



About Jeff Toister, CPLP, PHR



Jeff Toister is a results-driven workplace learning and performance professional with a proven track record of success. He has nearly 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 customer service and employee performance.

His areas of training expertise include customer service and performance improvement. He uses needs analysis and evaluation methods to focus his training programs on achieving measurable results. Jeff also consults in other facets of organizational development such as employee selection, employee training, job design, and leadership development.

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.

He has worked with organizations both large and small in addition to Ace Parking. His background includes working for three catalog companies such as Chadwick's of Boston, where he ran the call center training team for two large call centers. He started his training career with AIESEC, an international nonprofit organization that provided its clients with international recruiting services.

Jeff is currently 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) and is an active member of the national ASTD organization. Other affiliations include sitting on the advisory board for the Contact Center Professionals Network and 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.

In December 2006, Jeff earned a Certified Professional in Learning and Performance (CPLP) credential from the American Society for Training and Development. In 2004, he earned a certification as a Professional in Human Resources (PHR) through the Human Resources Certification Institute. He also holds a Bachelor of Science in Business Administration from Boston University.