

# Martina Quincy

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## PROFESSIONAL PROFILE

- High-energy trainer, skilled in deploying adult-learning modalities, thus guiding adults through engaging, breakthrough learning opportunities.
- Sensitive, intuitive Master Trainer who helps others to become better trainers.
- Critical thinker with fresh, seasoned insights that encourage development in inquiry, reflection, dialogue, and shared understanding.
- Multilingual communicator and innovative problem-solver who familiarizes clients with underlying issues.
- Creative facilitator whose facilitation process improves productive, collaborative relationships by employing cooperative and constructive action to achieve the widest possible common ground.
- Strategic team leader who utilizes creativity to analyze group dynamics, build and reinforce alignment, and enhance teams' ability to perform synergistically and with a full sense of coordination and unity.
- Flexible, adaptable change agent and enthusiastic, self-starter, eager to quickly assimilate new concepts and ideas.
- Independent, practical professional who is willing to travel.

## TRAINING EXECUTIVE

*High-performing senior-level, training professional eager to provide leadership and deliver results for John Hancock's Training, Learning & Performance Solutions Group*

## PROFESSIONAL EXPERIENCE

### **President, Quincy & Associates, Roswell, NM, 1986 to Present**

- Own, operate, and function as Senior Organization Consultant for international consulting/educating/training company specializing in improving individual and organizational performance.
- Provide extensive training programs for clients.
- Spearhead projects for clients, resulting in strategy and implementation of worldwide change initiatives; define and direct project goals, objectives, critical success factors, milestones, and risks.
- Design and develop new business practices, thus transforming corporate cultures, team solutions, and facilitating leadership development/training.
- Provide well-formulated plans for consulting engagements and communicate detailed product knowledge.
- Plan and deploy large-scale rollouts for employees.
- Create innovative programs that positively and strategically impact business objectives while guiding organizations to transcend dysfunctional dynamics and embrace perspectives that yield fuller functioning and healthier organizations.
- Address deeply rooted, beneath-the-surface systemic causes of organizational problems/conflicts that plague instead of merely tackling known symptoms.
- Contribute special insights to understanding and resolving conflicts, demonstrating particular sensitivity to misunderstandings on both personal and professional levels.
- Satisfy clients by providing value-added service, improving learning and achievement, enhancing staff communications and relationships, and specifically addressing the uniqueness of clients' situations and concerns.
- Apply "out of the box" thinking to bring solutions into focus that might otherwise go unnoticed.
- Encourage clients to reconfigure their thinking to achieve inspirational moments and breakthrough solutions to problems.
- Improve operational efficiency by diagnosing and resolving educational systems problems and conflicts.
- Leverage clients' competencies by providing a common vision and creating an energetic, inspired, and honest atmosphere.

### *Clients and Projects*

#### **SEAGRAM'S & SONS, LAWRENCEBURG, IN, 2006 TO PRESENT**

- Consult on executive HR and MOD teams that design, develop, and facilitate business-improvement processes.
- Designed, managed, and facilitated cultural-change initiatives, for 4,000+ employees.
- Successfully aligned Seagram's corporate values, practices, and performances into new employee training events.
- Designed and implemented Organizational Engagement (OE) training for senior cross-functional HR managers.

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**PRAISE FOR  
ACCOMPLISHMENTS**

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“In a world calling for leadership, Dr. Quincy is one of the few who understand its artistic essence. She brings to the conversation a language and ideas that can help move us forward. A rare combination of theory, wisdom, and practical ideas.”

– *Daniel Teal*  
Professor  
University of  
La Verne

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“Martina is extremely creative and resourceful in developing innovative solutions to diverse problems.”

– *Dr. Remy Quattro*  
Professors  
New Mexico State University

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“Martina does not compromise when it comes to achieving standards of excellence.”

– *Jordan Bender*  
Bender and Associates

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“I am at awe of Martna’s ability to communicate vision.”

– *Narajah Dali*  
Director  
Center for Intercultural  
Understanding  
Las Cruces, NM

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*Quincy & Associates Clients and Projects ~ continued*

**UNIVERSITY HR DEPARTMENT, NEW MEXICO STATE UNIVERSITY,  
LAS CRUCES, NM, 2005**

- Facilitated 55 percent increase in customer satisfaction and 50 percent increase in employee job satisfaction in organization formerly unresponsive to clients, inefficient, bureaucratic, and apathetic, by flattening hierarchy from 10 functional areas to just two, guiding employees to redefine their jobs, creating efficient work processes, eliminating redundancies, and eradicating paperwork through improved technology.
- Designed and directed change initiative by creating theatrical event to present a compelling Case for Change, scripted using the “voices” and stories from interviews taken throughout organization, and bringing in professional actors to represent university community.
- Deployed employees’ creative capital and challenged them to “create an organization that – if it existed – would put you out of business.”

**PRIME POWER, POUGHKEEPSIE, NY, 2005**

- Recruited to support Research and Development team designing fuel-cell technology.
- Accelerated timeline and deliverables by 15 percent by designing and implementing off-site strategic-planning process.

**PHILLIPS FOUNDATION, PIERRE, SD, 2003 TO 2004**

- Designed and facilitated training for social workers, general medical staff, counselors, and medical staff who work with Native American Communities.
- Delivered invited presentations on Emotional Intelligence and Resiliency.

**BALTIMORE SUBURBAN SANITARY COMMISSION, BALTIMORE, MD, 2002 TO 2004**

- Orchestrated department-wide change initiative, thus improving work processes in a public-service organization.
- Designed training to deploy throughout organization.
- Provided ongoing executive team leadership support.

