

DON PIPPIN, MHRM

T A L E N T D E V E L O P M E N T & S T R A T E G Y

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Expert in designing and implementing talent development strategies that build organizational capability, strengthen leadership pipelines, and drive workforce performance for Fortune 50 companies, startups, and global brands. Recognized for delivering **80% reductions in regrettable attrition, 22-point lifts in employee engagement, and 100% manager training adoption** through evidence-based coaching, learning program design, and organizational effectiveness interventions spanning entertainment, technology, finance, and automotive sectors. Known for building scalable frameworks and career development systems that translate business challenges into talent outcomes.

COMPETENCIES

Talent Management & Succession Planning • Performance Management & Enablement • Employee Engagement & Pulse Surveys • Learning Strategy & Program Design • Career Development Frameworks & Internal Mobility • Leadership Coaching & Executive Development • Manager Effectiveness Training • Organizational Assessment & Gap Analysis • Workforce Planning & Capability Building • Change Management & Organizational Design • Facilitation & Instructional Design • Train-the-Trainer Program Design • Data Analysis & Talent Reporting • AI-Enabled Learning & Workforce Development • Cornerstone OnDemand • SharePoint • SBI Feedback Methodology • 9-Box Talent Calibration • OKRs • HRIS Platforms

EXPERIENCE

area Talent | Los Angeles, CA | February 2015 – Present

A Forbes-recognized talent development and personal branding firm.

Head of Talent Development

Design and deliver learning interventions, career development frameworks, and coaching programs that build organizational capability and leadership readiness for corporate, FAANG, and academic clients. Partner with HR leaders and people managers to diagnose skill gaps, translate business needs into scalable solutions, and align development strategy to workforce priorities. Facilitate workshops, learning sessions, and capability-building programs for organizations, including Google, Apple, Meta, Honda, and LAUSD, reaching ~50,000 professionals over 100+ engagements.

Leadership Coaching & Manager Development

- **80% reduction in regrettable attrition** captured by diagnosing a senior leadership communication breakdown, executing a dual-track executive coaching and team facilitation intervention, and sustaining progress through ongoing employee pulse surveys.
- **Eliminated team attrition** by diagnosing a leadership fit gap, designing a structured development framework for a misplaced high performer, and managing a dignified role transition that protected both the individual and team stability.
- **95% of managers reported stronger feedback readiness** following a facilitated SBI-based training program delivered to 30 frontline managers, with AI-assisted prompt tools integrated to support high-volume performance evaluation cycles.
- **Created an AI prompt library (100 prompts and growing)** shared with 300+ practitioners and people managers spanning meeting preparation, coaching conversations, skills gap assessments, learning path development, and microlearning content.
- **18 managers trained at a 100% adoption rate** through a new manager curriculum that addressed a systemic promotion gap and established structured criteria for distinguishing high-potential talent from high individual contributor performance.

Talent Management & Organizational Effectiveness

- **22-point lift in team engagement scores** unlocked by diagnosing role-fit dissatisfaction, redesigning team structure to align positions with individual strengths, and partnering with the HRBP to implement a career framework with growth progression.
- **5 promotions and 2 internal mobility placements within 9 months** by translating the same career framework into individualized readiness assessments and development plans that accelerated pipeline growth across the same team.
- **1:1 successor ratio achieved across 10 critical leadership roles** during active merger negotiations for an entertainment firm by building stay bonus retention plans and completing structured competency assessments for every critical seat.

Bank of America | Los Angeles, CA | November 2008 – February 2015

\$98.6B multinational investment bank and financial services holding company.

Assistant Vice President, Career Development & Talent Strategy

Led talent development, performance management, and internal mobility strategy for 500+ associates (front-line agents, trainers, and leadership roles (Bands 5–8)) with 15 direct reports. Designed and rolled out career pathing frameworks, onboarding programs, and OJT curriculum for capability building across all employee levels. Partnered with HRBPs and senior leadership to align talent strategy to org priorities, navigating workforce planning and restructuring while maintaining continuity in employee development.

Performance Management & Organizational Development

- **125 hours returned to managers in a single review cycle** by delivering a 2-hour performance evaluation training to 25 managers, providing rubric guidance and language frameworks that drove 100% on-time submission and full confidence improvement.
- **80% lift in internal promotions within 12 months** achieved by mapping career progression plans that transitioned agents to team leads and team leads to managers through individualized development roadmaps.
- **Built a SharePoint performance management system adopted enterprise-wide** across 35 NA sites reaching 18,000 employees, replacing paper binders and improving succession planning, comp, and bonus cycle efficiency at scale.
- **Sustained attrition 18% below the sitewide rate** by developing high-performing team leads and managers through customized coaching, daily huddles, and structured professional development plans.

Learning Design & Workforce Capability

- **25% lift in new hire engagement and 36% scorecard improvement** delivered by redesigning the onboarding program, cutting classroom time, tripling OJT trainer coverage from 4 to 15, and shifting to live side-by-side floor coaching.
- **17% reduction in escalation requests** reached by designing a train-the-trainer de-escalation workshop and mandatory Cornerstone OnDemand eLearning module tied to performance evaluations.

EARLIER EXPERIENCE

American Honda Motor Company | Torrance, CA

Team Manager, Talent Development

Developed a team of 18 front-line associates (paygrades 18-20), focusing on career progression planning and internal mobility into engineering and other functional areas throughout the organization. Identified high-potential talent, built individualized development roadmaps, and coached employees through the steps needed to transition from entry-level roles into target career paths within a large, matrixed organization.

- **Equalized performance management across 160 associates** for the first time by leading a multi-month calibration initiative covering four workforce tiers, role-specific KPIs, behavioral anchors at each performance level, and a legal approved attendance incentive structure.
- **Ranked #1 on site for internal promotion rate** by consistently identifying high-potential associates and building targeted development plans that accelerated readiness for roles in engineering and other functional areas across the organization.

Campus Recruiter

Led campus recruitment strategy and execution for a six-person recruiting team, attending approximately 10 university recruiting events annually to identify and attract early-career talent into Honda's customer service organization. Managed full-cycle candidate engagement from campus to offer, building relationships with university career centers and student organizations to strengthen Honda's presence and pipeline among emerging talent.

CERTIFICATIONS

Certified Professional Resume Writer (CPRW) • Certified Personal Branding Strategist • Certified Interview Coach • Certified Digital Career Strategist • Diversity, Equity, and Inclusion Practitioner (University of South Florida)

AFFILIATIONS

Forbes Career Council • Society for Human Resource Management (SHRM) • Career Directors International • Professional Association of Resume Writers & Career Coaches

EDUCATION

Master of Science, Human Resources Management (*with honors*), Walden University, Minneapolis, MN

Bachelor of Science, Business Administration, Culver-Stockton College, Canton, MO