

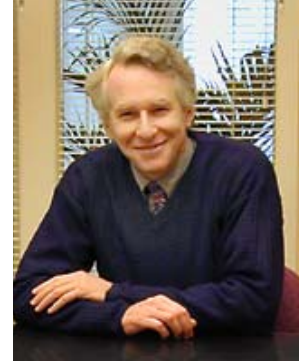
Richard Kramer, MA - Organizational Resource Group

PHILOSOPHY STATEMENT

Strong individual, team and organizational performance is supported by a work culture where individuals feel safe and can take risks, have clear roles and expectations, identify with the organization's mission, are held accountable in a respectful manner by both formal leadership and peers, and are meaningfully involved in changes within their workplace.

We are passionate about helping team leaders and members create these vibrant, focused work environments. As we work with an organization, we balance our understanding of work culture with their need to perform and accomplish organizational tasks. We help teams develop a shared understanding of their culture and their developmental readiness to address improvement goals or interests. If interpersonal trust is low, it is difficult to have productive conversations about roles, quality improvement or new strategic intent. Our eye is on sustained changes that team members own and feel proud of.

Our success is built from our client's success: making changes that hold and produce the desired results for the team over the long haul.



AREAS OF EXPERTISE/RESULTS

- Team Refueling and Development
- Leadership / Management Coaching and Development
- Cultural Assessment
- Strategic Planning / Business Planning
- Board Development
- Performance Management Planning
- Organizational Alignment and Restructure Planning
- Knowledge Management and Best Practice Replication
- Meeting Facilitation- Large and Small Group
- Real People Communication

EXPERIENCE / SELECTED PROJECTS

- Have provided consultation, education and training to organizations for over 35 yrs. with a focus on the public and non-profit sector.
- Extensive work in the healthcare field, supporting several area hospitals and clinics with organizational development support, often working with all departments within a particular hospital
- Provided support to the Evergreen State College with a recruitment and retention project
- Assisted 2 Governor-appointed boards in building their capacity to address challenging planning interests with extremely diverse stakeholders
- Worked with the Board of InterCity Transit in Olympia, WA for the last 9 years to support their planning and growth. They were recognized as the Best Transit organization in the country last year.
- Supported City Councils and Regional Planning Boards with strategic planning and performance improvement

CREDENTIALS

- BA from Evergreen State College
- MA, Applied Behavioral Sciences from Leadership Institute of Spokane, Whitworth College
- Focused training: Service Quality Improvement; Theory and Practice of Dialogue

SELECTED CLIENTS

- Providence Health System
- State of Washington Departments- Licensing, Health, State Patrol, DSHS, Ecology, Employment Security
- Federal Agencies Support: Federal Aviation Administration, NOAA, Health and Human Services
- Thurston Regional Planning Board
- Evergreen State College
- South Puget Sound Community College
- Louisiana Public Health Institute, post-Katrina - assisted with leadership team and alignment planning
- InterCity Transit, Olympia WA
- Lacey and Southbay Fire Districts

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