

Lisa Silverberg
Principal, Process Matters, LLC

Lisa Silverberg is an organizational development consultant specializing in meeting facilitation, capacity building, leadership and team development, and strategic and project planning. She works with individual organizations, as well as inter-agency collaborations and coalitions. Her clients include national nonprofits, direct service organizations, unions, trade associations, management support organizations, foundations, and public private partnerships. Lisa frequently works collaboratively with other consultants to bring a range of expertise and work styles to her clients and in each engagement strives to build a group's capacity to work more effectively on their own once the current project comes to a close.

EXPERTISE

Facilitating Meetings / Building Bridges

Lisa provides skilled goals and outcomes planning, agenda design, and facilitation for short- and long-term dialogues such as creative brainstorming sessions, strategic planning retreats, and coalition gatherings and workgroups. Lisa has a special area of expertise supporting dialogue among diverse stakeholders who share common interests.

Building Capacity / Managing Change

Lisa encourages organizations to conduct a realistic assessment of their readiness for change, and then helps them map out how to grow, shift, and direct organizational energy and resources, whether that means enhancing capacity of current efforts, or preparing to embark on a new direction.

Developing Leaders

Through assessment and reflective practices, Lisa guides emerging and seasoned leaders in an exploration of their leadership style and their potential impact on others. Insights about motivations, work styles, unique strengths, and areas for potential growth, provide leaders opportunities to grow, to manage themselves and their programs/organizations more effectively, and to improve both the quality of their interactions with others and their own work experience.

Strengthening Teams

By applying models of group dynamics and group development, Lisa helps groups maximize their strengths and identify where they need to grow, resulting in enhanced team effectiveness and a more enjoyable group experience for all team members.

Thinking Strategically / Planning Programs

Lisa brings years of experience to effective program planning and program development. She partners with individual leaders and organizations to strategize how to achieve intended results of new initiatives. She helps groups clarify priorities, goals and objectives; imagine possibilities within their capacity; and develop effective, sustainable projects that take into account staff and organizational implications of new endeavors.

Managing Knowledge Assets

Organizations, and more specifically, employees, build knowledge over time. Some organizations capture that knowledge and aggregate it effectively. Others leak it over time, or lose it when employees retire or move on to new jobs. Lisa can help organizations recognize their knowledge assets and choose processes that organize, share, and retain institutional history and expertise necessary to advance with information and confidence, even in the midst of staff turnover.

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TRAINING/EDUCATION

- Facilitating the Whole System in the Room, Janoff and Weisbord Training, May 2006
- Facilitating Community Change, Interaction Institute for Social Change, 2004
- Technology of Participation: Group Facilitation, The Institute of Cultural Affairs, August 2003
- Coaches Training Institute, Co-Active Coaching Advanced Curriculum, Jan – August, 2002.
- Organizational Self-Assessment Facilitator Training, The Drucker Foundation, June 2002
- Myers Briggs Type Indicator, Certified as an MBTI Administrator by OKA, March 2002.
- NTL, Introduction to Human Experience (Human Interaction Lab), 2001.
- Organizational Development Certificate, Georgetown University Center for Professional Development, September 2000.
- Master of Arts in Sociology: Gender and Family, and Education. The American University, Washington, DC, 1994,
- Master of Arts in English: American literature, teaching composition, & feminist theory. Georgetown University, Washington, DC, 1990.
- Bachelor of Science in Communication: Journalism/English; Summa Cum Laude. University of Miami, Miami, FL, 1989.

SELECT CLIENT LIST

- Action for Healthy Kids (National, and State Teams)
- American Library Association
- Benton Foundation
- Carroll County Youth Services Bureau
- Change to Win (federation of labor unions)
- Chemonics (International Development)
- CitiDC (Technology for Nonprofits)
- Council of Chief State School Officers
- FamiliesUSA (health care policy)
- Get Active (Advocacy for Nonprofits)
- Healthy Teen Network
- Maryland Department of Education: Team Nutrition
- Men Can Stop Rape
- One in Ten (Gay and Lesbian Arts)
- Service Employees International Union (SEIU)
- Universal Services Administrative Company, (USAC) -- Schools and Libraries Division
- Veterans Administration

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PRESENTATIONS/WORKSHOPS

“Building a Successful OD Practice” with Brian Emerson of Riverstone Endeavors. Workshop at annual CBODN Conference. April 2006.

“Motivate, Educate, Activate Summit.” Multi-day Leadership and Team Development Workshop for County Teams of Maryland Team Nutrition. 2004

“Creating High-Functioning Teams.” One-day workshop. Washington Council of Agencies. (Now the Center for Nonprofit Advancement). August 2004.

“The Promise of Coaching in Nonprofit Organizations.” Roundtable Discussion. Alliance for Nonprofit Management Conference. June 2002.

“The Art and Practice of Technology Consulting.” Workshop with Beth Kanter and Marc Osten. Circuit Riders Conference. Denver, CO June 2001

“OD Roles in Technology.” Panel response to Keynote Peter Vaill. CBODN conference: OD.com. College Park, MD. February 2001.

