

Lynda K. Jeffries, PhD

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EDUCATION

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| Doctor of Philosophy in Education Specialization in Training and Performance Improvement Capella University, Minneapolis, MN Dissertation Topic: <i>Referral Decisions as a Core Competency: Experiences of Coaches of Nonprofit Executives</i> | 2012 |
| Education Specialist in Instructional Technology Wayne State University, Detroit, MI | 2004 |
| Master of Arts in Business Administration - Management University of Detroit, Detroit, MI | 1993 |
| Bachelor of Science in Business Administration Lawrence Technological University, Southfield, MI | 1989 |

TEACHING EXPERIENCE

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| Adjunct Faculty Lawrence Technological University Courses taught (masters level): <i>Leadership and Management, Strategic Nonprofit Management</i> | 09/2006 to 02/2009 |
| Adjunct Faculty Davenport University Courses taught (undergraduate): <i>Business Ethics, Management Principles, Social Diversity, Women in Management, Business and Society, Fundamentals of Speech, Professional Etiquette</i> | 07/2001 to 03/2005 |

CERTIFICATION

Life Reimagined Guide, AARP Michigan, 2014
Certified Facilitator, Management Research Group Leadership Effectiveness Assessment, 2006
United Way BEST Nonprofit Project Consultant/Leadership Coach, Flint/Genesee County, 2004
NCCJ, "Building Inclusive Communities" Organization Development Consultant, 2003
Professional Qualification, Myers-Briggs Type Indicator, 1996
Council of Michigan Foundations, Leadership Coach, 2014

PROFESSIONAL EXPERIENCE

Leadership and Organization Development Consultant **04/2003 to Current**
The Leadership Group LLC

Coached executives using 360 assessment data to develop action plans for improving leadership effectiveness. Gathered and reviewed extant, survey, focus group and interview data to complete organizational assessments for nonprofit agencies pursuing capacity building grants. Facilitated strategic planning, leadership development, team building, succession planning, performance evaluation, board retreats and staff development initiatives.

Leadership Skills Facilitator, Jawood Management Associates **10/2001 to 06/2006**
Diversity Consultant, Michigan Roundtable for Diversity and Inclusion **10/2002 to 01/2005**

Facilitated leadership training in diversity and inclusion, time management, coaching, performance management, conflict resolution, and listening skills for upper level management and executive personnel.

SBC/AMERITECH MICHIGAN:

External Affairs Director, Corporate **03/2000 to 11/2000**

Managed contributions budget and consulted with non-profit agencies to secure foundation grants. Lobbied state legislators and local key leaders to influence telecommunications policy and legislation. Served as the corporate liaison to community groups, city and county governments, and chambers of commerce within the South Oakland County geography.

Performance Assurance Manager, Human Resources **11/1996 to 02/2000**
Team Coach, Enhanced Business Assured Response Centers **06/1990 to 10/1996**

Coached functional, cross functional and multi-level customer service teams in performance assessment, meeting management, conflict resolution, problem solving, decision making, leadership, consultative selling, change and stress management. Led and managed entry level training programs for computer programmer/analysts with 97% graduation rate. Designed and developed performance support systems, job aids, and development plans for over 2200 Telecommunications Specialists

PUBLICATIONS

Jeffries, L. K. (2012). *Referral decisions as a core competency: Decisions of coaches of nonprofit executives*. (Doctoral Dissertation). ProQuest /UMI, 2012. (Publication No. 3546672)

Jeffries, L. and Amsden, T. (2012). Increasing diversity of leadership in environmental nonprofit organizations in a major brownfield city: Phase 2. *Journal of Diversity Management*, 7(1), 27-33.

Jeffries, L. and Amsden, T. (2009). Increasing diversity of leadership in environmental nonprofit organizations in a major brownfield city: Phase 1. *Environmental Practice*, 11(3), 164-169.

ARTICLES

Jeffries, L. (2018). *Delicate balance: Transparency and confidentiality*.
<http://theleadershipgroup.com/team-building/delicate-balance-transparency-and-confidentiality/>

Jeffries, L. (2017). *Leading in a polarized climate: It begins within*. <http://theleadershipgroup.com/team-building/leading-in-a-polarized-climate-it-begins-within/>

Jeffries, L. (2016). *Leadership courage*. <http://theleadershipgroup.com/team-building/leadership-courage/>

PROFESSIONAL PRESENTATIONS

Transformational Coaching Through Emotional Intelligence, Mid-Large Agency Alliance of Big Brothers Big Sisters, Flint, MI, 2019

Emotional Intelligence: Foundation for Problem Solving, Early Childhood Pre-Service, Starfish Family Services, 2019.

DiSC and Diversity, Equity and Inclusion. Henry Ford College, State of the College Meeting, Ypsilanti, MI, 2017

Managing Emotions for Consistent Results. Staff Development Day, Detroit Public Library, 2016

Collective Impact 101. Michigan Association of United Ways Annual Conference, Crystal Mountain, MI, 2014

Five Generations of Women Thriving Together. Women and Leadership in the Workplace Conference, Michigan Business & Professional Association, Dearborn, MI, 2009

Workplace Stress and Conflict Management, Dykema Gossett PLLC Labor and Employment Seminar, Ypsilanti, MI, 2007.

Alumni Judge, 7th Annual Ethics Bowl - University of Detroit Mercy. Department of Philosophy, University Honors Program and the College of Liberal Arts, 2006.

Team Innovation. Detroit Regional Chamber, Team Building Seminar, Detroit, MI, 2004

Ethics & Confidentiality: Respecting, Protecting, and Defending the Rights of Customers and Colleagues Child Care Coordinating Council Staff Development Day, Detroit, MI, 2003

Diversity Audits: Step One in Developing a Plan. Oakland County Employment Diversity Council, Annual Diversity Conference, Moving Beyond Awareness, 2003

PROFESSIONAL AWARDS/RECOGNITION

Trustee of the Year, LeadingAge of Michigan, 2014

Distinguished Volunteer, Association of Fund Raising Professionals, Greater Detroit Chapter, 2013

Recipient of the Outstanding Instructional Technology Education Specialist Student Award Wayne State University School of Education, 2004

COMMUNITY INVOLVEMENT

- Board Secretary, Bridging Communities, Inc. (2017-current)
- Board Chair, Presbyterian Villages of Michigan, Southfield (2012 - 2013)
- PVM Village Board Member: Brush Park, Woodbridge Manor and Thome Rivertown (2012-Current)
- Christian Education Director, Historic Little Rock Baptist Church, Detroit (2003 - current)
- Committee Chair: Governance, Compensation, Presbyterian Villages of Michigan (2015-2017)
- Board Chair, Considine Family Life Center, Detroit (2007 - 2013)
- State Bar of Michigan, Presidential Diversity and Inclusion Advisory Group, (2010-2012)
- Co-Host, “Hello Detroit” talk show, WGPR 107.5 FM, Detroit (2010-2012)