**Elizabeth R. YOrk, Ph.D.**

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***ORGANIZATIONAL PSYCHOLOGIST/BUSINESS CONSULTANT***

***Certified in Change Management and Transformational Leadership***

*Industrial/Organizational Psychology consultant building on skills developed while building, training and leading high-performing, cross-functional teams. Specializing in reintegrating high performing individuals back into the workforce after traumatic brain injury through retraining and innovative therapies.*

**Professional Accomplishments:**

* **Certified in conflict resolution and mediation:** Certified by Capella University and Center for Dialog & Resolution
* **Certified in Change Management and Transformational Leadership**
* **Statewide Emergency Management Logistics Workgroup:** Developed and lead team of high-performance professionals tasked with providing emergency response for large-scale disasters in accordance with FEMA guidelines. Developed and implemented strategies to mitigate conflict between diverse response groups and streamline response activities.
* **Union Liaison for Multi-Cultural Workforce of Civilian Military Contractor:** Successfully managed extensive conflict and negotiated work contracts between International Association of Machinists and Aerospace Workers and Raytheon and Lockheed Martin for NAVSEA IDS.
* **Business Development Workshops:** Developed and instructed workshops on business, marketing, and leadership for artists for Windward Artists Guild and Association of Hawaii Artists
* **Leadership Training Programs:** Developed leadership training programs for:
	+ Karate instructors for schools under United States Karate Association
	+ Team leads and mid-level managers for Raytheon and Lockheed Martin
	+ Emergency responders under Hawaii State Civil Defense
* **Statewide Server Migration Team Lead:** Successfully developed and lead high-perform team tasked with migrating 6K+ business client records for Oceanic Time Warner Cable Business Class.
* **State of Washington Traumatic Brain Injury Council and Executive Committee:** Appointed by Governor Inslee to serve on the Washington TBI Council, actively providing advisory services regarding traumatic brain injury survivors, business and organizations and government services.
* **Research Project: Returning to work after traumatic injury: A Heuristic study:** Qualitative study exploring the experience of returning to work after traumatic injury as experienced by traumatic brain injury survivors.

**Core Competencies:**

* Team leadership for high-performing teams including employee motivation, training and productivity optimization
* Recruiting, personnel selection, skills and performance assessment, training, talent development and integrating members into high performance teams
* Business applications trainer including MS Office, database management, cloud-based communications and collaboration programs, CRMs, ERPs, project management programs, statistical analysis programs Proven track record of problem solving abilities and innovative strategies
* Business writing including policies and procedures, SOP documents, contracts, job analysis and descriptions, training manuals
* Technical writing including software training manuals, equipment training manuals, and rewriting for non-technical users,
* Production project cycle management, planning and scheduling, data collection and analysis,
* Logistics, including reverse logistics
* Statistical analysis, viability studies and other business optimization

**Professional Experience:**

**I/O Business Consultant**

Independent contractor - September 2006-present

Work closely with small businesses and individuals to optimize production processes, develop training and leadership workshops, develop EAPs. Specializing in conflict management and TBI training and program development for organizations. Visit website for detailed information: www.erh-busconsultant.com.

**TBI-Trauma Coach**

Providing individual coaching services for TBI survivors, caregivers and support groups. Serving as trauma rehabilitation specialist on State of Washington Traumatic Brain Injury Advisory Council and chair of TBI Council Executive Committee since 2017. Multiple speaking engagements and workshops at TBI conferences, support centers and support groups.

**Doctoral Researcher**

Harold Able School of Social and Behavioral Sciences, Capella University - *October 2010-present*

Extensive heuristic study research project exploring the effects of traumatic brain injury and work. Data focused on the phenomenon of returning to work after traumatic injury as experienced by survivors of traumatic brain injury. Participants ranged in age from mid-20s to 70s, and included a range of work types. Full research report available for review upon request.

**Business Class Sales Coordinator**

Oceanic Time Warner Cable Business Class - January 2013 to February 2014

Managed business client projects from contract signing through services deployment. Trained customers upon services implementation. Mentored and trained teams on leadership, services and functionality. Streamlined implementation processes with innovative concepts. Worked closely with government, non-government agency, and private sector clients on global scale.

