

Terri Werner

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Professional Summary

Leading edge consultant, coach and trainer who uses a holistic multi-disciplinary approach to help clients dramatically speed up the process of change, turn conflict into collaboration, and create breakthrough results that are sustainable. In today's fast-paced, uncertain and challenging world everyone feels the effects of constant change. We are all needed now to show up as our best self, and to be a positive influence for change with every conversation we have. My gift is to blend a very practical results-oriented approach with heart and spirit. I inspire people to see new possibilities, believe in themselves and their capability, and have the courage to try the previously unimaginable. This is transformational work that leads to breakthrough results. My clients feel inspired, empowered, and ready to take action.

Areas of Expertise

- Creating a Healthy and High-performance Culture
- Leadership Development
- Team Building
- Conflict Management
- Planning and Project Management
- Retreat/Meeting Design and Facilitation

Work History

February 2015 to Present: Founder and President; Energy Flow Consulting, LLC

Whether alone or as a member of a team, our flow of energy is affected by where we focus our attention. Often we don't realize how we are inadvertently slowing down achievement of our goals. Using a combination of training, facilitation and coaching, my clients transform how they are using their energy to:

- shift their focus from past to future, from what's wrong to what they want, from conflict to collaboration, and from problems to solutions,
- design a more powerful and effective way of being (body, language, and mood),
- communicate more effectively, and work with others so that efforts flow.

I guide my clients in a way that creates self-responsibility and sustainable change. Through strengthening emotional, relational and conversational competencies, leaders learn how to create a culture of accountability and excellence in execution where the team members:

- experience high creativity, performance, accountability and morale;
- are resilient and adapt to change;
- have more impact and customer satisfaction; and
- accomplish goals faster and easier, with less stress and more enjoyment.

www.EnergyFlowConsulting.com

September 2011 to November 2016: Facilitator and Team Leader

Prison Ministry Team, Unitarian Universalist Church of Annapolis Jessup, MD

- Facilitator and Team Leader for the 'Houses of Healing' emotional literacy and personal empowerment program for men incarcerated at the Maryland Correctional Institute - Jessup MD. <http://lionheart.org/prison/>
- Team Leader for the UUCA Arthur L. Hansen Prison Ministry, including the Houses of Healing class and the Nonviolent Communication class.

Some of my most rewarding work was leading this team of volunteers who facilitate an emotional literacy and personal empowerment program in a medium security men's prison. This 16-week powerful rehabilitation program offers inmates skillful guidance to take stock of the life experiences that have propelled them into criminal activity, take responsibility for their behavior, change life-long patterns of violence and addiction, and build productive lives.

www.lionheart.org/prison/

**June 2006 to January 2015: Director, Training & Organization Development
University of Maryland, Baltimore County (UMBC), Catonsville, MD**

At the University of Maryland, Baltimore County (UMBC), I created a new training and organization development department. We provided education, consulting, coaching and team facilitation in a way that influenced campus-wide culture changes for leadership and professional development, onboarding new employees, conflict management, meeting design and facilitation, planning, project management, and teamwork. These contributed to The Chronicle of Higher Education including UMBC as one of the 'Great Colleges to Work For' for 6 consecutive years, and UMBC's inclusion in the Baltimore Sun list of Top Workplaces.

I also led a team that created a holistic, collaborative health and wellness initiative, and I was asked to present about this leading edge cross-functional approach at the inaugural Building Healthy Academic Communities National Summit in 2013.

In 2014 I created an innovative cohort Project Leadership Development program that influenced campus-wide culture change about how multi-departmental projects are initiated and executed.

**May 1988 to June 2006: Senior Consultant, University Consulting & Training Services
University of Maryland, Baltimore (UMB) Baltimore, MD**

The University of Maryland, Baltimore (UMB) is a professional and medical university where for 18 years I helped a broad range of clients improve productivity, impact, and customer satisfaction for their teaching, research, community outreach, clinical practices, and support functions. For clients in UMB's 7 professional schools, Administration and Finance, and clients in other organizations, I consulted to leaders to help them achieve their organization's goals with high quality, efficiency, and employee satisfaction; assisted in implementing change projects; and taught skills in leadership, teamwork, planning and execution, conflict management, and effective change management. I performed this role through a combination of consultation, group facilitation and coaching, individual coaching, and training services. This included contributing to UMB having one of the most successful and smooth implementations of new PeopleSoft systems.

**August 1980 to May 1988: Staff Sergeant, Manpower Management Technician
United States Air Force**

My efficiency consultations 1986-1988 serving in the United States Air Force led to client organizations saving time, effort, and millions of dollars. I also facilitated teambuilding and problem-solving/planning sessions in a high security-clearance environment for both military and civilian employees.

Education

- ICF Associate Certified Coach (PCC); received initial credential March 2016, PCC December 2019.
- Trained in Brain-based Coaching by the NeuroLeadership Institute, 2013.
- Coaching for Professional and Personal Mastery (CPPM), Newfield Network USA, 2006; an ontological and International Coach Federation (ICF) Accredited Coach Training Program (ACTP); Achieved Newfield Network Coach Certification June 28, 2007. Refreshed my training in 2017-2018. The Newfield Network is routinely ranked in the top coach training organizations worldwide.
- Master of Science - Applied Behavioral Science degree with a concentration in Organization Development, including the Fellows in Change Management Program; 1995, Johns Hopkins University Baltimore, MD.
- Bachelor of Science Technology and Management; 1988, University of Maryland, University College (UMUC) College Park, MD.

Qualified to Teach

- Fundamentals of Effective Leadership, Teamwork and Results using the SOAR model: Success Through Observing, Action and Results
- Enlightened Leadership; Effective Leadership in Challenging Times
- The Magic of Conflict
- Enhancing Work Relationships Using the Myers Briggs Type Indicator (MBTI)
- How NASA Builds High-Performing Teams
- Resilient Leadership: Building an Organizational Culture of Resilience; Affiliate Faculty of the Resilience Science Institute

Instruments Qualified/Certified to Use

MBTI-Myers Briggs Type Indicator; Emotional Intelligence: EQ-I 2.0; EQ360; FIRO-B; TKI-Thomas-Kilman Conflict Mode Instrument; KGI - Klein Group Instrument; Drexler-Sibbett High-Performing Teams Model