

Biographical Resume' Jocelyn R. Howard, M.B.A.



Jocelyn Howard is the Executive Director of the Citadel of Perpetual Learning, LLC, which has a reputable history of providing effective turn-around strategies and education services for youth and adults. In addition, the Citadel offers executive training and RD for the educational and automotive industries.

Jocelyn was seemingly destined to work in industries that assist people. Her father, was a Pastor and her mother was an English teacher, so her entire formative background was centered around helping people. In her adolescent years, Jocelyn was involved in outreach programs, fundraisers, mentoring, and the like. But, she wasn't much different from most of her peers in trying to pave her own career path. In college, she was committed to becoming an electrical engineer. In fact, she had a great aptitude for it, but that wasn't her passion. Her passion was people and helping them solve their problems. There was no time she could be in a room, and it did not turn into a strategy session. She poses questions to garner clear pathways for success; and as an avid listener, she listened for opportunities in the midst of chaos, and hope in despair.

So, after realizing that engineering wasn't her calling, but a tool, she became a corporate trainer assisting Fortune 500 companies in solving interpersonal conflicts and creating strategies for team success. Her unique approach to conflict and SEL (social-emotional learning) causes her to be requested during turbulent times because she is known for having a measured approach to deciphering uncomfortable engagements.

Jocelyn has over twenty (20) years of training, management, and consulting with various marketing experiences. She is a proven leader, manager, and consultant. She

has successfully built business relationships with major corporations, while strategically planning to promote her association members. Ms. Howard provides leadership and direction for managing day-to-day operations; creating strategic alliances with companies that provide complementary services; attracting and retaining proven quality professionals to the training and management team; and providing technical assistance as needed. Her personality and ability to work well with others assist many non-profit organizations to succeed with their core objectives.

Her experience includes an extensive background with the United Auto Workers (UAW), the Detroit Board of Education, government social services agencies, and Tier One automotive suppliers. In her capacity with these institutions, she has served as a trainer, training director, marketing director, project director, procurement director, and recruitment manager. While in these capacities she has achieved some of the following accomplishments:

- Prepared the first German language and cultural training implementation program for DaimlerChrysler after their merger.
- Recruited and placed the only African-American German instructor in DaimlerChrysler who possessed over 30 years of tenure in the public school system.
- Guest columnist in the *Wayne State Psychology Review*
- *Member of Who's Who in Business*
- Implemented and successfully designed over 50 training modules.
- Paired corporations with non-profit organizations to assist the underserved population in Metro Detroit
- Contributed to the successful completion of all assignments punctually, within budget, and with a great positive response from clients.
- Serves as a principal coach and turnaround school specialist for underperforming school districts.

As Executive Director, Jocelyn is responsible for managing a staff of 20+ consultants. In addition, she oversees curriculum development and implementation, as well as budget creation and contract negotiations. She continues in this role by providing leadership and direction for managing daily operations; and building strategic alliances with companies that support complimentary services to industry

and academia. Lastly, Jocelyn interfaces with philanthropic agencies to distribute services to core clients.

Jocelyn is a native of Detroit, MI and served as the Chairman of the Warren, Michigan Planning Commission for over 7 years. She is the first African-American woman Commissioner appointed to any Board or Commission in Warren, MI, and the first African-American to chair any board or commission in Warren, MI. Jocelyn serves on various non-profit boards of directors and is a mentor to educators and industry professionals. In addition, she is an active member and elder in her local assembly, Life Application Ministries (LAM) Christian Church. She is an active community activist and is engaged in many outreach programs. She enjoys traveling with her family, art, and exploring new adventures.