



Lindsay Tate

Senior Manager of Learning and Development, Sinclair College

Sinclair College is a public community college in Dayton, Ohio, serving both students and the regional workforce through credit and non-credit programs. Sinclair's Workforce Development Team delivers training for external clients and internal departments. In a post-COVID learning environment, their programs needed to be more engaging, efficient, and effective—without sacrificing quality or professionalism.

THE CHALLENGE

When Lindsay Tate joined Sinclair in 2021, most training relied on lecture, clip art, text-heavy slides, and printed decks as handouts. As a small team of two, they delivered more than 100 sessions annually—with little time for redesign.

In December 2022, Lindsay's colleague retired. Promoted to Lead Consultant, she was tasked with hiring her replacement and transforming 25+ workshops to reflect modern instructional design. In May 2023, Nathan Floom was hired as a Learning and Development Consultant, and the two got to work. The goal: Improve the quality and impact of sessions and increase the number of trainings delivered. This had to happen with no added staff or significant budget.

THE SOLUTION

At first, Lindsay made cosmetic updates like revising the PowerPoint master slide. But after attending The Bob Pike Group's Spring Fling virtual conference and Creative Training Techniques™ fall conference in 2024, she realized the programs needed a full redesign to become participant centered and outcomes focused. That shift, she hoped, would boost engagement and increase the number of new and repeat customers. Armed with new knowledge and ideas, the team transformed their learning programs. Key changes included: Replacing dense slides with minimal text and maximum interaction. Prioritizing engagement and motivation. Designing handouts that supported interaction. And standardizing design through a checklist to ensure quality and consistency. Clients quickly noticed the difference—not just in structure, but in how much more effectively learners absorbed and applied the material.

"Sinclair does awesome [trainings,] and I love the activities so all get involved. I learn so much from the other students and their knowledge and experiences. I always leave learning something valuable I can apply back in my workplace."

Training participant





THE RESULTS

In one year, the team reimagined every part of the training—from design to delivery. The result: measurable improvements in engagement, outcomes, and demand.

- In FY23, they facilitated 134 sessions for a total of 363 training hours. For FY25, which ended June 30, they deliver 211 sessions totaling 509 hours—a **58%** increase in training volume since FY23.
- Participants rated overall satisfaction at **9.08/10** and facilitator effectiveness at **3.97/4**.
- Clients returned for more, citing stronger results.
 - **One standout:** A government agency piloted a 4-part leadership series. Based on strong executive feedback, the program expanded to all 58 leaders, resulting in a contract for 25 additional sessions over eight months.

This growth—in volume, quality, and client trust—demonstrates the impact of this transformation. They've not only elevated their training programs, but they've also supported other Sinclair departments in applying participant-centered strategies, built strong client relationships, and enhanced Sinclair's reputation as a go-to provider for high-impact training.

"Sinclair College's founding mission from 1887: 'Find the need and endeavor to meet it.' Our need is clear: Participants need engagement so that they can move from 'knowing' to 'doing'. And participant-centered training was the answer! We remain driven to keep evolving, innovating, and making learning meaningful for every participant we serve."

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58%

Increase in training volume

9.08/10



Participant Overall Satisfaction
Evaluation Score

3.97/4



Facilitator Effectiveness
Evaluation Score

