



MARGO KEYS

B.A., M.S., Ed.S. Ph.D.

Vice President, Student Services

Chippewa Valley Technical College

Eau Claire, Wisconsin, USA

Facilitator Since: 2009

Foundation Academy Graduate: WLDI 2003-04

Advanced Academy Graduate: Florida 2007-08

Dr Margo Keys is a consummate leader with over 25 years of experience in the education and training fields. Prior to becoming a consultant, Margo held executive leadership positions in higher education specializing in the two-year community and technical college sector.

Margo's career began in the healthcare industry as a health information administrator where she refined her focus on data, operations improved through technology, and the customer experience. The value of data and technology to improve operations was both vital and beneficial for a patient and transferred well into the college environment. Margo transitioned into education as a faculty member and gained an understanding of pedagogy, curriculum, and students through research and practice. Her interest in student retention and attrition continued to grow as she advanced beyond the classroom.

While leading institutional teams, Margo guided organizational and cultural change to accomplish strategic priorities through a systematic approach with deliberate planning, measurement, reflective analysis, process management and a focus on results. Prior positions included Health Information Administrator, Administrative Coach, Vice President Student Services, Program Director, Dean of Students, Director of Instructional Support and Services and Staff Development Coordinator.

With an affinity for employee development Margo led teams to create faculty and staff education and training programs to advance organizational and personnel goals. Now as a consultant and executive coach, Margo works with a variety of businesses to achieve their strategic goals and maximize employee engagement.

Margo's academic accomplishments include a Ph.D. in Work, Human Resource and Education from the University of Minnesota. Additional degrees include an Education Specialist (Ed.S.) and a Master's of Science in Training and Development from the University of Wisconsin. Her baccalaureate degree in Health Information Administration from the College of St. Scholastica set her career in motion.