

Sherry Buss



Curriculum Director

Global Village for Future Leaders of Business & Industry,
Iacocca Institute, Lehigh University

Corporate Summary

Empowering the leaders of today and tomorrow, the Iacocca Institute focuses on developing programs and activities critical to global and local leadership. The Iacocca Institute was jointly formed in 1988 by Lee A. Iacocca and Lehigh University. We are dedicated to cultivating the potential of individuals and to increasing the global competitiveness of organizations. Join us in examining innovative practices through a variety of highly interactive learning experiences and programs.

Sherry Buss joined the staff of the Iacocca Institute in January 1998 as a Program Development Officer and was promoted in 2005 to the position of Director of Curriculum for the Global Village for Future Leaders of Business and Industry. As part of the Global Village team, Sherry is responsible for all curricular aspects of the Village including courses, trips, projects, executive visitors and panel sessions. She chooses more than 50 courses to be taught during the summer and schedules domestic and international facilitators to deliver the content. She also manages an active database of more than 150 executives representing all types of companies and schedules many of these individuals to participate in the Village as speakers, visitors, and trip hosts. Sherry also plans and manages the trips to Washington DC and New York City. Sherry is also responsible for managing the six-week Global Village schedule as well as the Global Village budget.

Although Sherry has been a part of the Global Village team since 1998, her past work for the Institute has included program development in areas outside of the Village. Most recently, Sherry developed and implemented Career Awareness Programs for multi-cultural high school students. These grant-funded programs were designed to increase awareness in various professional careers such as accounting, industrial design and engineering. Prior to her work with the high school education programs, Sherry led the Iacocca Scholars program. Extraordinary Lehigh juniors were selected into this program based on academic and extracurricular achievements. These students were provided opportunities to interact with business and industry professionals and to lead a campus wide project aimed to help develop leadership skills.

Sherry received a liberal arts education from Moravian College in Bethlehem, Pennsylvania. She graduated with a dual degree in English: Journalism and Sociology. A member of the Leadership Lehigh Valley Class of 1999, Sherry is active in the Lehigh Valley community. She has taught Emotional Intelligence and Communication Skills Seminars within the Global Village. She is certified in the Bar-On EQi assessment tool.

Prior to joining Lehigh, Sherry worked in public relations at a non-profit community blood center. She also worked as Branch Manager of a national staffing company. Her skill set includes public relations, customer service, human resources and business management.

Sherry is married and has two active children, Tanner (age 13) and Trevor (age 10). She enjoys cooking, travelling, walking, golfing and spending time with her family.

Sherry Buss



Curriculum Director

Global Village for Future Leaders of Business & Industry,
Iacocca Institute, Lehigh University

Corporate Summary

Empowering the leaders of today and tomorrow, the Iacocca Institute focuses on developing programs and activities critical to global and local leadership. The Iacocca Institute was jointly formed in 1988 by Lee A. Iacocca and Lehigh University. We are dedicated to cultivating the potential of individuals and to increasing the global competitiveness of organizations. Join us in examining innovative practices through a variety of highly interactive learning experiences and programs.

TEAM BUILDING APPROACH

Jason Chartrand



Director
NorthStar Adventure

Corporate Summary

NorthStar Adventure works with clients to create and implement leadership and team development initiatives that utilize unique learning styles integrated with real time simulations, retreats, and high impact experiences. The staff at NorthStar is dedicated to helping their clients realize the true potential of their employees that benefit the company year after year.

Jason Chartrand is the Director of NorthStar Adventure, a facilitated team building company in Bethlehem, PA. With over 14 years of experience as a facilitator, Jason has worked with thousands of individuals to increase group dynamics, group communication, trust and morale. Specifically he works with groups to discover their needs and help them discover change.

Jason has worked with several Fortune 500 companies as well as other companies to achieve their individual organizational goals. NorthStar Adventure focuses on hands-on, experientially based team building, utilizing activities and a powerful debrief session to drive home goals and to facilitate change in organizations. Jason has worked with such companies as Air Products, Silberline Manufacturing, Domino's Pizza, Verizon, Lockheed Martin, American Heart Association, Keller Williams Realty, Sanofi Pasteur, The Iacocca Institute and Martin Guitar.

