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SUMMARY OF PROFESSIONAL EXPERIENCE

Since 1987, I have been a consultant to organizations and individuals in the areas of organizational development and culture change, leadership, mentoring and coaching, with a focus on fostering inclusive workplaces where diversity thrives. I have also taught undergraduate and graduate courses as an adjunct faculty member.

1998- Present

Founder and Principal, Innovative Communities at the Workplace (ICW Consulting Group)

Consultant to organizations in the following areas: executive leadership development, organization culture change, fostering diverse cultures, team development and change management. Clients include members of Businesses for Social Responsibility, Fortune 100 companies and non-profit organizations. Design and facilitate Appreciative Inquiry Foundations Courses for clients, and facilitate organization inquires for business process improvement, business literacy and strategic planning. (See attached client list).

1987-1998

Vice President and Principal, Kaleel Jamison Consulting Group

As a member of the 8 person leadership team of this 60 member consulting firm, lead and staffed consulting engagements with teams of 2-4 consultants, for Fortune 50 and Fortune 100 companies, educational institutions, and public private collaborations. Conducted organizational assessments, designed and implemented system-wide culture change interventions to foster more inclusive work cultures. Consultations included senior leadership coaching and development, team development and the design and delivery of educational series. (See attached client list).

1985-1987

Senior Consultant, Laventhal and Horwath

Consultant to medium sized entrepreneurial businesses, family-owned businesses and health care organizations. Conducted organizational assessments, designed management training and career development programs, created outplacement service and developed family-own business consulting advisory service.

1981-1985

Consultant, G.L.S. Associates

Consultant to health care organizations including hospitals, community health and mental health centers. Developed strategic plans for hospitals and community health centers, worked on special mental health cost containment projects and published studies for American Psychiatric and American Psychological Associations on financing and marketing mental health services. Lead BCHDA technical assistance contract.

1979-1981

Director of Education and Community Relations, Reproductive Health Services

One of 4 Administrators for non-profit family planning and abortion clinic. Responsible for in-service education, volunteer training, and community relations. Produced a 10-minute slide show that was used as an educational tool with Significant Other programs.

FACULTY EXPERIENCE

Spring, 2007 – Present: Affiliate Faculty, **Haub School of Business, St. Joseph's University, Philadelphia, Pennsylvania.** Teach courses in change management and leadership.

Spring 2004 - Present: Affiliate Faculty, Teacher's **College, CEO&I. Columbia University, New York City, New York.** *Designed and taught courses in Reframing Conflict: Transformative Learning & Dialogue, Emotional Intelligence, Social Intelligence and Cultural Competence* to Masters and PhD degree candidates.

Spring 2004 Spring 2007: Adjunct **Faculty, The Fielding Graduate Institute, Santa Barbara, California.** Facilitated intensives and online courses for doctoral students in *Human Development and Consciousness*, and *Social Inequality and Diversity*. Mentored incoming students.

2003-2004 Practitioners Program in Organizational Development and Change Management, Philadelphia, Pennsylvania. One of three instructors for this 9-month practitioner's program focused developing organizational change agents. Curriculum includes the stages of consulting: contracting, data gathering, intervention, evaluation and disengagement, and fundamental principles of managing change, including: discerning and analyzing data, conscious use of self, learning from differences, and thinking systemically.

2003-2004 Design: Bringing Dreams to Life through Innovations in Social Architecture and Culture: An Appreciative Inquiry Approach, One of four designers and facilitators of an advanced Appreciative Inquiry Workshop on organizational design.

1992-1998 **National Training Lab (NTL):** Conducted professional development workshops for National Training Labs including *Managing Work Conference*, 1992 and *Developing High Performing Diverse Organizations*, 1997, 1998.

