

MASTER TRAINER

Amy Daly-Donovan

An experienced consultant and trainer, Amy Daly-Donovan joins the VitalSmarts Facilitator Faculty specializing in team and organizational effectiveness, strategy and implementation planning, process improvement and organizational change management. With more than

twenty years of experience in organizational development, Amy has helped individuals, teams and organizations achieve their goals through focused development and increased capability.



Notable Clients:

- AT&T
- The Bill & Melinda Gates Foundation
- Microsoft

Areas of Expertise:

- Strategic planning
- Organizational alignment
- Team effectiveness
- Group facilitation

Impressive Results:

- Facilitated change management efforts at AT&T by implementing effective strategy and enhancing communication channels.

Master Trainer

Amy is a Master Certified Trainer in Crucial Conversations®, Crucial Confrontations™, and Influencer Training™. In addition, Amy designs, develops, and delivers workshops and staff retreats in areas ranging from strategic planning and organization alignment to leadership and team development. She has also designed and delivered an intense facilitation skills training course to hundreds of participants focusing on the theory and practice of group development and dynamics, group decision-making, process observation and intervention.

Experienced Consultant and Business Results Expert.

Amy has consulted with executive and mid-level managers, first-line supervisors, and staff. Praised for her dynamic style and outstanding facilitation skills, Amy brings a high degree of energy and enthusiasm to her work. Her clientele is composed of organizations from both the public and private sectors including AAA, AT&T Wireless Services, Baker Boyer Bank, Dolby Laboratories, drugstore.com, The Bill & Melinda Gates Foundation, Honda America Manufacturing, Microsoft, Northwestern Mutual Life, North Highland Group, Program for Early Parent Support (PEPS), Unitus, and many others.

Organizational Alignment at Baker Boyer National Bank. Working alongside the Executive Committee, Amy helped the bank clarify and focus its strategic plan, developing a mission and charter for the bank known as Client Financial Guidance. The cross-divisional initiative focused on organizational alignment, enhanced communication, created feedback systems and utilized a new Customer Relationship Management (CRM) software tool.

Organization & Culture Change at Equity Office Properties. In support of a corporate-wide initiative, Amy worked with three West Coast regions to implement a change in the organization's core operating model. Amy facilitated goal-setting sessions for senior leadership teams, aligned goals with all functional groups and fostered cross-functional collaboration. She also designed team development sessions to set goals, clarify roles and improve processes.

Large Scale Change at AT&T Wireless and Agilent Technologies. Amy facilitated change management efforts focused on CRM implementations by defining, developing, and implementing an overall strategy. She surfaced, addressed and incorporated critical issues into the CRM implementation strategy and facilitated project team effectiveness by enhancing internal team communications, relationships, and feedback channels.

Education

Amy received her M.A. in Organization Development from The American University, and her B.A. in Management from Moravian College. She is a member of the Organization Development Network, where she has held leadership positions, and has presented at many conference seminars.