs: on the Social-Psychological Perspective of Nigeria, Democratic
People’s Republic of Korea (DPRK), Cuba, Venezuela, Armenia, Azerbaijan, Georgia, Vietnam, Iran & Syria.
His book, Psychological Operations Principles and Case Studies, is the premier text on psychological
operations in the U.S. and abroad. Additionally, his book Psychological Profiling: An Evolving Forensic
Science was published in 2012. Dr. Goldstein was the recipient of the Association of Old Crows
Psychological Operations Award and co-recipient of the Air University Foundation, Premio Alas de
las Americas a literary award of the Aerospace Power Journal. His latest work, Being A Leader When
You’re Up To Your Eyes In Alligators is a pending publication.

TRAINING TOPICS INCLUDE:

Leadership Under Duress / Leadership Styles – Lincoln Versus Roosevelt / Leadership
Outside The Box / Tao Leadership (Process For The Struggles Of Leadership) / If You
Have Vision, Integrity, Time, Management, Problem Solving, Decision Making, Conflict
Resolution, And Team Building Skills Are You A Leader / Leadership Outside Your
Comfort Zone / Leader As Strategist And Mentor / Leadership By Example – Practices
To Work By / Ethics Under Stress / Jury selection and the VOIR DIRE
Thom Gossom Jr. is a professional actor, writer, and communicator. Born in Birmingham, Alabama, Gossom received his Bachelor of Arts in communication from Auburn University where he was the first Black athlete to walk on and earn an athletic scholarship in the Southeastern Conference and to graduate from Auburn. He later went on to earn a Master of Arts in communication from The University of Montevallo. He is featured in the HBO special, Breaking the Huddle, about the integration of Southern College Football. After “a couple of cups of coffee in the NFL,” Gossom began his communications career at Bellsouth in the office of Public Relations. In 1987, Gossom struck out on his own and started his own PR Firm to supplement his writing and acting adventures.

A self-described “Working Actor,” Gossom has starred as the title character, Israel, in the NYPD Blue Emmy winning episode, “Lost Israel,” and in the recurring roles of City Councilman Ted Marcus in In The Heat Of The Night; Judge Blake Winters in Boston Legal; and as J.R. Ride in Jack and Bobby. Other television credits include guest star roles in CSI, Cold Case, The West Wing, and ER. Film credits include, Fight Club, Jeepers Creepers 2, and Miss Ever’s Boys. Gossom’s, theatre roles include, Speak Of Me As I Am, My Children, My Africa, Fences; and American Buffalo.

Gossom’s writing credits include a published memoir, Walk-On: My Reluctant Journey To Integration at Auburn University (State Street Press, 2008), chronicling his role in collegiate football history. Gossom has also written and performed a critically acclaimed one-man play, Speak of Me As I Am. His latest work the A Slice of Life collection of short stories will be published in 2012.

An outstanding communicator, Gossom is a frequent speaker for universities, corporations, and civic organizations. He is also a partner in CYG Consulting a management consulting firm.

**TRAINING TOPICS INCLUDE:**

Leadership / Managing Up / Communication / Communicating Effectively During Conflict / Conflict Intervention and Resolution / Public Speaking / Acting
Doctor John Richard Hoskins serves as Director of Operations & Administration at Rocky Bayou Christian School (RBCS) in Niceville, Florida. John has been with RBCS since March 2006 after retiring as a Lieutenant Colonel from the United States Air Force Special Operations Command (AFSOC). His 30 years of service included duty as Squadron Commander, Director Personnel Programs & Contingency Plans, Assistant Professor of Military Studies at Michigan State University and Division Chief for Joint SOF Education for all branches of the military. His military schools include the Senior Warfighting School at the National Defense University, Air War College and Air Command and Staff College. He holds a BA in Philosophy from Our Lady of the Lake University, Texas; MPA in Public Administration from the University of Oklahoma; an MA, (MDiv equivalent), in Practical Theology from Regent University, Virginia; and a Doctorate in Ministry (DMin) from the Assembly of God Theological Seminary in Springfield, Mo. His core study area is Servant Leadership. John also serves RBCS as Elementary Chaplain and Academy Apologetics/Worldview & Philosophy teacher. He has been married 28 years to Kelly and has seven children and four grandchildren.

