

LYDIA GRACING

TRAINING AND ORGANIZATION DEVELOPMENT

EXECUTIVE SUMMARY

Proven ability to translate major corporate initiatives into high impact organization development processes and practical learning solutions. Holistic approach for addressing individual development, leadership effectiveness, team performance and organization effectiveness. Apply intuitive coaching practices to tap into the field of potentiality and inner wisdom.

EXPERTISE

- Learning Solutions Development & Delivery
- Needs Analysis & Instructional Design
- Project Management
- Performance Consulting & Coach
- Licensed HeartMath® Coach
- Angel Intuitive
- Leadership Development
- Succession Planning

EXPERIENCE

Gracing Training & Consulting Services, Centennial, CO 12/2010 to present
Training and consulting services in organizational effectiveness, leadership development, instructional design and employee training.

- Leverage over 25 years in organizational transformation best practices.

Strategic Programs, Inc. Denver, CO 3/2008 to 12/2010
Organization assessments combining high-tech measurement with high-touch solutions

Director Client Services / Senior Consultant

- Partnered with leaders and human resources managers to analyze data, design solutions and implement processes for improved leadership performance, employee engagement, and internal processes related to organizational effectiveness. Healthcare was primary business sector served. Typical client realized 7% improved retention and \$785K savings.
- Designed, managed and facilitated strategies aligned with client's key initiatives and goals.
- Exceeded client retention revenue projections by 12% and retained 75% of clients during recession year with reduced staff and resources.

Launch Your Dreams, LLC, Boulder, CO 12/05 to 2/2008
Partner in training and organization development company focusing on individual and organizational effectiveness through training, coaching and consulting services.

- Leveraged coaching and training for organization development initiatives, creating an integrated approach for supporting business goals: increased senior leadership effectiveness in problem solving, conflict resolution, and performance management.
- Conducted needs assessments with executives, senior leaders and line managers to identify training needs; developed interactive training aligned with launch of new technology platform; team performance improved by 12%.

FCC Services, Inc., Denver, CO 2/04 to 11/05
Premier leadership development and business consulting services for the Farm Credit System

National Educational Programs Manager/ Senior Consultant

- Managed, developed, marketed and conducted complex development programs for presidents, senior executives, and directors within the Farm Credit System with focus on leadership.
- Improved leadership and business performance by designing and implementing national conferences and institutes addressing strategic issues, functional expertise, and governance.

Training and Consulting Services, Centennial, CO

8/02 to 2/04

Training and consulting services in organizational effectiveness, leadership development and employee training.

- **Right Management Consultants**, Adjunct Consultant/Coach. Delivered career transition services including workshops, coaching, and consultation. Coached executive leaders.
- **Sapphire Technologies**, Contract Instructional Designer to Charles Schwab. Conducted needs analysis, designed and developed curriculum aligned with strategic initiative. Collaborated with vendors and business partners to deliver web-based curriculum with company-wide impact.

Merrill Lynch, Englewood, CO

1993 to 2002

Global financial management and advisory company with total client assets of \$1.5 trillion

Vice President, Leadership Development Group, US Private Client

- Instituted and facilitated rigorous Talent Review Process to identify high potential managers for succession planning. Provided feedback, coaching and development planning through structured leadership development activities and programs.
- Supported deployment of Six Sigma Initiative with leadership training for Black Belts.
- Developed and implemented leadership competency model.
- Designed, developed, and delivered balanced scorecard performance management process.
- Developed Leadership Development Qualifying Curriculum leveraging e-learning, virtual classroom and classroom instruction. Realized savings of \$600K for annual budget.

Previous positions held at Merrill Lynch include:

Relationship Manager, Vice President, Services & Support Training

Project Manager, Assistant Vice President, Services & Support Training

Consultant, Performance Support Training

- Improved Employee Survey Scores from 14% Employee Morale to 94% over three years.
- Recognized for leadership, teamwork, and demonstration of Merrill Lynch Principles with the Ron Kahway Award. Award is presented annually to one person from 300 candidates.

Cornerstone Management Services, Richmond, VA

1987 to 1993

Organization and management development consulting firm

Director of Business Development and Operations

- Consulted and trained Total Quality Management principles and practices. Clients included Georgia-Pacific, Reynolds Metals, Department of Defense, Naval Air Test Center.
- Georgia-Pacific named U.S. Senate Productivity Award Finalist as result of TQM initiatives deployed at the plant.
- Developed selection assessment center process and related training for Georgia-Pacific using model of teamwork performance as defined by the team.
- Re-engineered Supervisory Development Program by integrating an organization development approach to leadership development.

EDUCATION

B.A., Hollins University, Roanoke, Virginia

PROFESSIONAL DEVELOPMENT: CERTIFICATIONS

Licensed HeartMath® Coach, Certified Angel Intuitive, Appreciative Inquiry & the Practice of Positive Change, Blanchard Situational Leadership II, Myers-Briggs Type Indicator, Personnel Decisions, Inc. 360-Degree Assessment, Strategic Programs, Inc STOP™, New Hire, Organization Assessment and 360-Degree Assessment.

AFFILIATIONS

Organization Development Network-Denver, HeartMath® Practitioners, Global Coherence Initiative