



Beverly Washington
President and Founder

WOMAN-OWNED
SMALL BUSINESS

CERTIFIED MFBE

2011 "WOMEN OF
EXCELLENCE" AWARD

2012 UNIVERSITY OF
ILLINOIS ALUMNI
ASSOCIATION
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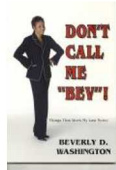
SAG/AFTRA

Profile

Beverly Washington, a successful entrepreneur, motivational speaker, model, television host and author brings over 20 years experience in the field of employee training and development.

A recognized authority on personal and professional development, Beverly travels extensively both in the United States and around the globe as a consultant and leadership coach. Audiences in New Zealand, Australia, South Africa and the United Kingdom have experienced her dynamic presentations.

Among her professional successes, Beverly is the author of *Don't Call Me "Bev"!* This humorous book provides survival tips on how to navigate the world of rudeness.



Awards and Recognition

As a result of her long-term commitment to excellence, Beverly is the recipient of numerous awards and honors. A graduate of the University of Illinois at Urbana-Champaign with a Bachelor of Fine Arts Degree in Dance Education, Ms. Washington also excelled as an athlete and was a member of the Women's All-American Track and Field Team selected to compete in the 1979 U.S. Olympic Training Camp in Colorado Springs.

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Image Factor, Inc. founded in 1991, is a results-driven consulting and training company. We provide cost-effective training solutions for personal growth and development. All training programs are designed to maximize performance in the areas of: **Professionalism, Responsibility, and Accountability.**

WE MAKE THE DIFFERENCE! In Our Approach:

We design and facilitate *customized* training programs: Our clients work with us in designing a training program that fits *their* needs.

WE MAKE THE DIFFERENCE! In Leadership:

Participants take away the necessary skills to heighten their decision-making effectiveness. Our training facilitators act as conduits stimulating knowledge transfer, empowerment, motivation and effective delegation.

WE MAKE THE DIFFERENCE! In Team Development:

Do you want to know the secrets to understanding and managing a diverse workforce, coaching individuals, building morale, and administering constructive feedback? To find out...let's schedule a date **TODAY!!**

WE MAKE THE DIFFERENCE! In Strategic Thinking:

Our program challenges participants to think outside-the-box as they concentrate on successful outcomes, exceeding expectations, managing change and setting goals.

WE MAKE THE DIFFERENCE! In Self-Management Skills:

We deliver practical techniques that effectively organize tasks in ways that positively impact results and meet management objectives. This program drills down on success in managing multiple projects, assertiveness training, effective communication and work-life balance.

WE MAKE THE DIFFERENCE! In Self-Control:

Awareness and balance are highlighted as participants develop and demonstrate the right tools for maintaining control when faced with difficult and challenging issues. Stress management, conflict resolution and EI are additional products to consider when deciding on the Self-Control program.

WE MAKE THE DIFFERENCE! In Customer Service:

Learn how to keep your customers *singing your praises*. Internal and external *customer value* is all about total care, and "Attention Without Exception." We make our customers a priority...and we will guide you to achieving the same success.