

Lyn Wiltse – PDSA Consulting (Plan, Do, Study, Act)

PHILOSOPHY STATEMENT

Lyn utilizes Plan-Do-Study-Act (PDSA) methodology to help people accomplish their goals and reach their full potential. She is a skilled facilitator of interest-based problem solving and process improvement efforts. She demonstrates empathetic listening which creates a trusting environment for relationship building and consideration of new ideas. Lyn believes in transferring critical knowledge and skills to clients to allow them to continue with improvement and collaboration initiatives on their own.

AREAS OF EXPERTISE/RESULTS

- Process improvement
- Collaborative among diverse stakeholders
- Influential leadership
- Developing trust and creativity in teams
- Facilitation of complex problem solving
- Intrinsic motivation
- Team communication styles
- Leveraging conflicts into trusting relationships

EXPERIENCE / SELECTED PROJECTS

- 25 years of experience in the areas of process improvement, strategic planning, organizational change, leadership development, and team development. Includes workshops and retreats.
- Facilitation of Business Process Redesign and Automation (BPRA) project retrospective for UW HR Administration and Information Systems (2011)
- Design and delivery of Process Improvement Tools for UW Dept. of Housing & Food Services (2010) and for UW Professional & Organizational Development (2009)
- Facilitation of Ecosystem Services Panel Discussion of impact of shellfish farming on salmonid species for Washington State DNR (2011) and of Multi-Disciplinary Panel for marbled murrelet injury threshold for US Fish & Wildlife Service (2011)
- Facilitation of re-licensing of a local hydroelectric project resulting in a settlement agreement signed by all 23 stakeholders. Facilitation of resource-specific license implementation meetings (2004 – present)
- Development and presentation of The Path to Lean for UW Medical Center in (2006)

CREDENTIALS

- University of Oregon, Masters in Educational Policy and Management
- B.A. and Certification in Secondary Education, Willamette University
- Member, ASQ
- Former Judge of Washington State Quality Award
- Alumna, Leadership Tomorrow

SELECTED CLIENTS

- UW: Housing & Food Services; HR Administration and Information Systems; Medical Center
- WA State: DNR; DFQ; Parks
- Federal: USFWS; USFS
- WWU: Leadership retreats, comprehensive planning, development, Alumni Association
- Utilities: Seattle City Light; PSE; Tacoma Power; Chelan County PUD

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