



# KIMBERLY KAYLER, CPSM

PRESIDENT • AOE

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## Background:

Kimberly has extensive experience leading teams and building expertise in professionals related to marketing, association management, and other consulting services. She started her career in marketing roles for two separate engineering firms before building her consulting experience as an account executive with a full-service advertising agency. These experiences helped Kimberly realize her vision for Constructive Communication, Inc., a marketing consultancy she started in 2001 with a specific niche serving professional service and business-to-business technical firms. The firm specialized in marketing strategy, public relations, crisis communications and social media for 16 years and was well regarded in the industry for excellence. In 2018, CCI was acquired by an association management consulting firm and Kimberly was named president of the joint entity, Advancing Organizational Excellence (AOE). Under her leadership, AOE has grown both in the scope of services as well as its impact on the industries it serves. AOE now serves more than 35 clients throughout North America.

## Her Role at AOE:

In her role as president of AOE, Kimberly helps clients define strategy and develop marketing, business and other operational plans. An expert in strategic planning, she has helped several industry associations develop their strategy as well as marketing action plans. She serves as the account lead for many of AOE's clients and also works with team members to ensure quality control and ROI processes are continually refined to meet the needs of today's dynamic business world.

Kimberly is the author of more than 2,500 articles. She has extensive expertise in developing technical articles, speeches and media campaigns. Her experience also extends to developing and implementing crisis communications plans. In fact, she is certified by the National Transportation Safety Board in crisis communications and she frequently trains executives on the topic.

Kimberly is a well-known speaker. She is well versed in online instruction as well as large-scale workshops, having taught courses for audiences with more than 500 attendees. Certified in Diversity, Equity and Inclusion, she is also the co-author of *Leading with Marketing*, a handbook for marketing and business development professionals.

## Her Skills Include:

- Strategic planning
- Public speaking and marketing training
- Leadership development and training
- Diversity, Equity and Inclusion
- Key message development and delivery
- Crisis communications
- Board relations
- Editor relations
- Social media
- Business and operations planning

## Education & Designations:

- B.A. Journalism/English, The University of Arizona – 1994
- M.S. in Organization and Management with an emphasis in Leadership, Capella University – 2009
- Diversity, Equity and Inclusion Certificate from the University of Michigan
- Crisis Communications Training Certificate from the National Transportation Safety Board
- C.P.S.M., professional designation from the Society for Marketing Professional Services (SMPS)—first person in Ohio to earn this designation – 1999
- Six Sigma White Belt

## Memberships:

- Women in Concrete Alliance (Steering Committee) as well as experience serving on the U.S. Dept. of Transportation Task Force on Women
- American Concrete Institute: Member of Board of Direction 2015-17; past chair of Marketing Committee; past member of the Financial Advisory Committee, International Communications Committee Task Group, Global Marketing Research Task Group, Awards Task Group, Branding Task Group, Membership Committee, and Communications Platform Task Group; as well as participant in the 2013 Strategic Planning effort and member of its Special Task Group; currently serves on ACI Foundation Scholarship Council. In 2023, she was appointed Chair of the ACI Task Group on Artificial Intelligence
- 40 Under 40 Distinction from Columbus Business First, Class of 2005
- Graduate and past Board member of Leadership Dublin (2003) and Leadership Dayton (1996)
- University of Arizona Alumni Board Steering Group (member); Wildcat Mentor society (volunteer and named 2021 Mentor of the Year); School of Journalism Steering Committee (member)
- Hayward, Wisconsin Rotary: President-Elect, Chair of Public Image committee

## College Professor/

## Curriculum Consultant:

More than 15 years experience teaching in higher education as an adjunct professor and/or lecturer in marketing, operations and business. Currently holds Adjunct Professor positions at the University of Wisconsin MBA Program, as well as Lac Courte Oreilles Ojibwe University. In addition to teaching, experience writing curriculum for both Columbus State and McGraw-Hill's adult education program, as well as re-writing course content for all three aforementioned institutions.

