



## Learning Strategy Department Leader



## Patrick Jackson, CPTD<sup>®</sup>

Manager, Talent Development  
*Software Publishers*

### Role Level

Department Leader

### Key Skills

- Instructional Design
- Business Partnering
- Evaluating Learning Impact

### TD Team Size

2 members

### Company Size

500

### TD Tenure

8 years

### Biggest Challenges

Acquiring resources to keep up with organizational needs

### What is the BEST part of your job?

I have ownership over the TD function at my company and a lot of autonomy to choose which projects I want to work on. My manager trusts my judgement and values the impact I have on the organization.

### How did you get into talent development?

Internal promotion at my current company.

### Advice for people interested in the kind of role you have?

Join ATD and learn as much as you can about the talent development industry! I didn't have anyone to mentor me when I started out. I had to figure out a lot on my own. ATD was invaluable in helping me expand the scope of the L&D function at my company.

### What does your typical week look like?

I provide end user support via email and IM, connecting associates to subject matter experts and resources to answer their questions. I deliver weekly new hire orientation, track course completion data in our LMS, and develop e-learning courses on our products and services. I work with the CEO and CHRO to deliver and evaluate our leadership development program. I partner with subject matter experts to develop client-facing training on our products and services.