

Martha N. Bryan

3521 - 105th Place SE ** Everett, WA 98208
(425) 337-1838 ** Fax (425) 338-4509
E-mail: marthabryan@bryanandbryanassoc.com

OBJECTIVE

To empower people and organizations with the skills, attitudes and strategies they need to move from acceptable to outstanding performance in both their professional and personal lives.

WORK EXPERIENCE

- 24 years speaking, developing curriculum, and teaching classes in:
 - ~ Continuous Quality Improvement, Process Management, Measurements, Implementing Deming, Self-Managing Work Teams, Customer Excellence, Organization Excellence
 - ~ Leadership & Management Skills, Managing Ethically, Leadership Styles, Team Building, Motivation, Problem Solving / Decision Making, Measuring Performance, Change Management
 - ~ Empowering Employees, Self-Empowerment, Effective Communication, Managing Conflict, Interaction Styles, Self-Esteem & Peak Performance, Success Habits, Time Management
 - ~ Cultural Diversity, Valuing the Differences, Working in a Multi-Cultural Environment, Equal Employment Opportunity, Working With the Opposite Sex, Leadership Skills for Women, Harassment Prevention in the Workplace, Human Resource Management
- 23 years experience as organization consultant, coach, and facilitator
- 14 years experience Cadre Member, Washington State School Directors Association
- Six years experience Snocope Federal Credit Union Board Director
- Two years experience President, Snocope Federal Credit Union
- 20 years experience as Human Resources Administrator with Snohomish County Government
- Two years teaching experience at Neville High School and Northwest Business and Computer College
- Four years part-time secretary experience for Northeast Louisiana University Dean of Education

EDUCATION

B.A. Business & Education

Northeast Louisiana State University -- Monroe, Louisiana

Numerous courses in continuing education:

Managing and Integrating Training in Organizations, Adult teaching methods, Executive Speaking, Continuous Quality Improvement, Customer Excellence, Leader Empowering Employees, People Management, Hiring and Firing, Communication Skills, Problem Solving / Decision Making, Risk Taking, Change Management, Cultural Diversity, Sexual Harassment

Continuing education -- an expansion of recent training:

- How to Apply Deming's Quality Improvement Principles in the Public Sector, How to Use Self-Managing Work Teams to Improve Quality, How to Implement the Deming Approach for Quality Improvement in Services, Managing for Quality, Speed, Customer Involvement and the New Look of Organizations, The Essentials of Excellent Customer Service, Driving Fear out of the Workplace, Change Management
 - Responding to Diversity in the Workplace, Valuing Cultural Diversity
 - The Woman Manager, Successful Women Supervisors, Women's Supervisory Skills & Career Planning Workshop
 - The Challenge of Leadership & Team Building, The Empowered Manager
 - Basic Supervision Seminar, How to Supervise People, Hiring and Firing, Handling Employee Discipline and Performance Mistakes
 - Conflict Management & Negotiation Skills, How to Manage Conflict, Criticism and Anger, High Impact Communication Skills, Assertiveness
 - Investment in Excellence, Dale Carnegie Human Relations Course
-

PROFESSIONAL ORGANIZATIONS:

Current Member - International Personnel Management Association, Vice President - Western Region
Current Member - American Society of Training and Development
Past President - Western Region International Personnel Management Association
Past President - Snohomish County Chapter - Pacific Northwest Personnel Management Association
Past President - Puget Sound Chapter - International Personnel Management Association
Past Board of Directors - Washington Council Public Personnel Administrators
Past President - Xi Alpha Tau Chapter - Beta Sigma Phi

OTHER ORGANIZATIONS:

Past Board Member - Boys Scouts of America Board
Past Board Member - United Way
Past Chair - Everett Community College Advisory Board
Past Member - Edmonds Community College Advisory Board
Past Member - Fire District I Personnel Advisory Board

WORK PUBLISHED:

Loving Your Work, Loving Your Life: Winning Strategies for Business & Life
American Society of Training & Development
International Personnel Management Association
For the Health of It -- Wellness Newspaper
