

Tara Butler CPCC, ACC

Human and Organizational Development Principal Consultant

Tara Butler is a Human and Organizational Development consultant for Realized Performance.

With almost 20 years in the Customer Service, Publishing, Internet, and New Media industries, she has worked with multiple organizations to grow or re-vitalize their existing businesses by developing and implementing optimized organizational structures, strategic business plans, training and development programs, integration plans, and internal communication plans.

Ms. Butler was most recently the Vice President of Client Services for Who's Calling, where she headed up Customer Service, Client Training, Sales Support, Inside Sales, Outsource Services, Technical Support and the Contract Activation teams. She managed the organization through a call center technology upgrade, a new outsource services partnership, a redesign of process and procedures, and a major restructuring.

Ms. Butler spent six years as an executive at Getty Images and PhotoDisc in the Sales, Customer Service, and Operations Groups. As the Vice President of Customer Services, she grew the Customer Service group from a seven person inbound sales team supporting one product line to an 80 person, multi-tier Sales, Customer Service, Technical Support and Billing team that supported three e-commerce websites and a direct mail business of over \$150 million in revenue per year. Additionally, she managed the group through a major customer relationship management implementation, a major phone system upgrade, an office relocation with no customer service blackout time, the launch of three websites, and a transition to 24/7 support.

Ms. Butler has been a featured trainer and developed curriculum and taught hundreds of employees on topics such as Change Management, High Performance Work Teams, Collaborative Communication, Negotiation, Core Values, Outrageous Customer Service, and Management Skills. She is a certified Friesen, Kaye & Associates trainer, certified Pacific Institute "Imagine 21" trainer and has been an assistant trainer for "The Pursuit of Excellence" training series sponsored by the Excellence Foundation.

Ms. Butler is a graduate of The Coaches Training Institute and is a Certified Professional Co-Active Coach. She is currently enrolled in their Leadership Program and assists their coach training program on a regular basis. She is also an Associate Certified Coach through The International Coaching Federation. She has coached dozens of executives and high level managers to help them understand their Leadership Impact and how to more effectively manage up, down and across their organization.



Realized Performance LLC
Achieve Anything™

Tara has a Bachelor's of Arts degree in English Literature from Kenyon College and has completed an Executive Business Program at the University of Washington.

p 219.322.2223
f 219.322.3234
e info@realizedperformance.com
w realizedperformance.com