

## Value Proposition:

SCRUM Master, PMP and ITIL certified. With a background in organizational & leadership development and conflict management, will contribute best to teams with multiple challenges and performance orientation issues. Techniques in coaching your team for optimal performance are unique and adaptive to each organization and situation

## Other Services and Experience:

### Organization-level

- ✓ Strategy development and articulation
- ✓ Organizational design and innovation
- ✓ Organizational metrics

### Process-level

- ✓ Process design and innovation
- ✓ Process metrics
- ✓ Process training

### People

- ✓ Job design and innovation
- ✓ Technical training development
- ✓ Curriculum design and job training maps
- ✓ Soft skills training development and delivery
- ✓ Job metrics
- ✓ Teambuilding and manager assimilation
- ✓ Executive coaching and formal 360 feedback

## Give us a try:

Try one of the proven workshops (to the right) with one of your teams, or allow us to facilitate one of your more difficult meetings. We use a time-tested format and process for effective meeting facilitation.

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### Certification-Rich, Client-Friendly

Certified SCRUM Master (CSM)  
ITIL v3 Foundations  
Project Management Professional (PMP)  
Certified Management Accountant (CMA)  
Registered OD Consultant (RODC)  
Certified Quality Auditor (CQA)  
Certified Quality Manager/Organizational Excellence (CQM/OE)  
M.A. Educational Psychology, Northwestern University  
Counseling Psychology Associates Level C (highest level)  
Center for Creative Leadership (Selected Instruments)

### Bring a Big Ten Baseball Coach to your team

Northwestern University (1981-1982)  
Elmhurst College DIII (1980-1981)



**Experience serving the following functions:** Sales, Marketing, IT, QA/Compliance, R&D, Technical Support, Executive Suite, Board

### Proven Workshops (1-2 days)

- Effective Presentations
- Teambuilding using the MBTI® instrument
- Conflict Management using the TKI™ Instrument
- Emotional Intelligence
- Innovation in the Workplace
- Leadership Effectiveness and Development using the FIRO-B™ Instrument
- Presenting to Hostile Audiences
- Management 101 (Supervisory Skills)
- Developing a Measurable Strategy
- Collaboration Workshop using the TKI™ Instrument