

# TAYLOR DUCKLOW

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Design Thinking Facilitator | Strategist

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Program Consultant | Leadership Coach

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## PROFESSIONAL SUMMARY

A creative, forward-thinking designer, facilitator, and strategist. With expertise in communication, executive coaching, and cultural intelligence, I facilitate evidence-based design thinking and human-centered design sessions. As a subject matter expert, I support higher education institutions, government entities, and organizations in solving complex problems.

## PROFESSIONAL SKILLS

- Accomplished Design Facilitator
- Accomplished Leadership Development Practitioner
- Accomplished Workshop Facilitator
- Accomplished Communication Consultant
- Accomplished Student & Staff Programmer
- Accomplished Community Engagement Developer
- Accomplished Executive Coach
- Proficient Instructional Designer
- Proficient Event Coordinator

## CERTIFICATIONS

<b>SunLite Coach</b> Arizona State University	2024
<b>LEGO® SERIOUS PLAY® Facilitator</b> LEGO® SERIOUS PLAY® Methods	2024
<b>Hands-On Thinking Coach</b> Super9Solutions LLC	2024
<b>Global Advocate Certification</b> Arizona State University	2024
<b>Spark Method Facilitator</b> Arizona State University	2023
<b>The Storytelling Leader</b> DesignConvo LLC	2023
<b>Six Sigma Foundations</b> Project Management Institute	2023

## EDUCATION

**Master of Arts, Communication** December 2024

Arizona State University, Tempe, AZ  
Capstone title: "Cultures of Inclusive Excellence: Supporting Transgender, Non-binary, and Gender Fluid Employees"  
Faculty advisors: Dr. Raena Quinlivan, Dr. Kristin Dybvig

**Master of Counseling, Non-degree seeking** August 2023

Arizona State University, Tempe, AZ  
Courses: CED 591 LGBTQ Counseling, CPY691: Counseling Children and Adolescents

**Bachelor of Arts, Creative Writing** December 2016

The University of Arizona, Tucson, AZ  
Focus: Non-fiction

## PROFESSIONAL EXPERIENCE

**Higher Education Design Facilitator** 10/2024- present

University Design Institute, Arizona State University

- Co-designing and facilitating large-scale and multi-disciplinary design thinking challenges and workshops in collaboration with higher education departments
- Leading multi-session design sessions with teams, accounting for hierarchy, and creating inclusive environments to support full participation and engagement
- Offering design and operational expertise to support teams in the development and enactment of complex, values-driven program updates and design
- Reimagining and rebuilding higher education programs and initiatives to create equitable and accessible opportunities for stakeholders
- Consulting with university stakeholders to make informed and data-driven decisions
- Contributing to the growth of large universities, such as Arizona State University (74,000+ students, 28,000+ employees) through innovative and transformative design facilitation and collaboration

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## PROFESSIONAL EXPERIENCE (CONTINUED)

### **Assistant Director, Experiential Learning Initiatives**

University College, Arizona State University

02/2023- present

- Leading, developing, and implementing higher education programming and engagements in coordination with the Vice Provost and college executive leadership, including student leadership development and retention programming, inclusive education, staff recruitment and retention, and community engagement
- Facilitating over 20 successful co-design processes, workshops, award events, and symposiums with a detail-oriented approach; Adapting events to achieve department leadership goals
- Building trusting relationships with ASU leadership, staff, and faculty across the institution, creating safe and collaborative spaces for deep conversations; Serving as subject matter expert and consultant for student development programming
- Planning and promoting programs for 4 ASU colleges to enhance understanding of education inequity and accessibility; Reviewing and evaluating program outcomes for effectiveness and adjusting to ensure established goal achievements
- Communicating current industry trends and emerging trends with internal and external stakeholders; Managing stakeholder expectations with data-informed support
- Developing and implementing departmental KPIs to assess the success of programming and events; Led a 17% increase in staff/faculty engagement, increasing points of impact on student career success by 66%

### **Business Operations Specialist**

W. P. Carey School of Business, Arizona State University

12/2021- 02/2023

- Designed and implemented an onboarding and training program for the student staff to promote compassionate leadership, inclusive communication, and cultures of belonging; Measured success of impact and adjusted to ensure alignment of retention and inclusion goals; Increased retention by 25% and feelings of inclusion and belonging by 72% in AY22
- Developed and fostered relationships with internal and external partners, including industry clients, community groups, professional organizations, and University groups; Designed and delegated communication procedures that decreased miscommunication by 50% in AY22; Increased information accessibility and equity
- Researched, designed, and advised leadership on best policies and procedures, driven by industry trends

### **Assistant Manager**

TJX Companies, Inc.

