Maya Townsend, MSOD, founder and lead consultant of Partnering Resources, specializes in helping individuals, teams, and organizations thrive in our networked world.

Maya serves as an adviser to Gartner, the leading technology research and advisory company, on change management and organization network best practices. She teaches leadership, strategy, and collaboration skills through the Corporate Education Center and has taught graduate and undergraduate courses for Boston University and Northeastern University.

Maya is co-editor of *Handbook of Strategic HR: Handbook for Strategic HR: Best Practices in Organization Development from the OD Network* (AMACOM, 11/2012). Maya's articles on topics such as networks, collaboration, and strategy are regularly published in publications such as *CIO, Nonprofit Quarterly, Mass High Tech, Chief Learning Officer,* and *Talent Management*. Maya serves on the Editorial Review Board for *OD Practitioner*, the premier organization development practitioner journal in the United States. Her conference presentations have been acclaimed "best in conference" by participants.

Photo by Susan Wilson

Maya graduated with distinction from American University / NTL Institute Masters of Science in Organization Development program and holds a certificate in OD from Georgetown University. She is a member of the NTL Institute, OD Network, Healthcare Businesswomen's Network, and The Commonwealth Institute. Maya is a NetForm™ Certified Network Analyst and a Qualified ValueNet Works™ practitioner.

## Client Feedback

*"You really did an outstanding job. It takes a real talent to come in as an outsider to the business, culture, and industry and facilitate a major change of corporate direction and new strategy with a management group."* (Technology Company Business Unit Manager)

*"Partnering Resources designed an innovative program that allowed us to mine employee perspectives, opinions, and issues for the benefit of the organization. Maya created a process that made it safe for employees to identify and discuss important and sensitive issues. The conversations were positive and gave me the opportunity to reinforce messages, correct misunderstandings, and understanding to concerns. The program has been a great success."* (Financial Services Company CIO)

*"The work that we did with [Maya] enabled us to develop, very quickly, into a much higher performing team. We were more effective, more successful and the team members reported significantly greater pride and satisfaction in their accomplishments."* (Technology Company Vice-President)

*"Maya did an outstanding job of working with the group to really flush out their concerns and get them comfortable with presenting those concerns. We had such a successful dialogue that we continued on the next day. The participants that I've spoken to after the session were unanimous in their praise for the session and each commented on how great Maya was."* (Software Company CEO)

## Sampling of Past Publications

- *Handbook for Strategic HR: Best Practices in Organization Development from the OD Network.* Co-editor, AMACOM, 2012. http://amzn.to/PWm9bv
- "Illuminating the Invisible:
- Mapping Austin's Adolescent Health System Using Value Network Analysis." *Nonprofit Quarterly*, 2012. http://bit.ly/SSHnf2

- "How to Apply the Principles of Network Management to Talent Management," CIO.Com. January, 2012. http://bit.ly/zMQT8L
- "Informal Networks Linked to Success of Change Initiatives," Boston.Com. May, 2009. http://bit.ly/rCiKp
- "Leveraging Human Networks to Accelerate Learning and Change," *Chief Learning Officer*. April 2009. http://bit.ly/L4NRS
- "A Missing Piece: Hidden Assets that Support Strategy Execution," *Mass High Tech*. November 2008. http://bit.ly/oynjF
- "Planning Your Strategy in the Corporate Ecosystem," CIO.com. December 2007. http://bit.ly/DqzDf
- "Closure, Layoffs, and Learning," *Chief Learning Officer.* October 2007. http://bit.ly/XtNZn
- "Becoming a Change Leader," CIO.com. May 2007. http://bit.ly/HIWqh
- "Building Successful Alliances across Divisions," CIO.com. January 2007. www.cio.com/article/28025
- "Lessons from the field: Applying complex adaptive system theory to organization change." OD Practitioner, Summer 2002. http://bit.ly/fSEd1

## Sampling of Past Presentations

- "Becoming a Change Leader (Yes, You!)." Healthcare Businesswomen's Association Leadership Conference, 2012. *Acclaimed as "best workshop attended" and "most useful session yet."*
- "Stacking the Deck: Using Hidden Networks to Identify and Develop High Potentials." NEHRA, 2012. *Received an overall score of 4.9 on a 5.0 scale.*
- Becoming a Change Leader (Yes, You!)" PMI Mass Bay, 2012. *Acclaimed as the "best session on change ever attended."*
- "The Art and Science of Networking (Yes, There Is a Science!)" Healthcare Businesswomen's Network, 2011. *Received an overall rating of 4.9 on 5.0 scale.*
- "Accelerating Time to Productivity: Using Network Science for Rapid On-Boarding." NEHRA, 2010. *Received an overall rating of 4.8 on a 5.0 scale.*
- "The Missing Link: Leveraging Information Networks to Improve Projects." PMI Mass Bay, 2010. *Acclaimed as "best session on networking ever attended."*
- "How Work Really Gets Done: Leveraging Social Networks to Accelerate Change." Midwest Talent Management Forum, 2009. *Acclaimed as "best session of the day."*
- "How Work Really Gets Done: Capitalizing on Hidden Networks." NEHRA Advanced Practitioner Series, 2008. *Acclaimed as one of the most successful in NEHRA's history.*
- Keynote address: "How Work Really Gets Done: Capitalizing on Hidden Networks." Gartner EXP HR Summit, 2008.
- "What are You Going to Do—Fire Me?: Keeping Employees Engaged and Sharing Knowledge through Company Closure, Outsourcing, and Layoffs." ODN, 2007.
- "Fractals and Anthills and Jazz – Oh My!: Complex Adaptive Systems 101." OD Network National Conference, Montreal, 2002. *Acclaimed as "best in conference."*

### Sampling of Past Clients

Alcatel·Lucent

Bank of America

BASF The Chemical Company

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Fidelity INVESTMENTS

Hanover Insurance Group

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