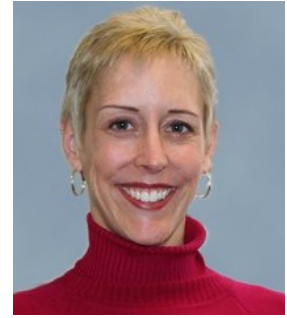


Heidi Lang

PHILOSOPHY STATEMENT

I believe the workplace has tremendous potential to be a source of empowerment and engagement for all employees. I enjoy working with teams and leaders to create environments where people feel productive, connected, and committed to organizational goals.

When consulting, I take a positive approach, collaborating with clients to develop solutions that capitalize on their strengths. I believe that quality and productivity are not exclusive of laughter and enjoyment, and I bring this point of view to my workshops and retreats to increase engagement and effectiveness.



AREAS OF EXPERTISE/RESULTS

- Team Development
- Communication
- Presentation Skills
- Personality and Style Differences (as they effect work relationships and effectiveness)
- Conflict Resolution and Mediation.
- Change Management
- Emotional Intelligence at Work
- Retreat Design and Facilitation
- Consultation on existing trainings and presentations, including content and instructional design

EXPERIENCE / SELECTED PROJECTS

- Customized workshops: I work with you to design a workshop that meets the needs of your group. Some popular topics are: Communication Styles, Teambuilding, Managing Change, and Resolving Conflict.
- Retreat facilitation: I help plan and facilitate retreats that meet your organizational needs, enhance teamwork, and engage employees.
- Presentation coaching: I provide one-on-one coaching and consultation to leaders and managers to enhance effectiveness of both one-time and ongoing presentations.

CREDENTIALS

- M.A. Social Work; B.A. Psychology
- Certified facilitator of Fierce Conversations
- Certified as Master Facilitator of Extraordinary Leader workshop
- Certified Associate in EQ Training
- Certified as Mediator by Alternate Dispute Resolutions Board
- Certified Trainer in Workplace Mediation
- Myers-Briggs Type Indicator qualification
- Training Fundamentals Certificate
- Organizational Dynamics Certificate

SELECTED CLIENTS

- UW School of Medicine
- UW Libraries
- UW Technology: Business & Finance; Streaming Media, Video & TV Technologies
- I-TECH (UW Global Health)
- Laboratory Medicine, UWMC
- UW Medicine/Health Sciences News & Community Relations
- Planned Parenthood Federation of America
- Compass Point Nonprofit Services
- Edmonds Community College
- Illinois Department of Healthcare & Family Services

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