TRAINING TOPICS INCLUDE:

- Servant-Leadership (6 Hours) / Servant-Leadership and Story, Presence, and Community (3 hours) / Servant-Leadership and Effective Listening (1.5 hours) / Servant-Leadership and Emotional Intelligence (1.5 hours) / Servant-Leadership and Conflict Management (1.5 hours) / Servant-Leadership and Team-Building (1.5 hours) / Servant-Leadership and Functional Relationships (1.5 hours) / Servant-Leadership and Collective-Intelligence / Servant-Leadership: Telling your Story (1.5 hours) / Servant-Leadership: Being in Presence (1.5 hours) / Servant-Leadership: Building Community (1.5 hours) / Servant-Leadership Business Models (3.0 hours) / Servant-Leadership in Schools & Universities (3.0 hours)
Cynthia Kennedy is a well-established local Real Estate Agent and the owner of Cynthia Kennedy Consulting. Originally from Charlotte, NC, Cynthia moved to the "Beaches of South Walton" in 1982. As a professional salesperson for over 40 years, she believes that her experience in relationship selling and passion for excellence while working with people will create a positive learning experience for companies or individuals who participate in Cynthia's training sessions.

Cynthia's mission is to motivate her clients to "BE, DO AND HAVE" everything they want from life. The words of Zig Ziglar rang loud and clear for her when, some 25 years ago, she heard him say "You can have everything you want in life if you will just help enough people get what they want." Cynthia has patterned her selling career and passion for helping others by just following the "common sense" teachings from Zig.

Now, Cynthia takes that passion for helping others to a whole new level by teaching the Zig Ziglar way of setting GOALS and becoming a success.

**TRAINING TOPICS INCLUDE:**

Zig Ziglar training programs: Goal Setting and Achievement / Building the Best You / Building Winning Relationships
During Martha LaGuardia-Kotite’s career in the both the U.S. Coast Guard and as a public relations director in Manhattan, she has appeared on national television and was interviewed by top tier newspapers around the country about Coast Guard rescues and missions and her clients such as IBM.

Martha enjoys writing about extraordinary adventures and challenging topics, which, in turn, hope to make a difference through awareness and inspiration. Her books celebrate unsung veterans - men and women who are inspiring and humbling – sharing their stories of courage and survival.

One of her greatest joys she has received from her work is the invitations to lend experience to talk about leadership and lean on her military service insights as a keynote speaker or presenter for schools, book clubs and professional organizations or corporations.

Martha is excited to share that since being accepted to Harvard University Extension School’s Masters in Liberal Arts for journalism, two of her features were published as cover stories: The Boston Globe ran my travel feature article about the Chatham Lighthouse as their cover for G Magazine and Emerald Coast Magazine ran her story about human trafficking as their top story.

A couple years ago, she moved to Washington, D.C. to serve as the Commandant’s Press Secretary. The bookends of this assignment were the Haitian earthquake in 2010 and the Deepwater Horizon oil spill in the Gulf of Mexico. When Hurricane Sandy struck the Northeast seaboard, she responded as the Coast Guard Emergency Preparedness Liaison Coordinator for FEMA Regions II and I (New York and Boston). Martha has served 10 years on active duty and now as a Captain in the reserves.

Her first book, So Others May Live: Coast Guard Rescue Swimmers Saving Lives, Defying Death (The Lyons Press, 2006 and 2008) won four awards. She also authored Changing the Rules of Engagement: Inspiring Stories of Courage and Leadership from Women in the Military (University of Nebraska Press) in 2012 and that same year, with Trish Marx, they published a tribute to the power and presence of our national flag, My Name Is Old Glory, (The Lyons Press).

TRAINING TOPICS INCLUDE:
Leadership / Professional Speaking / How to Think Like a Journalist / Media Interviews / Placing Your Story in Top Tier Press / Team Building / Women in the Military / Inclusion - Mentoring is Passé / Dreaming a Bigger Dream
Shane Moody, CCE, IOM
President and CEO of the Destin Area Chamber of Commerce

Shane A. Moody, CCE, IOM, is the President and CEO of the Destin Area Chamber of Commerce in Destin, Florida. He assumed his role there January 5, 2004. He has 18 years experience as a chamber of commerce professional.

