

## EXPERIENCE

2007-present

### **Principal, Collaboration Zone**

1996-2007

Renamed existing business, added website, online resources, and a blog to better serve customers. <http://www.collaborationzone.com>

### **Principal, Group Performance Associates**

Consult to organizations on teams, group dynamics and meetings, consulting skills and branding an internal consulting practice. Conduct assessments, design and execute interventions that cut meeting time by up to 50% while increasing decision quality and follow-through. Most interventions combine workshops with individual and group coaching and – where indicated - facilitated meetings. Workshop topics include team-building, team meeting skills, interpersonal and group communication, conflict resolution, giving feedback, interview skills, management skills, consulting skills and branding for internal consultants. Clients include: City of Oakland, Paramount Theatre, Kaiser Permanente, CEI, CHCN, ETrade, Intel, Junior Achievement, CARE USA, Lucile Packard Children's Hospital.

1992-1996

### **Team Consultant, Kaiser Permanente Information Technology**

Designed and facilitated executive meetings, designed and conducted training in teams, meetings, communication and partnerships. Led interdepartmental project teams and partnerships at the executive level, cut meeting time by an average of 50%. Planned and led re-engineering projects for departmental processes.

1986-1992

### **Technical Writer, Kaiser Permanente Information Technology**

Consulted to documentation projects in trouble. Solved problems and resolved conflicts on interdisciplinary project teams, interviewed programmers and systems analysts; wrote, edited and published user documentation.

1985-1986

### **Traffic Manager/Account Manager, Fisher and Associates**

Managed workflow of the agency, tracked and stored all documents, artwork and copy for ad campaigns. Managed healthcare accounts: Met with clients, wrote marketing and copy strategies, coordinated production of print and radio ad campaigns.

1981-1985

### **Music Therapist, Sonoma Developmental Center**

Assessed needs of developmentally disabled residents, wrote treatment plans, conducted music therapy sessions, charted resident's progress, met with interdisciplinary teams to coordinate care.

## EDUCATION

### **Myers-Briggs Type Indicator Qualification, 2002**

M.A. in Education, San Francisco State University 1994

Registered Music Therapist, Wayne State University, Detroit, MI 1981

B.S. in Music, Oakland University, Rochester MI 1980