

## Heidi Kolbe, MA, CPF, CTF

Heidi Kolbe is a highly skilled, nationally recognized Project Consultant, Trainer and Facilitator. Specializing in team development, collaborative planning tools, and effective meetings, Heidi is the only facilitator in Northern California to be certified by all three national recognized entities. She leads productive and highly engaging meetings that make it enjoyable to apply the material. She has 24 years of training presentation, team leadership, public participation, organization development, strategic planning, and facilitation experience. Heidi has a unique ability to call forth group wisdom for the purpose of restoring health and vitality to the groups and organizations. Heidi has helped bring resolution to many seemingly intractable situations. Her creative and engaging style coupled with effective and practical methods ensure results are recognized immediately.



### Employment History

- CEO, Facilitator - Heidi Kolbe and Company, Inc.
- Human Resources Consultant – Cooperative Personnel Services
- Deputy Director – County of Sacramento
- Organization Development Specialist – Sutter Health
- Adjunct Professor – Golden Gate University, Sacramento Campus
- Chief Administrative Services Officer – County of Sacramento

### Leadership Development Competency Areas

#### ■ Team Leadership Training

Learn to build effective teams, create a shared vision/values to inspire your team, set expectations and accountabilities, hold critical conversations, develop effective team strategies, facilitate innovative solutions, resolve tough issues, give and receive feedback, mentor staff, develop improvement plans, lead improvement projects, and honor accomplishments.

#### ■ Collaborative Planning

Training in collaborative project planning to develop strategic plans, build team consensus, make effective group decisions, facilitate effective project implementation, charter teams, facilitate partnering sessions, design and lead meetings that work, inspiring group creativity for innovative solutions, facilitate complex meetings (language barriers, diverse audiences, controversial topics, etc.)

#### ■ Stakeholder Engagement

Learn effective methods to partner with outside agencies and the public on specific projects, facilitate community outreach, develop policy using public participation, and design large scale coalitions involving multiple stakeholders.

#### ■ Mediation and Conflict Resolution

Resolve disputes proactively, provide mediation and conflict resolution services for individual and group disputes, facilitate critical incident debriefings, train leaders on conflict

resolution processes, train community mediators, and train groups and individuals in non-violent communication and crucial conversation models.

#### ■ **Leadership Development Assessments**

Administer leadership development assessments such as Hermann Brain Dominance Indicator (HBDI), Positive Impact 360 Degree Coaching Leadership Assessment, Social Style Profile, Myers-Briggs Type Indicator (MBTI), Magerison-McCann Team Management Profile, Thomas-Kilman Conflict Mode Instrument, and DISC Personality Profile.

#### ■ **Advanced Group Facilitation Courses**

Provide Advanced Group Facilitative Leadership Courses through the Master's level using the Technology of Participation (ToP) methodology. Mentor Trainer of facilitators and Trainer of trainers in the National ToP system. Courses available include:

- Technology of Participation (ToP) Facilitation Methods: Leadership Edition
- Accelerated Action Planning
- Facilitating Conciliation: Beyond Conflict Resolution
- Inspiring Group Creativity: Facilitation for Innovation
- ToP Focused Conversation Method
- ToP Strategic Planning
- ToP Secrets of Implementation: Facilitating Implementation of Strategic Plans
- 10 Approaches to Environmental Scanning
- Mastering the Technology of Participation – MToP

#### ■ **Meeting Design and Facilitation**

Creatively design and facilitate large and small group meetings, team building retreats, and critical planning sessions. Facilitation services for sensitive or controversial issues, complex problem solving and diverse opinions. Facilitate virtual meetings over the internet.

#### ■ **Organizational Strategy and Change/Transition Management**

Develop whole systems change strategies, implementation plans for new policy mandates, conduct organization assessments, develop information with business data, conduct return on investment studies, provide training on leading people through organization change, facilitate interventions and transition plans.

### **Education**

- Masters Degree in Organization Development – University of San Francisco
- Bachelor's Degree in Government – California State University, Sacramento
- Bachelor's Degree in Home Economics – California State University, Sacramento
- Semester at Sea – World Campus Afloat

### **Professional Associations**

- Association for Talent Development, Sacramento Chapter (ATD)
- Institute of Cultural Affairs (ICA)
- International Association of Facilitators (IAF)
- National Association of Professional Women
- National ToP Trainer's Network
- Sacramento Organization Development Network

### **Professional Certification and Awards**

- Certified Professional Facilitator (CPF) - International Association of Facilitators (IAF)
- Mentor Trainer Certified to Provide Advanced Technology of Participation (ToP) Courses including the Facilitation Masters (MToP) Program - National ToP Trainer's Network
- Certified ToP Facilitator (CTF) - Institute of Cultural Affairs (ICA)
- Hermann Brain Dominance - Certified to administer, train and interpret assessments
- Certified Public Participation Specialist – International Association of Public Participation
- Certified Mediator, Conflict Resolution, Negotiation Specialist and Trainer – Sacramento Mediation Center, Indian Dispute Resolution Center and National Center Associates
- Change and Transition Management Trainer – Certified by William Bridges & Associates
- Magerison-McCann Team Management System – Certified Trainer
- Faculty Member - National ToP Train the Trainer Academy
- Positive Impact – Licensed sell and facilitate The Coaching Experience
- Virtual Facilitator – meetingworks and adobe connect technology platforms

### **Publications, Videos and Presentations**

- Government Works: Profiles of People Making a Difference, Reshaping a Judicial System
- Accelerated Action Planning at [www.AcceleratedActionPlan.com](http://www.AcceleratedActionPlan.com)
- Technology of Participation at [www.KolbeCompany.com](http://www.KolbeCompany.com)
- Your Strategic Plan at [www.AcceleratedActionPlan.com](http://www.AcceleratedActionPlan.com)
- Scope Your Project at [www.AcceleratedActionPlan.com](http://www.AcceleratedActionPlan.com)
- Navigating the Meeting Jungle
- Leading People Through Change
- Making Change Work for You

### **Specific Team Leadership Skill Building Experience**

- California Secretary of State – Administered team assessment in Division plagued with employee grievance and law suits. Facilitated issues resolution, strategy development, and team-building sessions with the Leadership Team to create a smooth running highly productive team that has received statewide awards for innovative work.
- Positive Impact Consulting – Trainer and facilitator for The Coaching Experience, a five day program to help managers transition to their new roles as coach. Covers leading with vision, mentoring with respect, partnering with trust, improving for quality growth, and recognizing with honor.
- Institute of Cultural Affairs –Mentor Trainer for Technology of Participation curriculum. Trained hundreds of facilitators in government, business and non-profit sectors. Lead the team in organization development study of National ToP Training system which has resulted in improvements to the system. Designed and facilitated national meeting to create strategy. Mentored and qualified 14 ToP Trainers and 4 Certified Professional ToP Facilitators.
- The Kolbe Company – Provided facilitation, planning and organization development services for many government, non-profit and business organizations (see attached client listing).

