

Dale Carnegie® Training



Ercell is Vice President of Customer Transformation for Dale Carnegie & Associates where his responsibilities include overseeing the development of new product offerings, as well as supervision of training quality for over 2200 global trainers. The purpose of his role is to ensure transformative experiences for our client's human capital training needs. As chief architect of Dale Carnegie's Diversity & Inclusion product, Ercell was instrumental in developing an approach that integrates diversity-related concepts into DC&A's 109-year unique delivery methodology assisting organizations in building inclusive cultures. For over 30 years, Ercell has been regarded as a rapport builder, someone who can break down barriers and build bridges with messages and insights that transcend cultural and organizational differences. Ercell resides in Atlanta, Georgia, but has not lost his Cajun roots, being raised in New Iberia, Louisiana. Ercell is married to Kynley Hayward Charles and they have three children; Cydnei, Nola, Blair, and one grandchild, Madison.

Expertise:

Experienced Executive Coach who focuses on transformation to drive results

Expertise in evaluating Organizational assessments

Experience in facilitating Executive round tables

Orchestrating Cultural Outcomes discussions

Creative approach to problem-solving

Utilizing Cultural Awareness and Competency related topics to drive inclusion

Ability to foster collaboration that turns issues into opportunities