10/2019- 11/2021

- Led and coached a team of 65 employees, including various levels of leadership, in results-oriented, evidence-based goal setting and achievement; Developed, in collaboration with executive leadership, recruitment, retention, and leadership development programming
- Designed, implemented, and evaluated an onboarding and training program to improve cross-departmental compassionate communication; Increased FY21 brand loyalty by 73% and FY21 and 22 sales by 53%
- Designed and implemented fundraising campaigns through collaboration with community stakeholders and executive leadership; Raised over \$3,000 for JDRF in FY19 and over \$2,000 for St. Jude Children's Hospital in FY21

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## PROFESSIONAL EXPERIENCE (CONTINUED)

### Health Education Specialist

The Southern Arizona AIDS Foundation

01/2017- 01/2018

- Co-facilitated evidence-based education programs for classrooms of up to 32 students (ages 12-22) of diverse backgrounds; Implemented diversity, equity, and inclusion initiatives, including developing bilingual educational materials and introducing LGBTQIA+ training and education
- Increased student communication skills, cultural intelligence, and awareness of consent and healthy relationships by 63% across multiple institutions in FY17
- Planned, developed, implemented, and promoted trainings, student engagement programs, and cross-community events to promote inclusion and belonging in over 10 Tucson-based high schools
- Fostered and cultivated national and international partnerships with community groups and professional organizations through strategic communication initiatives; Collaborated with community partners to design and implement large-scale events such as Tucson SlutWalk2016

## LEADERSHIP & SERVICE WORK

### Leadership Coach

Trans Queer Pueblo, Phoenix, AZ

2024- present

### Spark Facilitator

Arizona State University, Arizona

2023- present

### Community Engagement Coordinator

People Development Network, Arizona State University, Tempe, AZ

2023- present

### Staff Mentor

Commission on the Status of Women, Arizona State University, Tempe, AZ

2022- present

### Work+ Advisory Board Member

University College, Arizona State University, Tempe, AZ

2023- 2024

## AWARDS

- 2SLGBTQIA+ Leadership Graduate Student Award, The College of Liberal Arts and Sciences, Arizona State University (2024)
- Magna Cum Laude, College of Social and Behavioral Sciences, The University of Arizona (2016)

## DESIGN THINKING FACILITATION

- University College, Work-integrated Learning Accelerator (2024, ongoing)
- Inner Alchemy Design Consulting (2024)
- Arizona Innovation Alliance Kick-Off (Co-facilitated, 2024)
- Elevate Student Engagement Design (2023)
- The Wellbeing Collaborative of Arizona Health Professionals (Co-facilitated, 2023- present)
- Student Programming with ASU Public Service Academy, Next Generation Service Corps (Co-facilitated, 2023)
- Next Generation Service Corps Seminar in Intercultural Friendships (Co-facilitated, 2023)

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## PROGRAMMING & PROJECT MANAGEMENT

- Work-integrated Learning Accelerator, ASU (2024, ongoing)
- Work-integrated Learning Community of Practice, ASU (Co-designed, 2024, ongoing)
- People Development Network Community of Practice, ASU (Co-designed, 2023- present)
- Work-integrated Learning Program Design, ASU (Co-designed, 2023- present)
- Elevate Website Design and Updating, Experiential Learning Initiatives, ASU (Co-designed, 2023)
- Experiential Learning Initiatives Communication Design, Work + Learn, ASU (2023- present)
- Student Employment Program Design, W. P. Carey Career Services Center, ASU (2022)
- United Way Fundraiser Campaign Lead, W. P. Carey Career Services Center, ASU (2022)
- Juvenile Diabetes Research Foundation Fundraiser Campaign Lead, TJX Companies, Inc. (2020)
- Game-A-Thon Fundraiser Campaign Lead, Tucson Abortion Support Collective (Co-designed, 2017- 2018)

## WORKSHOPS- DESIGNED & FACILITATED

- Webinar: Exploring Google Sheets One Hour Skills Mastery, ASU (2024)
- Webinar: Exploring Google Forms One Hour Skills Mastery, ASU (2024)
- Psychological Safety, Global Advocacy Certificate Program, ASU (Co-designed & Co-facilitated, 2024)
- Cultures of Inclusive Excellence: Supporting Transgender, Non-binary, and Gender Fluid Students, ASU (2024)
- Values-Based Storytelling: Perfecting the Pitch, ASU (2024)
- Webinar: Designing for Belonging: Cultivating More Compassionate Conversations, ASU (Co-designed & Co-facilitated, 2023- 2024)
- Values-Based Storytelling: How We Tell Our Career Story, ASU (2023)
- Webinar: Exploring Google Drive One Hour Skills Mastery, ASU (2023)
- From Safe Spaces to Braver Spaces: Working with Trans and non-Trans Clients in Group Settings, ASU (2022)
- Featured Speaker: Building Effective Mentorship Programs, ASU (2023)
- Emotional Intelligence in Teams, ASU (2022)
- LGBTQIA+ 101, Southern Arizona AIDS Foundation (2017)