

**Mark Flamendorf**  
**Consultant Partner**  
**US**



Mark is an experienced and successful consultant who has worked for major global organisations to help them design, develop and evaluate a variety of learning and development initiatives. His experience spans a range of industries, including financial services, health and commercial insurance, legal, health care and pharmaceutical.

Some of Mark's past accomplishments include the development of comprehensive sales training strategies for Prudential Financial, AIG, Empire Blue Cross Blue Shield, and Johnson & Johnson. While consulting at Bristol Myers Squibb he collaborated with professionals in manufacturing and logistics to develop training that supported the serialisation and tracking of drug shipments. In conjunction with the New York City Board of Elections, Mark revamped a train-the-trainer programme to prepare community poll watchers to successfully conduct elections. He is presently working with the Montefiore Health System to facilitate management and leadership workshops for supervisors and managers.

His expertise spans all aspects of learning and development including the selection and implementation of multiple learning management systems and e-learning libraries. He has created both technical and management training curricula utilising a blended strategy. This approach involves both custom designed and vendor e-learning, followed by interactive classroom and webinar-based facilitated workshops. Mark is master certified to deliver train-the-trainer workshops for Development Dimensions International (DDI). He is also qualified to facilitate the Myers-Briggs Type Indicator and the family of DiSC Personal Profiles, a part of Mark's interpersonal communication, management and leadership development programmes.

Before becoming an independent consultant, Mark worked in a variety of capacities for Merrill Lynch, Johnson & Johnson, Prudential Securities, Empire Blue Cross Blue Shield and AIG.