

EXPERIENCE

Innovation

- Consult with and coach multiple business unit innovation launch teams within a large multi-national company on how they will plan and execute the implementation of customer-focused innovation across their business unit.
- Facilitated creative problem solving sessions and strategy meetings to move individuals and teams from an initial challenge to developing and implementing action plans.
- Designed, developed and delivered training on imagination and creativity.
- Facilitated training to prepare innovation champions and resources for using a new innovation system.
- Conducted interviews to understand the current state of innovation and identify needs; prepared a feedback report; business case development for a new learning and collaboration tool to drive innovation forward.
- Presented how applied creativity can help organizations develop cultures that foster creativity and risk-taking to positively impact long-term financial performance.
- Designed and delivered Creatrix™ training to help clients improve their innovation capacity and deliver more creative solutions for their customers.

Leadership

- Built credibility on a stressed account while launching a \$4 million call center incentive program, helping revenues from this client to grow to over \$11 million in a six-year period.
- Developed and facilitated training for entrepreneurs on the Art of Leadership to help them become more effective as the leaders of their own companies.
- Led the facilitation efforts for a symposium on leadership and strategic alliances to engage the participants in dialogue and improve their experience.
- Co-developed content and project managed a national and six regional transformational sales leadership meetings for a top telecommunications company.

New Product Launch

- Managed a multi-event interactive learning project to engage 1,300 pharma sales reps in selling current brands while launching a new brand.
- Led the development of recommendations for a pharmaceutical product launch.

Organizational Change / Change Leadership

- Conducted a needs assessment and developed recommendations for a whole-scale change initiative to create a vivid description of the vision, assess the organization's value chain and value proposition and create strategic alignment to achieve its Big Hairy Audacious Goal.
- Conducted value proposition and value chain analysis and developed recommendations to align small business banking with a large national bank's overall value discipline.
- Assessed change readiness for a quality initiative and made recommendations to improve the likelihood that employees would accept and act in accordance with the new initiative.
- Interviewed key bank personnel and analyzed bank data to develop recommendations and a strategy map to align the organization toward its objectives.
- Conducted a needs assessment and developed recommendations for a conflict management system.
- Designed, developed and delivered training on process consultation, facilitation skills and visioning.

Building High Performing Teams

- Developed a high-performing strategic account team, improving team morale and cooperation, increasing revenue 16% from \$3.2 to \$3.7 million and building a new revenue stream from a second account to nearly \$4 million in 3 years.
- Developed Incentive Compensation rollout presentations for several sales force teams for the 4th largest pharmaceutical company in the world as well as for a \$7 billion biotechnology company.
- Trained and coached a public works department team to help them improve communication and collaboration as well as manage conflict.

Diversity

- Facilitated LEGO® Serious Play™ event to generate ideas for improving diversity and empowering women in technology for Microsoft's WomenBuild program, which won the Q3 Diversity Award.
- Utilized Insights Discovery tool to help team members better understand themselves and others as part of conflict management training.