**UNIVERSAL PICTURES ENTERTAINMENT, STUDIO CITY, CA, 2001**

- Recruited to design and lead clients’ projects, focusing on diversity and improving individual and organizational cultural sensitivity in motion-picture industry.

**NEW MEXICO DEPARTMENT OF EDUCATION, SANTA FE AND  
ALBUQUERQUE, NM, 2002 TO 2004**

- Served as lecturer in program to certify Native American teachers as administrators in New Mexico.

**ALOHA RESOURCES FOR EDUCATION AND LEARNING, (AREL), MAUI,  
HI, 2001 TO 2002**

- Designed, developed and implemented US Department of Education grant to train educational leaders in Polynesia.
- Traveled to Polynesia to implement training curriculum.

**EDUCATION**

- *Doctor of Education in Administrative Leadership*, University of Tennessee, Knoxville, TN, 1989
- *Master of Education in Curriculum and Supervision*, University of Tennessee, Knoxville, TN, 1985
- *Bachelor of Arts in Liberal Arts*, California State University, Long Beach, CA, 1979

**AREAS OF EXPERTISE**

- Organizational Development
- Planning
- Program Development/ Training and Development Programs
- Training Direction
- Training Needs Assessments
- Train-the-Trainer Programs
- Implementation
- Instructor Training Seminars
- Long-range Strategizing
- Management Consultation
- Management Practices
- Management Trainee Programs
- Management Training/ Development
- Specialized Training Courses
- Staff Training/ Development
- Training Classes
- Training Concepts, Practices and Theories
- Training Coordination
- Video Instructional Courses
- Workshops/Coursework Development/Course Materials

***Quincy & Associates Clients and Projects ~ continued*****OFFICE OF TRIBAL AFFAIRS, WASHINGTON, DC, 1990 TO 1999**

- Oversaw periodic on-site program evaluations and accreditation review of tribal schools throughout the United States for Evaluation and Monitoring Division.
- Provided leadership-development training for senior staff members.
- Designed and implemented organizational learning modules for training with management.
- Provided conflict-resolution facilitation for meetings.

**Senior Consultant – Master Trainer, *Change Management Group, Colorado River Consulting, Williams, AZ, 1995 to 2000***

- Created organizational change strategies that reflected leading-edge research and technology for multimillion-dollar accounts while engaging in corporate business development and new-client acquisition.
- Played key role in several corporate initiatives that significantly increased business base.
- Functioned as single point of contact for all training and development needs for various clients.
- Established direction for assessment, planning, deploying, delivering, and evaluating all training and performance support.
- Partnered with site leadership to ensure that strategic goals were met for all engagements and training.
- Oversaw day-to-day deliverables of organizational change initiatives and support methodologies for each client.

***Clients and Projects*****WACHOVIA, 1997 TO 1999**

- Identified opportunities for culture change, process improvement, and performance/leadership development by creating methodology and performing cultural profile.
- Earned Culture Change Leadership Award.
- Teamed with Citibank Corporate Quality Office to design, develop, and implement a worldwide initiative to improve customer satisfaction and employee loyalty.
- Created multidimensional training program that included Six Sigma, Balanced Scorecard, and Total Quality.
- Reduced cycle time in administrative and service functions up to 80 percent and cut operating costs by 30 percent throughout bank by traveling to Wachovia locations in Asia, South America, and Europe to plan, manage, and implement complete engagement cycle, from initial contact with executives and project proposals to training delivery to country managers.

**ANHEUSER-BUSCH, ST. LOUIS, MO, 1999**

- Led cultural profile research team that identified opportunities for culture change, process improvement, and performance/leadership development.

**HORMEL, AUSTIN, NM, 1999**

- Directed change initiatives that resulted in 10 percent annual revenue growth in a mature market.

**CATALYSIS ASSOCIATES, MIAMI, FL, 1997**

- Provided leadership-development training to develop executive-track leaders from Latin American countries.

**AREAS OF EXPERTISE**

- Consultation
- Employee Counseling
- Maximizing Employee Potential
- Monitoring Training
- New Hire Training Centers
- On-the-job Training Programs
- Orientation Sessions
- Program Scheduling
- Human Relations
- Collaboration
- Listening
- Motivating
- Organizational Consulting Management
- Coaching
- Counseling
- Decision-making
- Research and Planning
- Creating Ideas
- Identifying Problems
- Imagining Solutions
- Setting Goals
- Implementing Processes
- Documenting Progress
- Benchmarking Performance against Operational and Target Goals
- Developing Creative Potential in Others

**Colorado Consulting Clients and Projects ~ continued****DISCOVERY COMMUNICATIONS, SILVER SPRING, MD, 1996 TO 1998**

- Directed change initiatives that resulted in 10 percent annual revenue growth in a mature market.

**Professor, *Arizona State University*, 2002-2004; *Eastern New Mexico State*, 1990-2001; *University of Massachusetts*, 1992-1993; *Thunderbird-The Garvin School of International Management*, 1993-1994**

- Taught leadership/organizational development, culture and organizational-change theory at the graduate level.

**Facilitator, *Colorado River Learning Center*, Gretna, NM, 1994 to 1996**

- Served as outdoor experiential educator, facilitating “high ropes” challenge courses for executives and organizational leaders.
- Assisted with individual client personal breakthrough experiences.

**ADDITIONAL EXPERIENCE****Graduate Research Assistant, *Department of Educational Leadership, University of Tennessee*, Knoxville, TN**

- Served as graduate research assistant to author of 25 books on organizational culture, change, and leadership.
- Learned process for organization culture assessment and developed sensitivity for quickly assessing situations and establishing a solution/process for improvement.