Before Destin, Shane was the president and CEO of the Clayton County (GA) Chamber of Commerce, a position to which he was promoted in January 2002. He went there in December of 1999 as Vice President of Membership Development.

Previously, he was the Manager of Marketing, Small Business, and Government Affairs at the Laurens County (SC) Chamber of Commerce from May 1997 until December 1999. In February 1999, he was named the top membership executive in North and South Carolina by the Association of Membership Executives of the Carolinas, earning their Award for Excellence. He also served as an account executive for the Greenville (SC) Chamber of Commerce where he began his chamber career in 1993. He has also served on the faculty of the Management Center of Greenville Technical College in Greenville, SC, teaching “How to Start a Small Business” and “How to Manage a Small Business.”

In August 2005, the Destin Area Chamber was named the nation’s top mid-sized chamber, receiving the Award for Excellence from the American Chamber of Commerce Executives. This is the second chamber under his guidance to earn the highest achievement in the chamber profession.

He earned his IOM designation when he graduated the US Chamber of Commerce Institute for Organization Management at the University of Georgia in 2003.

In August 2007, he earned his professional certification, Certified Chamber Executive, from the American Chamber of Commerce Executives, the highest individual designation in the chamber profession. He completed the Ford Foundation Regional Sustainable Development Fellowship through ACCE in July 2009. He also serves on the Committee of 100 for the US Chamber of Commerce.

He currently serves on the board of the Florida Association of Chamber Professionals and the executive committee as chairman; the Florida Chamber of Commerce Federation Advisory Board and Board of Governors; the Quality of Life Caucus for the Florida Chamber Foundation; and the Board of Regents for the Winter Institute for the US Chamber of Commerce as well as a faculty member for the US Chamber’s Institute program.

TRAINING TOPICS INCLUDE:
- Leadership / Managing Staff / Managing Volunteers / Sales Training / Non-Profit Management

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Dr. Suzanne Remedies is retired from the United States Air Force and specializes in Education and Training Management and Leadership Development. Dr. Remedies possesses over 16 years of teaching experience in both on-ground and online settings (Blackboard and Moodle formats). She has extensive experience with the ISD Process, curriculum and lesson plan development, test data analysis, and instructional design. She has served as Commandant of the Erwin Airman Leadership School in Okinawa Japan, Superintendent of the Airey NCO Academy Leadership Division, as well as Instructor at the Kisling NCO Academy, Germany. She was instrumental in establishing the initial training program for the USAF F-22 program at Langley AFB, VA.

Currently Dr. Remedies works as an adjunct professor for Southern Illinois University Workforce Education and Development program, University of Phoenix Master of Business Administration program, and Central Texas College teaching Leadership Development for Air Force Reserve personnel.

Dr. Remedies earned a PhD in Organizational Management with Capella University. She also holds a Master’s Degree in Human Relations with the University of Oklahoma as well as a Bachelor of Science degree with Southern Illinois. Certifications include a Post Master’s Degree in Education, Occupational Instructor Certificate, Principles of Instruction and Instructional Systems Design.

**TRAINING TOPICS INCLUDE:**

Generational Differences / Leading Today’s Generations / Getting The Most From Employees Through Effective Performance Feedback/Breaking Motivational Myths / Internal And External Stressors/Effective Team Development / Understanding Group Dynamics / How Do Adults Learn / How To Best Adapt To Change / Why Leadership Development? / Effective Speaking / APA 101 / Writing A Well-Balanced Paper / Strategies For Resolving Conflict
Ashley Ribando is President and Creative Director of Lavapop, LLC, an online marketing and consulting company specializing in social media and content creation. She has provided consulting services to several regional and local organizations including The Mattie Kelly Arts Center, Musical Echoes Native American Flute Festival, Northwest Florida Symphony Orchestra, & Chan’s Wine World. After graduating from Louisiana State University, Ashley began her career working as a manager and marketer for local nonprofits and businesses. During this time, she developed a passion for unveiling what makes online marketing campaigns successful and relevant to consumers. She also recognized a great need for affordable and smart solutions. Ashley launched LavaPop, LLC as a go-to resource for small businesses and nonprofits looking to maximize their marketing potential. In 2014, Ashley was named Constant Contact’s sole Authorized Local Expert for Northwest Florida and is currently a Constant Contact Solution Provider.

