



## Gail Johnson, President/CEO Pam Parr, Senior Consultant

### Face to Face Communications and Training, Inc.

**Gail Johnson** founded Face to Face Communications and Training in 1997 to fill the need for customized training in the increasingly competitive workforce. Ms. Johnson's strong communication background gives her a unique perspective on organizational needs:

*"Organizations that communicate with honesty, clarity, and openness while developing organization-wide leadership will have the competitive edge in any economy; in a struggling economic climate they will be the survivors."*

Johnson has served at the request of CEO's, Executive Directors, and Administrators to design and deliver hundreds of leadership, strategic planning, and communication-related workshops throughout the United States; she is a nationally recognized keynote



speaker. Johnson earned her Bachelor of Arts degree in Journalism and Master of Arts in Communication Studies from Northern Illinois University. Johnson currently serves on the Illinois Library Association's conference planning committee. She is a member of the Association for Training and Development and the Illinois Chamber of Commerce has named Face to Face Communications and Training a designated Training Provider for its ITP grant program.

Johnson's individualized approach has earned her a loyal client base that has grown primarily through referrals. Her client roster spans a broad range of industries, including telecommunications, banking, travel, architecture, legal, small industrial, health-care, as well as local governments, libraries, school and park districts.

**Pam Parr** joined Face to Face Communications and Training in 2005 and brings over 30 years of leadership and customer service experience with her. Parr attend the University of Iowa as a theater major with a political science minor. She owned her first business at the age of 23 and has been dubbed a serial entrepreneur by her peers.

Together Johnson and Parr have served academic, special, and public libraries across the country. They are sought after presenters and speakers on leadership and customer service. Their sessions at the American Library Association and Public Library Association have been a draw for more than five years. They are currently writing a book on their brand of leadership.



At the 2015 AALL Annual Meeting in Philadelphia, Gail and Pam facilitated education sessions on leadership, workplace behavior, and motivating staff.