1979-1989 Co-taught the following as Affiliate or Teaching Assistant:

Human Development, University of Pennsylvania, Graduate Institute of Education. Philadelphia, Pennsylvania . (1988)

Career Counseling and Development, Temple University, Philadelphia, Pennsylvania. (1985-1987)

Human Sexuality, University of Pennsylvania, Graduate Institute of Education. Philadelphia, Pennsylvania (1984-1986)

Human Services, Washington University Graduate Institute of Education, Undergraduate Human Services, St. Louis, Missouri (1979-1980)

Group Dynamics, Washington University Graduate Institute of Education, Undergraduate Human Services, St. Louis, Missouri. (1979-1980)

Counseling, Washington University Graduate Institute of Education, Master of Education Program, St. Louis, Missouri. (Summer, 1978)

Family Studies, Teaching Assistant, Cornell University, Ithaca, New York (1976-1977)

EDUCATION

- 2004** **Doctor of Philosophy,** Human and Organizational Systems
The Fielding Graduate Institute, 2004, Santa Barbara, California
- 2003** **Master of Arts,** Human and Organizational Development
The Fielding Graduate Institute, Santa Barbara, California
- 1979** **Master of Social Work,** *George Warren Brown School of Social Work,*
Washington University, St. Louis, Missouri.
- 1978** **Master of Education in Counseling,** *Graduate Institute of Education,*
Washington University, St. Louis, Missouri.
- 1977** **Bachelor of Science,** *College of Human Ecology: Human Development*
and Family Studies, Cornell University, Ithaca, New York.

OTHER PROFESSIONAL QUALIFICATIONS

I have been trained and certified in the following:

- *Intercultural Development Inventory (IDI)* 2006
- *Emotional Intelligence (Bar-On)* 2002
- *Merging Cultures, Power and Systems*, 2002
- *The Inquiring Coach*, Center for Inquiring Leadership, 2001
- *Appreciative Inquiry*, Taos Institute, 1999
- *The Organization Workshop, Power and Systems*, 1999
- *Dannemiller-Tysen*, Philadelphia PRODN, 2000
- *Future Search*, Future Search Network, Philadelphia, 1993
- *Gestalt Therapy*, Gestalt Institute of St. Louis, 1978-1980

PUBLICATIONS

Wasserman, I. C., Gallegos, P. V., & Ferdman, B. M. (in press). *Dancing with resistance: Leadership challenges in fostering a culture of inclusion*. In K. M. Thomas (Ed.), Diversity resistance in organizations: Manifestations and solutions. Mahwah, NJ: Lawrence Erlbaum Associates.

Fisher-Yoshida, Beth and Wasserman, Ilene, *Moral conflict and engaging alternative perspectives*, The Handbook of Moral Conflict (to be published), 2006.

Wasserman, Ilene, Guest Editor, Lessons Learned from Living at the Heart of Appreciative Inquiry, *Appreciative Inquiry Practitioner*, February 2006.

Wasserman, Ilene, *Strengthening Boundaries and Connections as a Parent of Teenagers*, AI Practitioner, February 2006

Wasserman, Ilene, *Expanding Stories of Ourselves, Others and Us in Dialogue: A Relational Approach to Transformative Learning in the Engagement of Diversity*, Proceedings of the Transformative Learning Conference, October, 2005.

Wasserman, Ilene, *Appreciative Inquiry and Diversity: The Path to Relational Eloquence*: AI Practitioner, August, 2005, pp 36-42

Wasserman, Ilene, *Inspiring Hope, Igniting Action Through Dialogue: The Women's Interfaith Exchange (WIE) And The Philadelphia Multi-Faith Women's Dialogue (PMWD) Partnership*, AI Practitioner, July 2004.

Wasserman, Ilene, *Making Rules in How We Talk, Civilized Oppression and Civility in the Academy, Reflections from the Interrupting Oppression and Sustaining Justice Conference*, Teacher's College, Columbia University, July, 2004.

Wasserman, Ilene, *Discursive Processes That Foster Dialogic Moments: Transformation in the Engagement of Social Identity Group Differences in Dialogue*, Doctoral Dissertation, July, 2004

Wasserman, Ilene, *The Green Mountain Coffee Summit Case Study*, AI Practitioner, May 2003.