Jason originally grew up in the foothills of the Adirondack Park in Northern New York State, where he went to college for Outdoor Recreation at Paul Smith's College.

Jason Chartrand



Director
NorthStar Adventure

Corporate Summary

NorthStar Adventure works with clients to create and implement leadership and team development initiatives that utilize unique learning styles integrated with real time simulations, retreats, and high impact experiences. The staff at NorthStar is dedicated to helping their clients realize the true potential of their employees that benefit the company year after year.

TEAM BUILDING APPROACH

NorthStar Adventure's team building approach is experiential in nature using activities that are not physically demanding which promote synergy, increase morale, getting to know one another, increasing trust and much more. Our team building programs can be held indoors or outside with the same results. After each hands-on activity a debrief session is held in order to draw out actual skills that were used and how in the future, in the work place, those skills can be implemented. All of our programs are custom designed according to each client group's goals and include a needs assessment, an individual pre-program assessment, an individual post-program assessment, a Barometer report which measures change and a follow up as to the direction that should be taken next within the group.

Mary Connors



Leadership, Executive Coach, and Strategic Visioning Consultant

Federal Leadership Institute

Corporate Summary

The Federal Leadership Institute is a dynamic, reliable leader in changing behaviors and creating new habits among the government workforce and supporting community. They provide cutting-edge solutions for change with Blended Learning, Instructional Design, Organizational Development, Advisory Services, and Coaching . Their leadership programs, such as the Leadership Development Program (LDP), are emerging as a federal government gold standard for their unique blend of classroom instruction, web-based learning and coaching.

-
- Designs, develops and facilitates leadership development institutes for senior leaders in federal agencies and intelligence communities.
 - Brings creativity and innovation to adult development through the use of an integrated systems and modeling approach.
 - Created the Federal Coaching Institute to serve the specific coaching needs of federal leaders.
 - Leads a cadre of professional executive coaches in the creation of breakthrough coaching techniques; adopted the unique elements of CMM to coaching leadership at every level in government agencies.
 - Challenges federal agencies, public companies and not for profit organizations to vision the future and pave their individual roadmap through the vehicles of strategic thinking and direction setting.
 - Facilitates scenario planning and large scale change management practices in support of federal agencies' revitalization endeavors.

 - **25 years of business experience** in coaching, counseling and mentoring federal agency, private sector and not for profit leaders.
 - Created '**The Team Institute**' to assist organizations in building the infrastructure and curriculum needed to create co-located and virtual team-based organizations.
 - Founder of '**The Executive Development Institute**' which initiates partnerships with agencies for the creation of learning systems and curricula for the professional development of their associates.
 - **Graduate Professor** at two universities; creator of graduate certification programs; leader in distance learning technology.
 - **Founding Faculty** and curriculum designer for an entrepreneurial center which supports the leadership and managerial development of small business owners.
 - **Successful Business Entrepreneur**—built a successful consulting firm with offices in Maryland, Florida and Ireland.

Mary Connors



Leadership, Executive Coach, and Strategic Visioning Consultant

Federal Leadership Institute

Corporate Summary

The Federal Leadership Institute is a dynamic, reliable leader in changing behaviors and creating new habits among the government workforce and supporting community. They provide cutting-edge solutions for change with Blended Learning, Instructional Design, Organizational Development, Advisory Services, and Coaching . Their leadership programs, such as the Leadership Development Program (LDP), are emerging as a federal government gold standard for their unique blend of classroom instruction, web-based learning and coaching.

TEAM BUILDING APPROACH

Obtain Background:

- Explore the teams industry and their market position.
- Review the organizations strategic plan.