TRAINING TOPICS INCLUDE:

- Social Media for Business / Facebook for Business / Facebook for Business, Advanced
- Social Media: Facebook, Twitter, and Blogs / Constant Contact
Jeffrey R. "Jeff" Riemer is currently the Chief Operating Officer for InDyne, Inc. InDyne specializes in range and facility operations and maintenance in support of air and space missions, integrated security systems, information technology, communications, multimedia, and cyber operations and intelligence community services.

Prior to his current position, Major General Riemer, USAF (retired) culminated a 34 year career as the Air Force Program Executive Officer for the F-22 Program, and was responsible for all acquisition activities on the F-22.

General Riemer entered the Air Force in 1974 after graduating from the University of Florida ROTC program. As the top graduate from his pilot training class, he initially served as an F-4C Wild Weasel pilot in the Far East. He was then assigned to the Air Training Command where he was the top graduate from T-37 instructor training and the Instructor Pilot of the Year. The general is a distinguished graduate of the USAF Test Pilot School and has served in numerous positions within the test and acquisition community.

General Riemer served in the Office of the Secretary of Defense as a military staff assistant for developmental testing of aircraft and air-to-air missiles. Later assignments included Program Manager for the MC-130H Combat Talon, Program Director of Special Programs for Air-to-Air Joint System Program Office, Program Director of the F-16 System Program Office, Program Executive Officer for Command and Control and Combat Support, Program Executive Officer for Weapons, and Director of Operations for Air Force Materiel Command. He has commanded the 4953rd Test Squadron, Air Force Security Assistance Center, and Air Armament Center.

General Riemer received his Bachelor of Science in Aerospace Engineering from the University of Florida, a Master of Science in Aeronautical Engineering from the Air Force Institute of Technology, and his doctorate in Educational Leadership with Argosy University. He has attended multiple certificate programs at the John F. Kennedy School of Government at Harvard University, and holds certificates in Knowledge Management, Process Expertise, Process Mastery, ITIL v3 Foundations, and Lean Six Sigma Black Belt. In 2009 he was named an Outstanding Alumnus from the University of Florida's Mechanical and Aerospace Engineering Department.

**TRAINING TOPICS INCLUDE:**

- Business Etiquette
- Customer Service Training
- Public Relations
- Media Relations
- Public Speaking
- Personality Assessments

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Dr. David Schjott is a Professor of Social Sciences at Northwest Florida State College. Dr. Schjott’s primary teaching responsibilities are in Sociology, Psychology, and Human Growth and Development. He earned his undergraduate degree in Communication Arts and his Master of Arts degree in Sociology from The University of South Alabama in Mobile, Alabama. He earned a Master of Science degree in Counseling and Psychology at Troy University and completed his Doctorate Degree in Education at Nova Southeastern University in Fort Lauderdale, Florida with a specialization in Adult Education.

Dr. Schjott served on the Board of Directors for the Mental Health Association of Okaloosa and Walton Counties, the Focus Center, and the Boys and Girls Club of Okaloosa County. He currently serves on the Board of Directors for C.O.P.E. Center, a non-profit community mental health agency in Walton County, Florida. Dr. Schjott is also an Associate Professor of Sociology for Troy University and has been an active community volunteer for such civic organizations as the United Way, the Crisis Line of Okaloosa County, and the Greater Fort Walton Beach Chamber of Commerce.

Dr. Schjott was selected by the Faculty Commission of the Florida Association of Community Colleges as the “Professor of the Year” for Instructional Excellence in 2000. The Northwest Florida State College Alumni Association also honored Dr. Schjott as the “Instructor of the Year” for 2002, 2003, and 2008, an award selected by the student body.

