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ROSEMARY GUILLETTE, MBA

PRINCIPAL CONSULTANT



Rosemary Guillette has honed her expertise in training and performance improvement, goal analysis, quality assessment, and reward/recognition program design in a wide range of professional settings, including biotechnology, academic services, and health care. She is certified in Criterion-Referenced Instruction, a lean approach to education and performance development. Throughout her thirteen-year career, Rosemary has:

- Developed performance incentive programs which led to efficiency gains of more than 50 percent over a one-year period.
- Redesigned employee orientation programs, reducing the time-to-train from twelve to eight weeks, while allowing for immediate detection of potential performance issues.
- Established systems to evaluate training outcomes including skills application in real-world, post-training environments.

- Enhanced productivity of casual/float employees across a range of industries through the creation of standard operating procedures, job aids, and mentor policies.
- Implemented multi-tiered reward and recognition programs in organizations that previously had no formal programs.

In 2004, Rosemary joined Press Ganey as a quality and training professional. In her current role as principal consultant, she has received praise from clients such as Broward Health: "I cannot tell you what a pleasure it was to work with Rosemary. She understood our organization, our needs, and especially how we needed to communicate the results as an executive team. She is poised, confident, resourceful, and informative. Rosemary is a valuable asset."