

Louise LeDuc (Retired LCSW)

- ❖ District Manager supporting Nurses providing outreach and education to patients with chronic diseases
- ❖ Training Project Manager, program designer, developer and facilitator with experience in the development and delivery of training using various modalities including instructor led, web-based, on-the-job, one-on-one coaching and mentoring
- ❖ Licensed Clinical Social Worker with extensive experience providing clinical therapy utilizing motivational interviewing (MI) principles in addition to other recognized therapeutic approaches
- ❖ Coach and mentor for Master Social Worker and Licensed Clinical Professional Counselor clinicians
- ❖ Experienced Immunology Patient Advocate with proven ability to impact business results by meeting and exceeding all metrics determined for successfully managing a ten-state territory

KEY ACCOMPLISHMENTS

- Provided coaching and direction to Nurses providing telephonic education and support to patients to maintain motivation to manage their chronic disease and ongoing treatment. Team consistently met and exceeded upper management expectations and goals.
- Led the Immunology Patient Outreach Training Team in the development and execution of the content and logistics for the September 2017 NSM creating an exceptional experience for the Ambassadors. Recognized by veteran participants as the “best NSM to date”
- Recognized by AbbVie senior management to receive the Excellence Award, presented at NSM in September 2015. This award was earned by utilizing comprehensive organizational skills and attention to detail resulting in successful management of competing priorities while meeting and exceeding performance metrics
- Managed ten-state territory as a field-based Immunology Patient Advocate. Positively impacted company business through educating and motivating patients to seek optimum care. Increased awareness of Patient Advocate Program through networking with employers, health organizations, foundations and community-based entities
- Selected as District MI Lead and guest trainer at IPAT as a result of demonstrated application of motivational interviewing (MI) skills contributing to the movement of patients through milestones
- Designed and facilitated comprehensive leadership skills training programs as an integral component of succession planning for management employees with strong industry knowledge but limited leadership skills. As a result of positive feedback, the program was subsequently expanded to develop staff prior to being appointed to management positions
- Mentored undergraduate and graduate social work interns and clinicians. On-boarded new Patient Advocates with tailored coaching and mentoring for their individual needs to contribute to the advocate's and team's overall success
- Implemented and directed an innovative social service agency to provide 24-hour crisis service and ongoing counseling for citizens with psycho-social problems brought to the attention of the police. Successfully marketed the program to gain community acceptance, support and funding. Served as a model program for other international communities researching the possibility of implementing this program in their country

PROFESSIONAL HISTORY

DISTRICT MANAGER PATIENT OUTREACH – ABBVIE (2018 – 2022, RETIRED)

Provide leadership and growth opportunities to a team of 15 Nurses as they support patients to empower them to manage their chronic disease.

- Provide day-to-day assistance in assessing patient need and most effective engagement strategy
- Collaborate with peer District Managers to develop and deliver educational opportunities for all teams in the District
- One-on-one coaching with team members to increase skills to effectively engage with patients
- Collaborate, as necessary, across company franchises to provide identified support to patients

NATIONAL TRAINER PATIENT OUTREACH – ABBVIE (2016 – 2018)

Provide Project Management for the development and delivery of learning experiences for the HUMIRA Patient Ambassador Program.

- Provide peer leadership to develop and execute key training initiatives including Initial Humira Ambassador Training, NSM, Capstone and “as needed” training
- Served as interim District Manager for Denver District. Provided co-facilitation during District Meeting, coaching to Ambassadors
- Provide facilitation preparation for internal and external facilitators
- Build and maintain collaborative working relationships with internal and external partners to meet the training needs of the Ambassador Program

IMMUNOLOGY PATIENT ADVOCATE – ABBOTT/ABBVIE (2012 – 2016)

Provide education, support and resources to individuals living with psoriasis, psoriatic arthritis, ulcerative colitis, Crohn's Disease and hidradenitis suppurativa.

- Assess patient needs and provide appropriate education and resources; focus on empowering patients to seek appropriate health care, communicate effectively with health care providers and actively participate in their health care decisions
- Maintain visibility in designated territory to facilitate community awareness of and access to the advocate program. Provide disease awareness education in the community
- Build trust and credibility collaborating with internal partners to capitalize on reciprocal opportunities

FIELD LIAISON – LOYOLA UNIVERSITY SCHOOL OF SOCIAL WORK (2010 –2012)

Responsible for supporting a cohort of BSW and MSW student interns by serving as the primary contact for students and Field Supervisors. Serve as liaison between the students, Field Supervisors and school; ensuring students' appropriate learning experiences and supervision. Assist in resolving performance issues or conflicts that may arise during placement.

INDEPENDENT TRAINING CONSULTANT (1998--2012) VARIOUS LOCATIONS

Subcontractor providing project management, needs assessment, instructional design, instructor-led training, web-based training, employee motivation, coaching, and dispute resolution to customers in a variety of businesses and industries.

Subcontractor providing assessment and therapy for residents of long-term care facilities, consult with staff and families to share insights regarding resident needs.

OTHER RELEVANT EXPERIENCE

COLLEGE OF DuPAGE GLEN ELLYN, IL - Instructor (Adjunct Faculty) Human Services Department

EDWARD HOSPITAL NAPERVILLE, IL - Social Work Supervisor for inpatient and outpatient clients

PRIVATE PRACTICE THERAPIST Wheaton, Naperville, IL

TOWNSHIP SOCIAL SERVICE Lisle, ILLINOIS - Director

EDUCATION AND PROFESSIONAL DEVELOPMENT

Master of Social Work, University of Illinois, Urbana, Illinois

Bachelor of Science – Social Welfare, University of Illinois, Urbana, IL

CE credits for facilitation skill development

CE credits for Social Work license maintenance

LICENSES AND CERTIFICATIONS

LCSW - Illinois Department of Registration & Education #149-003001 (Retired and not renewed)

One on One Skills Training Instructor Trainer