**Task Force for Emergency Readiness (TFER) Logistics Manager/Deputy Logistics Branch Chief –**

State of Hawaii Civil Defense - Homeland Security/FEMA Contract - April 2009 to February 2010

Built, trained and lead statewide team of high performing professionals focused on providing fast, effective response in times of local, statewide, national and global disaster. Developed robust work group in accordance with Homeland Security and FEMA policies, partnering State and Federal agencies, non-government agencies and organizations, and private sector organizations and corporations to implement a collaborative, unified response. Recruited key individuals, developed skills and resources assessments, collected and analyzed data, developed recommendations and action plans, and managed implementation and ongoing evaluations. Served as Incident Command System Lead during multiple disasters, both actual and simulated. Worked closely with after-action team to develop performance assessments and ongoing training strategies and recommend changes for effective emergency response actions.

**Logistics Manager - NAVSEA Torpedo Production Program**

May 2002 – April 2009

**MRE Logistics Manager -** Raytheon Integrated Defense Systems, Subtorp IMA

May 2002 – December 2007

**Logistics Management Analyst/Team Lead –** IMA Torpedo contract awarded to Lockheed Martin

*January 2008 - April 2009*

Managed team of field technicians, developed skills and performance assessments, made personnel recommendations for team, assigned tasks, ensured teams skills remained current through implementation of ongoing assessments, training, and recertifications. Identified and monitored production resources, assessed risks, anticipated workload bottlenecks, and developed and implemented strategies to ensure production deadlines were met effectively while balancing personnel actualization needs. Worked closely with military, former-military, government and private sector professionals to ensure timely completion of projects, develop and implement action plans to respond to sudden or emergency escalations, and resolve problems.

**Volunteer:**

**Disaster Assistance Team/Emergency Responder**

American Red Cross Hawaii Chapter - May 2002 to February 2014

Served as DAT member, responded to emergencies including single home and multi-unit fire, flood, tsunami, hurricane, earthquake and other events classified as state or national disasters. Certified in all required duties including triage, victim intake and processing, displaced survivors placement, secure emergency supplies for victims, open and operate shelters, logistics and supply management, CPR/first aid, psychological first aid. Trained other volunteers in same skills and lead teams of responders.

**Speaking engagements:**

* **2017 State of Washington TBI Conference:** Returning to work after traumatic injury
* **2017 Small Business Expo:** Surviving Disaster: Helping your team prepare for and survivor a traumatic event
* **2018 State of Washington TBI Conference:** Survival skills for Teens and Young Adults; Compassion Fatigue: How caregivers can cope better
* **2018 FACES Encephalitis Conference:** Surviving Traumatic Brain Injury

**Education:**

**Ph.D. –** Industrial/Organizational Psychology and Organizational Leadership

**Master of Science –** Business, with a specialization in Industrial/Organizational Psychology

**Bachelor of Science –** Business Administration and Leadership

Capella University

**Bachelor of Science –** Computer Science­

Specialization in Business Applications and Organizational Development

Pioneer Pacific College

**Bachelor of Fine Art –** Specialization in Graphic Design and Illustration

Kendall College of Design

**Certifications:**

* Enterprise Resource Planning
* Six Sigma - Black Belt
* Computerized Resource Management Systems
* Workflow Planning and Systems Development
* Database Management
* Inferential Statistics and Statistical Analysis via SPSS and SAS
* Quality Assurance Controls and Standards (Aerospace industry and Navy weapons)
* Safety Standards and Compliance – Multiple OSHA training courses
* Emergency Management – Multiple FEMA certifications including ICS, NRF, NIMS, Logistics
* Disaster and Emergency Response – Multiple American Red Cross certifications

**Professional Associations:**

**American Psychological Association** – member since 2006

**Society for Industrial and Organizational Psychology** – member since 2006

**Society for Consulting Psychology** – member since 2011

**APA Division of Trauma Psychology** – member since 2011

**Washington State Psychological Association** – member since 2015

**Puget Sound Association of Industrial/Organizational Psychologists** – member since 2017

**Society of Human Resources Managers** – member since 2010

**Publications:**

*Conflict Intervention and Resolution: Resolving team interpersonal conflict before it escalates*

*Returning to work after traumatic injury: A heuristic study. Published out of control. Published by Capella University 2008*

*Psychology of Personality: How does personality affect success in the workplace? Published by Capella University 2009by Capella University 2017*