

## MASTER TRAINER

### Beth Wolfson

An experienced consultant, trainer, and leader, Beth Wolfson excels in facilitating process improvement teams, helping teams increase effectiveness to achieve bottom-line results, and coaching individuals to become measurably more vital. She brings her personal philosophy, "That one person can make a difference," to all of the clients she interacts with.



#### Master Trainer

Beth is a Master Certified Trainer in Crucial Conversations®, Crucial Accountability®, and Influencer™ Training. She combines twenty years of executive level management with fifteen years of consultative and training experience. She worked in a highly regulated, competitive, technology advancing yet customer centric industry, leading several departments and over a hundred people to consistently superior results. In her role to organizations as a consultant and trainer, she has worked with most industry sectors and with people ranging from individual contributors to the CEO. She has helped clients on projects ranging from team building, organization development, executive consulting, and communication strategies.

#### Areas of Expertise:

- Healthcare
- Federal, State, and Local Governments
- Training Design
- Conflict Resolution
- Facilitation

#### Work History:

- Beth Wolfson, Leadership Consulting Services – Bus owner and president (2011 to current)
- Executive Forum, Denver Colorado – Vice President (2001 to 2010)
- Swedish Medical Center – Director of Health information and patient satisfaction (1997 – 2001)
- Rose Medical Center and Swedish Medical Center – Health Information Management Director (1997-2001)
- Rose Medical Center Denver – Director of Health and Quality Information (1985 – 1997)
- North Trident Regional Medical Center – Director of Medical Records (1981 – 1985)

#### Education:

- BS in Health Information Management - Medical University of South Carolina (1981)
- MA in Applied Communication – Denver University (2001)

Beth brings a rare ability to understand the unique challenges, beliefs, and un-discussable issues underlying organizations' problems. She demonstrates a balance of warmth and caring with a commitment to results. By creating strong personal connections, her clients are better able to take risks and release old mental models and beliefs to achieve surprising results in record time.

Beth goes the extra mile with her clients during and after the scheduled class times to ensure they can apply the material immediately and effectively.

While clients gain tangible and useful skills from her programs it is often the personal shifts that occur during the sessions that allow people to strengthen their interpersonal relationships going forward. New insights and ways of thinking about themselves, their teams, and their organizations form the basis for long lasting change that creates the true value of Beth's work with them

#### Dynamic Speaker

In addition to her experience as a consultant and trainer, Beth is a skilled presenter in addressing audiences on the topics of Crucial Conversations, Crucial Accountability, and Influencer. Audiences range from small on-site presentations to large presentations in local and national organizations.

#### Business Results Expert

As an organizational director and consultant, Beth has helped organizations achieve desired or necessary results. Clients often say that her insight and ability to bring difficult issues into focus motivate participants to action. By helping her clients reframe their issues, new solutions and opportunities are often developed and recognized. This leads to breakthrough results. Participants who work with Beth consistently notice and relate to her high positive energy and single minded focus on helping them. Her clients are often so pleased with the results that they invite Beth to continue to work with the organization on future projects.

As a healthcare industry expert, she has facilitated initiatives that have led to increased patient safety, decreased medication errors, increased patient and physician loyalty, and strong compliance with all regulatory and licensing in organizations.

As a consultant in the aerospace industry, she has worked with leaders at all levels to merge two long-term industry competitors through her work at United Launch Alliance. Crucial Conversations is recognized as the most impactful strategy for creating a new and integrated culture.