

Laura E. Hardenbrook

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Summary

I am a talented and inspiring educator with more than twelve years of experience teaching adults and secondary/post-secondary students. While some of my teaching has been based on established curricula, I have designed the bulk of my courses and instructional materials myself. My platform as an instructor is supplemented by more than ten years of corporate technical and professional writing experience, including the foundation of my own editorial services agency. My training audience has varied from troubled adults to corporate professionals, from school-aged children through average and gifted young adults to college students in need of individual writing assistance. At the junior high and high-school level, I have acted as a primary teacher as well as a substitute teacher, and even have experience as an extracurricular instructor in speech, debate and forensics.

Core Competencies

- ♦ **Adult and Professional Training**
 - Business Writing
 - Train the Trainer
 - E-Learning
- ♦ **Instructional and Curriculum Design**
 - Vocational Rehabilitation
 - Professional Technical Training
 - Personal and Professional Development
- ♦ **Secondary and Post-Secondary Teaching**
 - Composition
 - Classical/Canonical and Popular Literature
 - Speech, Debate and Forensics
- ♦ **Technical and Professional Writing**
 - Technical Documentation
 - Customer-Facing Documents
 - Training References and Materials

Publications

QuickClicks Reference Guide: Microsoft Word 2007. Kansas City: CareerTrack Publications, 2010

QuickClicks Reference Guide: Microsoft Access 2007. Kansas City: CareerTrack Publications, 2010

QuickClicks Reference Guide: Microsoft Excel 2007. Kansas City: CareerTrack Publications, 2009.

Reading Comprehension Passages. Unrein, Judy. GMAT, 2008 Edition. New York: McGraw Hill, 2008.

“Henan: China’s Heartland.” Via Mei Magazine. Fall 2006.

“Kansas: Hometown USA.” Via Mei Magazine. Fall 2006.

“Shanghai – 3 Days.” Via Mei Magazine. Fall 2006

Reading Comprehension Passages. Unrein, Judy. Conquering the GRE Verbal. New York: McGraw Hill, 2006.

Education and Professional Development

- ♦ MA in Writing Popular Fiction, *Seton Hill University*, June 2009
- ♦ BA in English Literature and Composition, *The University of Missouri at Kansas City*, May 1994
- ♦ Member, NCTE, CCCC, and TYCA
- ♦ Attended the Campbell Conference “Teaching Science Fiction Seminar,” 2008
- ♦ President, Kansas City Area Speculative Fiction Writers Group
- ♦ Editorial internship with Barbara Ellis of Scribes Literary Agency, 2005-2006

Relevant Experience

Metropolitan Community College – Business and Technology Campus (Kansas City, MO), English Instructor

- ♦ Develop curricula, interactions and materials for composition and technical writing courses
- ♦ Lead class discussions and provide instructional guidance on the principles of composition
- ♦ Evaluate student assignments and competencies and assign grades for class work and participation
- ♦ Assess student progress and recommend additional coursework / studies

PARK University Enterprises, Inc. (Overland Park, KS) Content and Product Development Project Manager

- ♦ Develop and deliver web-based training offerings
- ♦ Manage the development of all new adult professional training programs
- ♦ Provide training guidance and resources to Fred Pryor Seminars and CareerTrack instructors
- ♦ Revise existing programs and create custom programs for on-site client training
- ♦ Develop computer-based training (CBT) and electronic training programs and modules

The Seshet Agency (Prairie Village, KS) Owner, Agent, Independent Editorial Services Contractor

- ◆ Write custom marketing and web content for various organizations
- ◆ Craft articles and editorial pieces for trade publications
- ◆ Coordinate and teach writing seminars and classes for the KCSPWG (K.C. Speculative Fiction Writers Group)

iMODULES Software, Inc. (Overland Park, KS) Trainer, Corporate Communications Manager

- ◆ Developed curricula, training materials and training strategies for web-based applications and services
- ◆ Delivered internal and external employee and client training sessions
- ◆ Designed and produced manuals, instructional documents and in-application help verbiage
- ◆ Created and distributed the company's newsletters and other regularly-distributed marketing aids
- ◆ Composed, edited and approved all customer-facing materials and publications
- ◆ Designed and implemented measurement processes to determine the success of training sessions and materials
- ◆ Unified all disparate internal web application verbiage into a single voice and message
- ◆ Assisted in the development of an accreditation program

Polsinelli Shalton & Welte, PC, (Kansas City, MO) IT Project Manager, Webmaster and Technical Trainer

- ◆ Developed training materials, programs, curricula, and task-based modules and assessment tools
- ◆ Crafted projects or training plans to meet needs identified by my training and business assessments
- ◆ Delivered training seminars and organized classroom coursework for attorneys and staff
- ◆ Developed and presented an interactive Flash training presentation to the KC Area Law Firm Trainers Association (of which I was a member) to demonstrate self-paced learning opportunities for law firms
- ◆ Dramatically lowered the per-call support technician time investment in PSW Helpdesk calls through training
- ◆ Composed and maintained firm-wide administrative and IT newsletters
- ◆ Wrote content for internal and external web presences for the firm and its clients and affiliates

Robin Lutchansky Enterprises (San Jose, CA), Technical Liaison and PR Coordinator

- ◆ Edited client web pages for marketing content and crafted white papers and professional documentation
- ◆ Provided "soft skills" training for clients in preparation for media interviews

Cendant Int'l Assignment Services (Walnut Creek, CA) February , International Relocation Process Manager

- ◆ Trained co-workers on the use of the Internet as a tool for client communication and management
- ◆ Generated instructional documentation for and trained co-workers on the use of both the Internet and web-based Cendant applications

Tropical Rainforest Expo and Museum (Sunnyvale, CA), Volunteer Marketing Coordinator

- ◆ Developed training programs, manuals and materials to instruct new volunteers
- ◆ Developed and presented educational programs for local libraries and schools

Various Temporary Agencies (San Francisco Bay Area, CA), Administrative Specialist

- ◆ Created procedural instructions sheets for any procedures missing documentation
- ◆ Created materials to instruct users on all new organizational systems

The Next Step Center (Menlo Park, CA), Vocational Rehabilitation Specialist and Outreach Coordinator

- ◆ Developed curricula and training materials for adult vocational rehabilitation classes
- ◆ Delivered training classes to veterans of the US Armed Services in need of job placement assistance

UMKC (Kansas City, MO), Student and Writing Center Tutor

- ◆ Assisted students in need of writing help through the university's writing center
- ◆ Worked with the Midwest Writing Group to promote literacy in young people
- ◆ Edited and proofread doctoral theses for professors who requested my assistance

Fort Osage High School (Independence, MO), Substitute Teacher and Assistant Debate Coach

- ◆ Provided tutorials and special sessions on rhetoric and philosophy
- ◆ Taught breakout sessions on specific events and speech writing techniques