Apply a Three Step Process When Preparing to Work with a Team:

- Help the Team Determine Where They Want To Be
- Assess Where They are Currently
- Close the Gap

Sample Strategies / Exercises to Close the Gap:

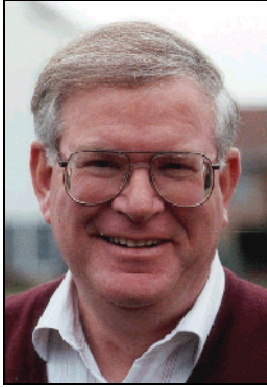
Gap

Communication Challenge
Structure
Collaboration
Conflict

Strategy/Exercise

Assessment / Apply
Build a Team Charter
Crossing the Chasm
Conflict Assessment &
Fish Bowl Exercise

Richard Neulight



President and Director

National Management Strategies, Inc.

Corporate Summary

National Management Strategies works extensively with companies large and small, including several small and medium sized manufacturers, and particularly with the family and/or closely held company. Mr. Neulight has guided the design, development and implementation of Strategic Plans for approximately 35 start-up companies and has directed successful "turn-around" endeavors for some 20 companies.

Mr. Neulight is president of National Management Strategies, Inc., a Lehigh Valley based consulting firm, graduated Franklin and Marshall College and received his Masters degree from Temple University. In a much earlier iteration as a college professor he instructed business administration, marketing and merchandising, the administration of justice, and all facets of communication.

Among numerous other activities, Rick Neulight has frequently been enlisted as a "special resource" to both the Ben Franklin Technology Center and the Iacocca Institute of Lehigh University, a business "think tank." He served as Chief of Staff at the Iacocca Institute during the United States Department of Defense project resulting in the introduction of the concept of Agile Manufacturing and the Agile workforce. He authored a written Scenario, which depicted the manufacturing culture of the near future, and dealt extensively with the interrelated problems and disciplines of Empowering Individuals and Teams, and Continuous Learning.

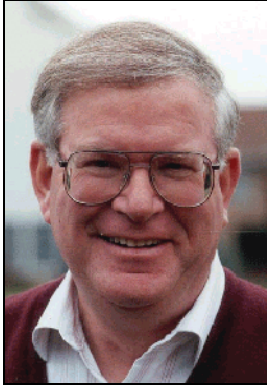
Mr. Neulight has assisted many companies in structuring their 'corporate identity' and controlling and managing the flow of information that determines what your customer or client thinks of your company. He takes some pride in designing and managing 'word-of-mouth campaigns.'

In family and closely held businesses, Mr. Neulight has created workable solutions dealing with the manifold issues that impact productivity, revenue and profit – and stress management.

A skillful negotiator, Rick Neulight is a recognized authority on the subject of human dynamics in business interaction, and in the culture of the American workplace. He has devoted considerable professional energy advancing his major assertion that numbers crunching, massive doses of dollars and seductive management systems do not propel business forward.

People do.

Richard Neulight



President and Director

National Management Strategies, Inc.

Corporate Summary

National Management Strategies works extensively with companies large and small, including several small and medium sized manufacturers, and particularly with the family and/or closely held company. Mr. Neulight has guided the design, development and implementation of Strategic Plans for approximately 35 start-up companies and has directed successful "turn-around" endeavors for some 20 companies.

TEAM BUILDING APPROACH

A primary goal in team building is to foster interpersonal communication at the highest possible levels. Let us postulate that the preponderance of teams will roughly reflect the general population of any company. According to a Gallup poll, this is what may be expected:

29% engaged, loyal, productive, enthusiastic, passionately connected to goals;

55% passively disengaged, sleepwalking, malingering, "I do what I'm told."

16% actively disengaged, undermining and creating toxic environment.

Team building demands awareness of one's behavior in the building process. Awareness begins with recognition of one's own behavior. Awareness centers on *internalization* of the following values based dynamics: 1) Clear goals, 2) Accountability, 3) Responsibility, 4) Commitment, 5) Trust, 6) Abundance and Prosperity, 7) Active empathetic listening, and 8) Understanding personal power.

One doesn't empower teams by decree or fiat. One creates an environment where individuals and teams empower themselves. One aspect of this is that 'fear' and the accompanying paralysis must be removed from the team building environment.

The tools used to inculcate - literally, infuse in the culture - are experiential and emotional rather than intellectual, though there are surely elements of the latter in any learning situation. My approach employs: 1) Socratic dialogue, 2) spirited interaction, 3) 'diads' (one on one, seated face-to-face in proximity with undeviating eye contact), 4) buddy system (in team building, one is one's brother's keeper), and 5) team member's sharing of attitudes and feelings.

