

# Rodney Sharples

## Chief Operating Officer

Optimizing People, Process & Profits  
for Faster Growth & Smarter Scaling

### Learning & Development Profile

Recognized as an executive leader who positions learning and development as fundamental to organizational growth, with a strategic focus at the intersection of technology, operations, and people.

Known for a proven track record of integrating L&D into strategic and tactical changes across organizations, having led the creation and execution of multiple departments and facilities. Builds comprehensive educational strategies that align with corporate objectives, driving business outcomes, individual growth, and cultural transformation. Emphasizes continuous improvement and innovation in learning, ensuring all initiatives support long-term goals.

### Contact Details

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### Footprint

- Workforces of 50 to 300,000 plus
- Formats
  - Individual, 1:1
  - Team, varying sizes
  - Small and large group
  - Seminar
  - Conference and event
- Global
  - NA, LATAM, EMEA, APAC
  - English; US, British/UK, Australian
  - Spanish; Mexican, Chilean, Argentine
  - French; Canadian, Parisian
  - Russian; Belarusian, Russia
  - Chinese

### Experience

#### Chief Operating Officer

*The Eikon Group*

- **Program Development & Management:** Developed a bespoke "AI for Business, Level 1" training program tailored for business consultants.

#### Chief Experience Officer

*Benson Integrated Marketing Solutions*

- **Strategic Leadership:** Pioneered the company's first L&D group as part of a three-year strategic plan, receiving approval and launching the initiative.
- **Team Leadership & Development:** Initiated a focus group to analyze voluntary attrition and implemented targeted L&D programs, resulting in a 40% reduction in turnover.
- **Team Leadership & Development:** Spearheaded a cultural transformation program that shifted the company ethos from a disruptive legacy culture to an alliance-based approach.
- **Program Development & Management:** Designed and implemented core curriculum to address learning gaps, covering onboarding, ongoing training, performance enhancement, and promotional education.
- **Program Development & Management:** Developed and led a multi-part management training program focused on business fundamentals, including financial acumen, leadership, and business improvement strategies.

#### Chief Operating Officer

*Adrenaline Agency*

- **Strategic Leadership:** Established an L&D group focused on enhancing non-technical skills, leading to a 15% increase in client retention.

#### Vice President Operations and Revenue Delivery

*WebMD Health Corp.*

- **Program Development & Management:** Launched cultural growth initiatives centered on team cohesion, effective communication, and conflict management.
- **Compliance & Risk Management:** Founded a Medical, Legal, and Regulatory risk abatement group, collaborating with key stakeholders to develop a core curriculum that mitigated liability and misinformation.

#### Sr. Director of Operations & Business Improvement

*RELX Group*

- **Strategic Leadership:** Implemented DISC assessment testing for all people leaders to identify skills gaps, followed by the development of targeted educational programs.
- **Change Management:** Standardized client education approaches for product rollouts and long-term support, including the creation of templated materials, a single-source knowledge base, and uniform messaging.
- **Stakeholder Engagement:** Communicated the value and impact of learning initiatives to executive leadership, securing support and buy-in for strategic projects.

#### Manager, International Store Operations

*The Home Depot*

- **Change Management:** Standardized store-level training by functional role, enhancing knowledge, cross-education, and organizational efficiency.
- **Program Development & Management:** Adapted U.S. learning and development methods and materials for international markets, focusing on localization to address language, cultural, and operational differences.
- **Program Development & Management:** Created an equipment certification program in collaboration with the original equipment manufacturer (OEM).
- **Program Development & Management:** Developed Train-the-Trainer programs to expedite the deployment of education related to technology and business improvements.