



About Jeff Toister, CPLP, PHR



Jeff Toister is a nationally recognized workplace learning and performance professional with a proven track record of success. He has over 15 years of training and development experience in a variety of industries including hospitality, call centers, and nonprofits. In 2005, Jeff founded Toister Performance Solutions to help client organizations improve employee performance.

His areas of expertise include customer service, employee engagement, and employee development. Jeff also consults in other facets of organizational development such as employee selection, performance management, and human resources compliance. His strong business acumen allows him to tie these initiatives to strategy and financial results.

Jeff was the Director of Training and Development for Ace Parking Management, Inc. prior to starting his own business in 2005. The company had 4,200 employees, though his primary audience was its nearly 200 executives, managers, and supervisors. Jeff and his team managed all aspects of training and development at Ace including new hire training, leadership development, human resources training, and customer service. He also provided internal consulting services to help operations improve performance.

Jeff is an active member of several professional organizations. He is a Past President of the San Diego chapter of the American Society for Training and Development (ASTD) where he is a recipient of the WillaMae Heitman award for service to the chapter over many years and a two time winner of the President's Choice Award for service to the chapter President. Jeff is also a member of the national ASTD organization where he serves on a panel of experts who evaluate projects submitted by candidates for ASTD's Certified Professional in Learning and Performance credential.

Other affiliations include memberships with the National Human Resources Association and the Society for Human Resource Management. He also serves as a volunteer trainer for Nonprofit Management Solutions, an organization that provides training and consulting services to nonprofit organizations in the San Diego community.

Jeff holds a Certified Professional in Learning and Performance (CPLP) credential from the American Society for Training and Development and a Professional in Human Resources (PHR) certification from the Human Resources Certification Institute. He has a Bachelor of Science in Business Administration from Boston University.