I have conducted these trainings all over North America with companies large and small, from closely held professional practices to large multi-national corporations with hundreds participating.

If I have any expertise in this life it is in the understanding and motivation of human behavior and the development of communication at a very high level. My programs emphasize a grasp and implementation of the arts of communication with an emphasis on body language and other ways in which unspoken messages are delivered.

Teams learn the language of awareness and how one's behavior critically affects work product, and are able to process goals in an atmosphere of total personal accountability.

Cindy Orsini-Smith



Key Account Executive/HR Consultant

Corporate Summary

Cindy Smith's work connects organizational goals and strategies with selection and leadership development/workforce solutions.

Cindy Smith's background includes twenty years of experience in selection, organizational development consulting, curriculum design and development, sales, marketing, and training operations/logistics. Cindy is a key account executive for a world-leader in human resource selection systems and leadership development, and an adjunct professor in the College of Business and Economics of Lehigh University.

She founded TRAINet, a network of diversified training and development consulting firms specializing in technical, industrial, and business skills programs delivered through live instruction and multimedia. She's held executive sales positions within global training and consulting organizations including Omega Performance (sister company to Achieve Global) and Pilat-NAI. Her expertise includes needs assessment and implementation of training and development solutions, as well as developing client-centric software programs in the areas of competency framework development, multi-rater feedback, performance management, succession planning, and other HR-related functions. Cindy also led the North American training division of Day-Timers, a Fortune 500 subsidiary of Fortune Brands. As Director of the Day-Timer Center for Productivity, she managed all aspects of an educational resource center dedicated to supporting innovative productivity training programs for Day-Timers' 4.5 million clients.

Cindy was named one of the "20 Under 40 Business Executives" by the Eastern Pennsylvania Business Journal, selected as a judge for Dr. Brandon Hall's Multimedia Training Awards, and has had her work published in various trade journals, including The Multimedia & Internet Training and ASTD newsletters.

Cindy is also a glass and metals artist that has studied and displayed her work at the Banana Factory Arts Center & Gallery.



Key Account Executive

Development Dimensions International

Corporate Summary

DDI is all about giving you the kind of business impact you want—that's what we call realization. The work we do together is tied to your organization's strategies and becomes part of your business and your culture. This gives you a solution with long-term sustainability. And if your business is multinational, DDI has precisely the kind of global resources needed to implement your talent initiatives effectively and consistently worldwide.

TEAM BUILDING APPROACH

What comes to mind when you think about a successful team? Winning! So whether that means the Superbowl or the timely launch of a new product line, successful teams all encounter the following stages:

FOCUS. What's the purpose for the team? What's the charter/outcome? What does success look like? What talent comprises the team? Who will lead?

PLAN. What goals need to be established, what action steps? How will activities be prioritized? How will the team best utilize its talent? Who's accountable?

ACT. What is the timeline for each step? What if goals change? How will the team deal with (inevitable) dysfunctions and overcome obstacles?

Cindy Smith has spent nearly 20 years helping Fortune 500 to mid-sized organizations maximize their productivity. As a training director for an international brand, executive consultant, adjunct business professor at Lehigh University in a team simulation-based program, and a glass & metals artist herself, Smith has managed, consulted with and facilitated high performing teams. She recently completed Patrick Lencioni's team building workshop (author of the best-seller, *"The Five Dysfunctions of a Team"*), and has trained and displayed her work at the Banana Factory.

Smith possesses the unique ability to help organizations achieve their organizational business drivers through engagement in an artistic team-based simulation. During the debrief, Smith helps participants understand the dynamics encountered during their team building experience so that learning is transferred directly back to the job.

Mary Frances Schurtz-Leon



Candidate Manager

Global Village for Future Leaders of Business & Industry, Iacocca Institute, Lehigh University

Corporate Summary

Empowering the leaders of today and tomorrow, the Iacocca Institute focuses on developing programs and activities critical to global and local leadership. The Iacocca Institute was jointly formed in 1988 by Lee A. Iacocca and Lehigh University. We are dedicated to cultivating the potential of individuals and to increasing the global competitiveness of organizations. Join us in examining innovative practices through a variety of highly interactive learning experiences and programs.

