



Vicki Handy, MBA, CSSBB, CPT

Workplace Dynamics Consulting, LLC

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With over 25 years experience providing training and consulting for Fortune 500 companies, healthcare, education and state government, I successfully assist organizations to greater performance and improved work relations. Using a model that combines learning and facilitated group engagement, I help leaders and teams design their future, plan and implement strategic change.

Mission: To facilitate improved performance and teamwork through customizing services and approach to meet unique customer needs.

CONSULTING, COACHING AND FACILITATION SERVICES

DESIGN & DELIVER CUSTOMIZED TRAINING: EXECUTIVE AND EMPLOYEE DEVELOPMENT

Strategic Planning:

Analyze and optimize strengths; strategies for penetrating new opportunities and markets; plan to overcome threats and weaknesses; use team efforts, measures, development and communication to optimize operations; change management planning and execution.

Performance & Quality Improvement:

Quality Function Deployment
Customize use of quality tools and processes (Six Sigma, Lean, Kaizen); Process flow documentation and redesign.

Designing Measurable Outcomes & Scorecards:

Identify the marketable process outcomes; create a balanced scorecard including measures, tracking, reporting and use for planning and improving.

Organizational Redesign:

Job design, work processes, work environment & cultural changes, training systems, team design, and human resource systems (hiring, orientation, corrective action, compensation, etc.)

Organizational Analysis:

Analyze internal capacity, strength and opportunities for improvement; gap analysis and team analysis; turning the analysis into action.

Teambuilding and Team Reinvention

Large Scale Organization Project Management

Executive Coaching

Comprehensive Leadership Development (not all inclusive):

- "Strategic Planning Processes"
- "Coaching Potential, Accountability and the Difficult Employee"
- "Facilitating Team Involvement and Employee Engagement"
- "Employee Evaluation, Development and Corrective Action"
- "The Changing Role of Leader and Growing Your Leadership Capacity"
- "Interactive Meetings and Facilitating Group Decision Making"
- "Managing Change and Fostering Innovation"
- "Managing Upward and Outward– Use of Influence"
- "Human Resource Systems and Minimizing Legal Exposure"

Team Improvement:

- "Teambuilding" and "Team Skills: Feedback, conflict management, communications, decision making, process ownership, team accountability and reporting"
- "Effective Relationships using the Myers Briggs Type Indicator"
- "Managing the Growth of the Team and Organization"
- "Team Start-up and Reinvention"
- "Group Problem Solving and Process Improvement"

Quality Process and Performance Improvement:

- "Building the Lean Enterprise"
- "Project Management"
- "Six Sigma Green Belt Certification"
- "Using Measures to Improve Performance Outcomes"
- "Introduction to Process Improvement and Six Sigma"
- "High Performance Operations Tools and Processes"
- "Process Analysis and Redesign"

Trainer Development:

- "Building the Development System, Structure and Standards"
- "Curriculum Development & Designing Interactive Training Processes"
- "Presentation Skills, Training Delivery and Interactive Facilitation"

PARTIAL CLIENT LIST:

Manufacturing & Transportation	Government & Education	Healthcare & Public Health
System Services of America	Secretary of State	Providence, Willamette Falls Hospital
Trucking Solutions Consortium	City of Gresham	VHA, West Coast CA
Oregon Trucking Association	Oregon Travel Information Council	Virginia Garcia Memorial Health Center
Owens Corning	State Management Assoc. of Oregon	Northwest Health Foundation
Marks Metal Technology	State Commission on Children and Families	Simulation Alliance
RR Donnelley & Sons (US & Europe)	NW Reg. Educational Services Dist.	Marion County Health Dept.
Microsoft (US & Europe)	North Clackamas School District	Association of Community Mental Health Programs
Costco Corporation	Canby School District	Oregon Behavioral Health Network
Irish Printers (Ireland)	Sherwood School District	Veterans Administration Medical Center
Mentor Graphics	Neah-Kah-Nie School District	
Centralia Sawmill Co.	Clackamas Community College	
	Mt Hood Community College	

EDUCATION / CERTIFICATIONS:

- o MBA, George Fox University, Oregon, 4.0 GPA
- o BA Communication, University of Oregon
- o Human Resources Certification, Portland State University
- o Certified Performance Technologist, International Society for Performance Improvement and ASTD
- o Certified Six Sigma Black Belt, Harrington Institute
- o Certified Six Sigma Corporate Auditor, APICS
- o Certified Manager of Lean Process Excellence, APICS
- o Certified Project Manager, APICS
- o Certified Master Trainer: Achieve Global, DDI, ESSEF, Harless and

Workplace Dynamics can help you overcome common problems in the workplace:

- Improve low morale or team conflicts
- Inconsistent leadership
- Lack of clarity or alignment in direction or goals
- Transitions and turmoil with change
- Static team performance or reduced funding / profit
- Slow customer growth or poor service
- No clear succession plan
- Outdated internal infrastructure

Workplace Dynamics helps you achieve your goals through

- Analyzing the organization
- Define issues and opportunities
- Set future direction
- Develop comprehensive planning including strategic plan and project plans
- Develop and coach leaders
- Design team structure
- Build teams for engagement, teamwork and improved performance
- Redesign workflow processes for waste reduction and improved quality
- Redesign human resource systems for alignment and consistency

Customized Training and Development Plans

We can build a customized Leadership Development Program or a Team Development Program. Some of the modules available include:

Comprehensive Leadership Development:

- Strategic Planning Processes
- Understanding your Strengths and Impact on others using Myers Briggs Type Indicator
- Leadership Analysis and Redesign for Teamwork
- Organizational Analysis and Redesign for High Performance
- Building the High Performance Team
- Motivation in Troubled Times
- Managing Change in Turbulent Times
- Improving Leader' and Team Communications
- Communication Skills
- Strength Based Leadership
- Success with Crucial Conversations
- Succession Planning and Developing the Leadership Within
- Building Organizational Dashboard and Using Data to Improve Outcomes
- Performance Management
- Coaching Potential, Accountability and the Difficult Employee
- Facilitating Team Involvement and Employee Engagement
- Employee Evaluation, Development and Corrective Action
- The Changing Role of Leader and Growing Your Leadership Capacity
- Interactive Meetings and Facilitating Group Decision Making
- Fostering Innovation
- Mediation and Conflict Management Skills
- Managing Upward and Outward– Use of Influence
- Human Resource Systems and Minimizing Legal Exposure
- Building Transparency into the Organization and Leader Approach

Team Improvement:

- Teambuilding
- Team Decision Making
- Team Facilitation
- Building the Healthy Workplace
- Rebuilding the Team in Crisis
- Team Skills: Feedback, conflict management, communications, decision making, process ownership, team accountability and reporting
- Effective Relationships using the Myers Briggs Type Indicator
- Managing the Growth of the Team and Organization
- Team Start-up and Reinvention
- Group Problem Solving and Process Improvement

Quality Process and Performance Improvement:

- Building the Lean Enterprise
- Project Management
- Team Lean Processes
- Six Sigma Green Belt Certification
- Process Analysis and Redesign
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