

MASTER TRAINER

Pam Dykstra

Pam Dykstra brings more than fourteen years of experience in learning and development to the VitalSmarts Facilitator Faculty. Specializing in team effectiveness and corporate facilitation, Pam helps individuals, teams, and organizations increase organizational effectiveness, achieve bottom-line results, and become measurably more vital.



Master Trainer

Pam is a Master Trainer in Crucial Conversations® Training and a Certified Trainer in Crucial Accountability™. She has extensive experience introducing and teaching these crucial skills to a wide variety of industries including agri-business, healthcare, insurance, and manufacturing. Clients continually praise Pam for her ability to help them achieve hard-hitting results in the areas where they need them the most. A respected and experienced trainer, Pam often receives compliments for her high-energy training approach and dedication to each individual's learning needs. Participants consistently comment on her ability to display passion, care, and conviction through her training methods

Notable Clients

- Allen Hospital
- Danfoss Power Solutions
- DuPont Pioneer

Areas of Expertise

- Leadership Development
- Onboarding/Mentoring
- Management Training
- Diversity Training

Dynamic Speaker

In addition to her experience as a consultant and trainer, Pam is a skilled presenter, addressing audiences on the topics of accountability, effective communication, resolving conflict, and more. Audiences range from small executive retreats to large organizational meetings for clients in associations, human resources, training, banking and finance, manufacturing, and agri-business.

Business Results Expert

Pam worked closely with leaders at Allen Hospital to implement Crucial Conversations Training as part of a major culture change initiative occurring within the organization. By using the skills found in Crucial Conversations, employees at all levels—who once experienced critical issues that created barriers between nurses and physicians and in various departments—were able to address and resolve problems within their teams and experience improved results.

Pam also worked with DuPont Pioneer Hi-Bred to create a culture of stepping up to and holding crucial conversations with employees at every level and at multiple locations across the company.

Experience

Pam began her career in learning and development at Wells Fargo where she trained on a variety of topics and at varying levels within the company. From onboarding to diversity and management development, Pam gained valuable experience in the classroom. She worked with colleagues to develop a mentoring program for new employees as they adapted to the culture of Wells Fargo and grew in their understanding of the industry. Pam has been a member of her local ASTD chapter for ten years.