Wasserman, Ilene and Richard Doran *Creating Inclusive Learning, Communities, Reading Book for Human Relations Training*, 8th Edition, NTL Institute for Applied Behavioral Science, 1999, and pp. 307-310.

Wasserman, Ilene and Dennis DaRos, *The Role of White Men in Culture Change Interventions*, KJCG Website, www.kjcg.com,

Wasserman, Ilene, *Social Identity Groups: Who Are We?* KJCG Website, www.kjcg.com

Wasserman, Ilene, *Gender Issues*, *The Counseling Sourcebook*, Judah Ronch, Eds. 1994, pp. 168-174

Wasserman, Ilene *Taking Care of Business, Bob Stiller and Green Mountain Coffee Roasters. Brewing Success, Appreciative Leaders. In the Eye of the Beholder*, Schiller, Marjorie, Holland, Bea Mah, Riley, Deena, eds. Taos Institute, 2001.

PROFESSIONAL PRESENTATIONS

Wasserman, Ilene and Gallegos, Placida, An Integral Approach to Engaging Diversity, *The Fielding Graduate University*, Summer, 2006.

Wasserman, Ilene, The Magic of Diverse Partnerships and Teams in Manufacturing, *Society of Manufacturing Engineers*, Spring, 2006.

Wasserman, Ilene, Building Community: From Diatribe To Dialogue, *Eastern Communication Association*, Spring, 2006.

Appreciative Inquiry: Where is AI in 2006? A Panel Discussion on the principles, practice and applications of AI. *Philadelphia Region Organization Development Network*, Spring, 2006.

Wasserman, Ilene, Expanding Stories of Ourselves, Others, and Us in Dialogue: Transformative Learning in the Engagement of Diversity, *The College of New Jersey*, October 2005.

Wasserman, Ilene, Expanding Stories of Ourselves, Others and *Us* in Dialogue: A Relational Approach to Transformative Learning in the Engagement of Diversity

Presented at the Sixth International Transformative Learning Conference, Michigan State University, October 6—9, 2005.

Wasserman, Ilene, and Nicolaides, Alecki, Disorienting Disorientations: Challenging Stories and Transforming Awareness in Conversations between an American Jewish Woman and a Palestinian Greek Woman (And) Expanding Stories of Ourselves, Others and Us in Dialogue: A Relational Approach to Transformative Learning, *Presented at the Sixth International Transformative Learning Conference, Michigan State University, October 6—9, 2005.*

Fisher-Yoshida, Beth. and Wasserman, Ilene “Teaching Through Reflective Doing: Fostering Transformative Learning in the Community of the Classroom Through Dialogue”, *Southern States Communication Association*, Spring, 2005.

Wasserman, Ilene, Fostering *Dialogic Moments* in Reflection: Transforming Polarized Narratives of You vs. Me to Narratives of WE, *Southern States Communication Association*, Spring, 2005

Fisher-Yoshida, Beth, Geller, Kathy, & Wasserman, Ilene, (Spring, 2005). Transformative Learning in Human Resource Development: Scholar Practitioner Applications: Conflict Management, Discursive Practices in Diversity and Leadership Development. *Association for Human Resource Development*, Conference Proceedings, February 2005.

Wasserman, Ilene and Schapiro, Steven, White Awareness, *Fielding Graduate Institute*, Summer, 2004; Winter, 2005.

Wasserman, Ilene and Fisher-Yoshida, Beth, Interrupting Oppression: A CMM Approach: *Fielding Graduate Institute*, Summer, 2004.

Wasserman, Ilene and Stamelman-Hocky, Abby, From Kvetch to Kvell: The Case of the Philadelphia Jewish Community Relations Council (JCRC)", *The Second International Conference on Appreciative Inquiry--Creating Extraordinary Organizations for Business and Society*, Fall, 2004.

BOARD AFFILIATIONS

Philadelphia Human Resource Planning Society

Maestro the Lion

Advisory Board, Diversity Summit Conference, Linkage.

PROFESSIONAL MEMBERSHIPS

Academy of Management

Academy of Human Resource Development

American Psychological Association

National Association of Social Workers

Organizational Development Network

