

# SHAWN E. GILLEYLEN



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*Transforming Learning Into Performance*

**Shawn E. Gilleylen** is a business etiquette expert, professional speaker, corporate trainer, and author. She founded Administrative Support Associates, a firm specializing in business etiquette training, professional image, and workplace communication. Shawn keynotes at conferences, conducts etiquette trainings, workshops, teleseminars, coaching, and one-on-one etiquette consultations.

After years of interviewing job candidates and observing employees who lacked good manners and business etiquette skills, Shawn created the Success with Etiquette™ Training Program to help businesses and individuals gain a competitive edge by strengthening their professionalism, corporate image, manners, and business communication.

Shawn's highly energetic, warm, interactive style captivates audiences of all ages and facilitates a dynamic dialogue interaction. During her entertaining and educational presentations, participants enjoy "real-world" scenarios that make etiquette fun and rewarding.

She has been quoted on matters of etiquette by the Chicago Tribune, USA Today, and featured on Fox News. In addition to those publications, her articles and interviews have appeared across industries. She has presented to a wide spectrum of audiences from corporate executives to educational institutions, non-profit organizations, government agencies, the travel and hospitality industry, and professional associations to career fairs.

Shawn is the author of *Success with Etiquette: Book of Etiquette*, which is the course material for Austin Community College Hospitality Management Program.

Shawn devotedly serves as a volunteer tutor in reading and journal writing and is a member of Delta Sigma Theta Sorority, Inc. Shawn is a five-time marathoner and an avid trap and skeet shooter enjoying great outdoor adventures. She loves learning foreign languages and has been studying French.

She earned her bachelor's degree in communication studies from the University of Missouri-Kansas City and worked as a creative writing teacher in the St. Louis Public School System. Before founding Administrative Support Associates in 2001, Shawn was a Speechwriter and Legislative Assistant for U. S. Senator Christopher S. Bond (R-MO). She was the Senator's principal advisor on education-health and human service-labor policy and appropriations.