Mary Frances Schurtz-Leon, a licensed attorney, practiced civil and criminal law in both New York and California, specializing in immigration law. Prior to joining the staff at the Iacocca Institute where she serves as Candidate Manager, Guide and Facilitator, she worked in hospital administration for a major oil company in the Middle East, where she designed and implemented a system-wide Self-Assessment Program.

Mary Frances brings over thirty years teaching experience. She has conducted seminars and workshops in English as a Second Language (ESL), Citizenship Preparation, Legal Counseling Techniques, Occupational Spanish, Public Speaking, Assertiveness Training, Effective Listening, Conflict Management and Negotiating Skills throughout the United States and internationally. Her extensive travels have afforded her many culturally diverse experiences.

Mary Frances joined the Iacocca Institute in the summer of 1998. In October 1998, she joined the Lehigh University staff full-time as the Candidate Manager for the Global Village program. She began recruiting for the Global Village program in Latin and South America in 2000. In September 2000, Mary Frances added the responsibility of Global Village Alumni Relations to her duties. In April, she also assumed the role of International Student Candidate Manager for the Pennsylvania Governor's School for Global Entrepreneurism here at Lehigh University.

Mary Frances graduated summa cum laude from Loyola College in Baltimore Maryland in 1973 with a Bachelors of Art in Modern Languages. After a year with VISTA (Volunteers In Service to America) in El Paso, Texas, Mary Frances began her legal training at St. John's University School of Law in New York, earning her Juris Doctor degree in 1977. After graduation, she supervised four satellite immigration assistance offices for the Brooklyn Diocese Catholic Migration Office for a year before marrying and moving to California. In California, Mary Frances was a general partner in a Santa Monica law firm, handling both civil and criminal litigation. She also served as the Supervising Attorney of the Immigration Legal Assistance Project of the Los Angeles Bar Association, before moving to Saudi Arabia in 1980.

Mary Frances Schurtz-Leon



Candidate Manager

Global Village for Future Leaders of Business & Industry, Iacocca Institute, Lehigh University

Corporate Summary

Empowering the leaders of today and tomorrow, the Iacocca Institute focuses on developing programs and activities critical to global and local leadership. The Iacocca Institute was jointly formed in 1988 by Lee A. Iacocca and Lehigh University. We are dedicated to cultivating the potential of individuals and to increasing the global competitiveness of organizations. Join us in examining innovative practices through a variety of highly interactive learning experiences and programs.

TEAM BUILDING APPROACH

The essence of effective teaming rests in a leader's ability to integrate the appropriate individuals with the knowledge, skills and ability to complete a project, into a group culture that is communicative, contributive and collaborative. As a facilitator for a newly forming or existing 'derailed' group, an integrated approach is used to help establish or re-establish the working culture that is effective for the individuals involved.

Depending upon the present state of the group, the integrated approach begins with assessment of the individuals within the team, their ability to communicate, gaps in communication techniques, an assessment of learning styles, and a recognition of each member's ability to contribute to the project outcome. Once generally determined, the group will be guided through a series of exercises that leverage individual contributions, strengths and weaknesses into an appropriate level of group collaboration and project outcome. Team members participate in facilitated 'discovery exercises', and may be subject to intervention techniques that draw out derailing issues or communication gaps. Group skills such as consensus decision-making, group communication, constructive conflict, use of creative brainstorming, goal consensus, motivation, feedback techniques, milestones, and measurements may be explored.

Iacocca Institute Contact

Contact Information:

Elizabeth (Beth) Simmons
Managing Director, Professional Education
Email: eas7@lehigh.edu
Tel: 610-758-5664

Alexis Leon
Program Coordinator
Email: ajl207@lehigh.edu
Tel: 610-758-3515

Address:

Iacocca Institute Lehigh University
111 Research Drive
Bethlehem, PA 18015

Fax: 610-758-6550

Website: www.iacocca-lehigh.org