



Training & Facilitation Individual Contributor



Pamela Mann, APTD®

Clinical Learning Consultant
Healthcare

Role Level

Individual Contributor

Key Skills

- Business Writing
- Use of Technology
- Facilitation
- Instructional Design
- Project Management

TD Team Size

21 members

Company Size

12,000

TD Tenure

31 years

Biggest Challenges

Not enough money for technology

What is the BEST part of your job?

Knowing that what I do makes an impact on not just the staff but also on the patients they care for. Knowing the education we provide gives clinical and non-clinical staff the skills they need to do their jobs.

How did you get into talent development?

I first became a CPR instructor and then hired into my current role. My career over the years still includes some clinical education but has moved more toward the non-clinical/soft skills/talent development role. I started taking ATD certificate courses, then two masters level courses then became an APTD.

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

You can do exactly what I did! Start at the beginning, take ATD classes and gain experience/be mentored into the role. You do not need formal education in teaching or instructional design (although that would be great) to be successful!

What does your typical week look like?

Every day is different. I teach CPR (BLS & Heartsaver), orientation (general and nursing), Webex classes, emotional intelligence, and others. Every day usually includes a class and time to work my email inbox and do some instructional design. Our talent development team meets twice monthly and sometimes more often for special projects.