

BerryDunn – Verna Lynch, Senior Consultant

PHILOSOPHY STATEMENT

Higher education institutions are facing more challenges on more fronts than ever before and are constantly searching for ways to do more with less, while ensuring the highest quality of services. I help organizations meet the challenge through planning and implementing effective employee, leadership and organizational initiatives to achieve organizational goals in these tough economic times. My philosophy is driven by three core values:

1. Everything I do for a client supports the overarching strategic plan of the institution. The purpose of each project, planning initiative, course, or program is to facilitate the development of structure, systems, competencies and skills that are needed to support that strategic plan and the future of the educational institution.
2. Effective planning and improvement is based on understanding processes and the supporting systems, soliciting input from stakeholders, effective communication, and securing buy in across the College or University.
3. The customer defines quality. The measure of quality of the services I provide is specifically related to the client's perception of quality. How well the project measures against those criteria determines the success of the project.

AREAS OF EXPERTISE/RESULTS

- Organizational and departmental assessment, planning and restructuring
- Process improvement / process reengineering for business processes
- Leadership development in support of organizational goals
- Employee development, instructional design and delivery.
- Performance appraisal improvement; training and coaching in performance appraisal skills

EXPERIENCE / SELECTED PROJECTS

- University of New Hampshire - independent assessment of central and distributed technology services; conducted benchmarking of peer institutions
- Montgomery College – independent business office assessments of processes and structure; development of a roadmap for improvement
- Fitchburg State University – developed and delivered customized training for the business office in communication and peer-to-peer feedback skills.
- University of Tennessee, Chattanooga - technology assessment and strategic planning project, conducted benchmarking of peer institutions

CREDENTIALS

- B.A. in Interpretative Speech
- M.S in Interpretative Speech

SELECTED CLIENTS

- Montgomery College
- Fitchburg State University
- University of Tennessee, Chattanooga
- University of New Hampshire
- Clemson University
- NC State College of Engineering
- University of Maine College of Engineering



Contact the Alliance at 206-616-8461 OR alliance@u.washington.edu.