



Connecting Payroll Professionals
Midwest Regional Payroll Conference

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Bio

Nicole Smith – American Payroll Association

Nicole is responsible for managing the instructional design process for both the American Payroll Association and Global Payroll Management Institute.

She collaborates with subject matter experts all over the globe to review, create a development and design plan, determine the presentation by using adult learning theories and proper delivery method, and evaluate the ROI.

Prior to joining the APA in 2013, Nicole has been in a variety of roles including an Implementation Consultant, Director of Human Resources and Staff Development, Senior National Training Consultant, and Instructional Designer.

With a Master of Arts degree in Education/Adult Education and Training and Development, Nicole's 20-year adult education career includes working with human capital management organizations in a variety of industries including retail, healthcare, non-profit, education institutions, automotive, and customer service.

She has created and delivered more than 500 presentations developing over 100 course books on topics ranging from how to use technical software/applications to leadership development delivered via the live classroom, online, or eLearning tutorials.

