



Karen Mack, MSOD, ACC

Background

As an Organization Development Practitioner, Coach, Facilitator and Trainer, Karen Mack works with leaders, teams/groups and individuals to increase effectiveness and strengthen talent within organizations. With a focus on process facilitation, Karen leads groups through meetings, retreats and one-on-one coaching sessions to build capacity among organizational members. She brings an abundance of knowledge and experience to a diverse range of clients.

Education

Ms. Mack has completed post-graduate studies at American University, receiving the AU/NTL Master of Science degree in Organization Development (OD). She received her Bachelor of Science degree from Jefferson University (formerly Philadelphia College of Textile and Science) in Retail Management. Karen completed coach training and certification from the Coaches Training Institute. She believes in continuing education and has completed an advanced OD learning program in Human Systems and is currently enrolled in the World Business Executives Coaching Summit online learning program.

Past Experience

Karen conducts needs analysis to examine and measure organizational health and effectiveness, she employs process consulting and coaching methodologies to support organizations when planning and implementing change initiatives. A veteran trainer and facilitator, Karen has designed and delivered customized learning programs for corporate and government clients to advance performance improvement initiatives. Some of the core-competency programs she offers include: a variety of interpersonal communication topics; presentation/public speaking; stress/emotional management; professionalism; change management and leadership programs targeting emerging leaders. As a contract consultant with USPS, Karen created Standard Operating Procedures for the intake and management of core courses held at the Bolger Center for Leadership Development; she worked with the Employee Development & Diversity Department team to implement initiatives to improve communication and teambuilding among employees; she organized and convened the first national conference for USPS Managers of Training; she participated on an executive team that revamped the National Strategic Training Initiative; and established structure for the Training Specialist (Level 23) position at the Bolger Center for Leadership Development.

Certifications

Karen holds two coaching certifications, a CPCC (Coaches Training Institute) and ACC (International Coach Federation). She is a Certified Management Trainer with Fred Pryor Resources, Inc.; received certifications in Mediation and Alternative Conflict Resolution and Advanced Facilitation from the USDA Graduate School; she has a Trainer Certification from Dale Carnegie & Associates.

Accomplishments

Karen has expertise in process consulting, strategic and contingency planning and implementation, project management, coaching, customized training and instructional design; she is an experienced trainer and facilitator, has designed and led performance improvement learning programs and facilitated meetings globally.