Taught hundreds of courses on the integration of electronic technology into communication, education and networking strategies of nonprofit organizations. Courses include Choosing an Internet Service Provider, Internet Basics, Advanced Web Searching, Planning a Web Site, Beginner and Intermediate Web Publishing.

PUBLICATIONS

“To Risk Being Honest: Nonprofit Executives’ Technology Leadership Struggles.” Lisa Silverberg and Marc Osten. www.techsoup.org (August, 2002)

“Getting Help that is Helpful: Managing Technology Volunteers in Nonprofit Organizations.” Lisa Silverberg and Marc Osten. www.techsoup.org (June, 2002).

“Pro-Choice Collaboration Pays Off: NARAL Foundation and Planned Parenthood Collaborate for Choice.” Lisa Silverberg. Published by the Benton Foundation.
<http://www.benton.org/Practice/Features/naralppfa.html> (October 2001).

The Chilly Classroom Climate: A Guidebook for Faculty, an interdisciplinary handbook for university faculty and staff making efforts to enhance the learning environment for female college students. Bernice Sandler, Lisa Silverberg, and Roberta Hall. National Association for Women in Education (1995).

AFFILIATIONS

- Chesapeake Bay Area Organizational Development Network (CBODN)
- International Association of Facilitators (IAF)
- ODNNet: Organizational Development Network
- Washington Post//Center for Nonprofit Advancement Award for Excellence in Nonprofit Management, Selection Committee Member 2003-2007

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WORK HISTORY

Lisa has brought expertise, passion and humor to the nonprofit sector for over a decade. After several years in higher education and direct advocacy work, she became the National Training Director at HandsNet, a nonprofit providing Internet tools and training to human services organizations across the country. In her five years assisting groups on integrating Internet-based communications technology into their communication, education and advocacy efforts, she got curious about the factors (other than training) that bring about meaningful, sustained, organizational change. That brought about her shift in focus to organizational development. After years of learning more human behavior, leadership, teams, organizations and change work, she founded her own Organizational Development Consulting Firm, *Process Matters, LLC*.

In addition to speaking at conferences and facilitating workshops all over the country, she has trained hundreds of nonprofit groups including The Child Welfare League of America, the Children's Defense Fund, Alliance of Information and Referral Agencies, The National Violence Against Women's Network, the National Partnership for Women and Families and many more.

Lisa is a graduate of the Georgetown University Certificate Program in Organizational Development. She has master's degrees in both literature and sociology. She taught Sociology, Women's Studies, Literature and Composition at American University and Georgetown University and co-authored The Chilly Climate Revisited, a faculty guide designed to help increase the participation of women in college classrooms (published by the former National Association for Women in Education, online at: <http://www.nawe.org/ChillyClassroom.html>).

Before becoming an independent consultant, Lisa's organizational employment included:

Conference Content Coordinator, Philanthropy News Network, 1999

National Training Director, HandsNet, 1996-1999

Director of Programs, National Lesbian and Gay Health Association. 1994-1996

Consultant/Writer, National Association for Women and Education, 1994-1995

Research Associate, Center for Women Policy Studies, 1993-1994

Lecturer, The American University, 1992-1994

Admissions Counselor/Academic Scholarship Coordinator, University of Miami, 1990-1992

Lisa can be reached at

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CLIENT TESTIMONIALS

Lisa Silverberg has been an incredible asset to our organization. Ms. Silverberg brings to her work interest, excitement, and enthusiasm. She worked with us to create a framework that met the needs of our meeting participants and moved them, in a short period of time, from a collection of interested people to a team that was prepared to work together over time. Her flexibility helped the team members feel that their needs were being addressed during the process. Her willingness to listen to us, the clients, helped shape the meeting in response to our concerns. She also worked incredibly well with our long-term evaluator to create a seamless partnership of facilitation. One participant commented to me that she assumed that they had worked together for years, not months.

Maybe the best recommendation I can give her is that we would work with her again at the drop of a hat.

Program Director of a National Education Organization

Lisa Silverberg guided our team to “practice what we preached;” i.e., to help us think strategically about the best way to use the Web to advance our foundation’s program goals. Drawing upon her skills in coaching, team building, and strategic technology planning, Lisa helped me engage a new and young staff in a process that had us examine our target audience, message design and media choices in light of our intended goals.

The process that she helped me build-- in large part modeled by her own way of working with me as a client-- helped me as director establish an ongoing work style with my staff that could live far beyond the time limits of Lisa’s contract. Not only did we end up with a great new Web site, but with an engaged staff team and process for maintaining and further developing the site moving forward.

Foundation Program Director

“The retreat that Lisa facilitated far exceeded my expectations. I felt like a kid in a candy store with an unlimited blank check – I got more than I wanted and more than I even knew I wanted out of the process.”

Assistant to the President of an International Labor Union

Working with Lisa to develop an internal training program allowed our organization to step outside itself and make the time to do what we often advise others to do! Lisa gently but firmly guiding us to decisions and her background in training, technology and nonprofits was invaluable. Lisa is not afraid to ask the hard questions and to make sure that staff buy-in and leadership commitment are there, whatever the solution. She thinks both short term/tactically and long term/strategically, which is an unusual gift.

Senior Consultant, Technology Assistance Provider