**TRAINING TOPICS INCLUDE:**

Anita Skipper is a retired United States Air Force (USAF) Officer with over 25 years of acquisition and leadership experience. She was a career contracting officer holding positions as an unlimited warranted Contracting Officer, procurement analyst, executive officer, instructor and training manager for the contracting career field. She was deployed to numerous locations in support of Operations JOINT GUARDIAN, ALLIED FORCE, IRAQI FREEDOM, and ENDURING FREEDOM.

Anita enlisted in the Air Force in August 1986 as a Contract Specialist. She has extensive operational contracting leadership experience and is a USAF recognized deployed Contingency Contracting Officer. She received her Air Force commission through Officer Training School at Maxwell AFB, Alabama. She is a Certified Acquisition Professional (Level III Contracting and Level II Program Management).

Prior to her retirement, she served as the Executive Officer to the Air Force Materiel Command’s Contracting Director and also served as a procurement analyst on the headquarters’ staff. She was a Contracts Manager for the Global Hawk training and sustainment programs and the Construction Acquisition Flight Chief for the 88th Contracting Squadron at Wright-Patterson Air Force Base, Ohio. While assigned to Eglin Air Force Base, Florida, she was Contracting Team Lead for Foreign Military Sales (FMS) for the Joint Direct Attack Munitions (JDAM) and the Small Diameter Bomb (SDB); Deputy Program Manager for the Joint Air-to-Surface Standoff Missile – Extended Range (JASSM-ER) program; Contracts Manager for the Sensor Fused Weapon (SFW) program and an Action Officer and Speech Writer for the Air Force Procurement Executive Officer (AFPEO) for Weapons and Commander of the Air Armament Center.

**TRAINING TOPICS INCLUDE:**

Dealing with Difficult People / Time Management / Team Building / Government Contracting / Negotiation Techniques / Conflict Resolution / Stress Management
Ronnie W. Stanley is a Professor of Speech Communication at Northwest Florida State College, currently teaching public speaking and interpersonal communication courses. He earned his undergraduate and graduate degrees from the University of Southern Mississippi in Hattiesburg, Mississippi, where he studied speech communication with an emphasis on advanced persuasion.

This is Professor Stanley’s eleventh year at Northwest Florida State College and he has been awarded the college’s “Professor of the Year” award twice – in 2006 and most recently, in 2010. Professor Stanley has been the key speaker for a wide variety of civic and service organizations in the community, including the Rotary Club, United Way and several college-based organizations. Notably, Professor Stanley has consulted for several companies, including the Joint Special Forces Operations at Hurlburt Field and is skilled in the training areas of public speaking, persuasion, small group communication issues and conflict management.

TRAINING TOPICS INCLUDE:

Communications / Public Speaking / Persuasion and Likability / Conflict Management
Patrice A. Williams is the Director of the Robert L. F. Sikes Education Center of Northwest Florida State College. She also teaches Composition I & II. In addition, she serves as an advisor to the NWFSC African American Student Association (AASA), is a member of the Okaloosa County 4-H Board, and is an at-large member of the Okaloosa County Commission on the Status of Women (OCCSW), representing District 3.

Ms. Williams earned her B.S. in English and Psychology from the University of South Alabama, her M.A. in English Literature from the University of Mobile, and her Ed. S. in English Education from Florida State University. She has also completed all coursework for the Ed. D. in Higher Education Administration at the University of Southern Mississippi.

Ms. Williams has a deep love for the art of writing. She was a fellow in the 1998 Mobile Bay and 2006 Florida State University Writing Projects. Over the past several years, she has given presentations and conducted workshops at the Florida State University Writing Summit; Tallahassee, Florida (2006 & 2007), Florida College English Association Conference; Fort Pierce, Florida (2007), Writing Matters Conference; Baton Rouge, Louisiana (2008); 11th Annual Student Success in First Year Composition Conference; Statesboro, Georgia (2009), Georgia Conference on Information Literacy; Savannah, Georgia (2009), National Council of Teachers of English Convention; Orlando, Florida (2010); and Chair Academy Leadership Conference (2012).

**TRAINING TOPICS INCLUDE:**

Effective Essay Writing/Effective Professional Writing/Building & Maintaining Online Writing Communities/Grammar Basics