

Eric Svaren - Groupsmith

PHILOSOPHY STATEMENT

People often get tripped up in their work by little things that get in their way. These little things are often hidden and simple; they include habits, assumptions, judgments, and missing pieces. I focus on helping managers and their people *get traction* by identifying and resolving all those little things that lead to big problems—like poor performance, escalating conflict, low morale, resistance and turnover.

I work with clients on improving communication, strengthening trust, facilitating change, and clarifying strategy, which leads to turnarounds in those big problems. Using coaching, facilitation and just-in-time training, I provide clients with practical tools and techniques they need to achieve real results while also building the capacity for future performance.



APPROACH

- Define what success looks like and figure out how to get those desired results
- Find out what needs to happen to produce desired results
- Bring practical tools that work
- Provide coaching and training to resolve problems and prevent them in the future
- Facilitate the difficult conversations that are necessary to get results

AREAS OF EXPERTISE/RESULTS

- Team rescue (workgroup conflict resolution)
- Meeting design and facilitation
- Influence leadership (leading when you're not in charge)

EXPERIENCE / SELECTED PROJECTS

- Facilitated dozens of team/workgroup rescue projects at UW, WSU, Harborview, EPA, City of Seattle, State of Washington and Sound Transit, as well as companies and non-profit agencies.
- Facilitated multiple, high-stakes multi-party negotiation processes for the Washington State Department of Health.
- Provided coaching to executives, project managers, and knowledge workers seeking to increase their personal effectiveness in influencing others.
- Designed and facilitated well over 100 retreats and off-site meetings for high education, government, health care, non-profit and for-profit clients.
- Instructor in the Executive MPA program at the Evans School for Public Affairs at UW. Design and teach Evans School's Cascade Center courses on "Leading when You're Not in Charge," "Managing Group Decision Making," and "Building High Performance Teams."
- Facilitated labor contract bargaining between ten Seattle-area childcare centers and the Child Care Guild (SEIU, Local 925).
- Managed joint labor-management program to increase employee participation in improving service delivery. Worked closely with all levels of management, as well as rank-and-file employees and representatives of 25 unions.
- Designed and taught the City of Seattle's 56-hour facilitator training program.

CREDENTIALS

- Master of Arts, Sociology, UW (Areas of concentration: sociology of organizations and social psychology)
- Crucial Conversations (certified trainer)
- Specialized training in executive coaching, multiparty mediation, two-party mediation, system dynamics, organizational change, group dynamics, facilitating dialogue, and adult education, among others.

SELECTED CLIENTS

- Harborview Medical Center
- Foster School of Business
- UW Facilities Services
- City of Seattle (10 departments)
- Evans School of Public Affairs
- Washington State University Libraries
- State of Washington (9 departments)
- Sound Transit

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