"Best in Conference" Presentations by Maya Townsend

About Maya Townsend, Partnering Resources Founder

Maya Townsend specializes in helping leaders meet complex change and collaboration challenges. Her practice is based on understanding how to leverage networks: the complex, interrelated, and often messy webs of relationships that drive all organizational activity.

Maya's presentations at Gartner, Healthcare Businesswomen's Association, OD Network, and International Society for Performance Management conferences have been acclaimed "best in conference" by participants. She is a popular local speaker who has led sessions for the Project Management Institute, Northeast HR Association, and American Society for Quality.

Maya serves as an adviser to Gartner, the leading technology research and advisory company, on change management best practices. She teaches leadership, strategy, and collaboration through the Corporate Education Center. Her clients include Bank of America, BASF, Fidelity Investments (client for 4 years), Hanover Insurance Group (client for 11 years), MIT (client for 3 years), McKesson, Merrimack Pharmaceutical, NASA, Novartis, and the Potomac Electric Power Company.

Maya is co-editor of *Handbook for Strategic HR: Best Practices in Organization Development from the OD Network* (AMACOM, 2012). Her articles have appeared in *CIO, Nonprofit Quarterly, Chief Learning Officer, Talent Management, Mass High Tech, Women's Business Boston* and other publications. She serves on the Editorial Review Board for *OD Practitioner,* the premier organization development practitioner journal in the United States. Maya blogs at http://partneringresources.com/blog.

Maya graduated with distinction from American University / NTL Institute MSOD program. She is a member of the NTL Institute, Organization Development Network, the Commonwealth Institute, and the Healthcare Businesswomen's Association.

Presentation Topics

Practical, interactive presentations engage the minds and imaginations of participants, leaving them with immediately applicable tools, ideas, and concepts. Topics include:

❑ Becoming a Change Leader (Yes, You!): What You Need to Lead Your Organization to Success

❑ All Together Now: Building Support for Strategies and Change Initiatives

❑ The Art & Science of Networking (Yes, There Is a Science!)

❑ Antidote to the 10,000 Name Contact List: Networking for Introverts

❑ The Hidden Web: Inside the Informal Networks that Drive Performance

❑ Closure, Learning, and Layoffs: Keeping Organizations Engaged and Learning in Tumultuous Times

❑ Stacking the Deck: Using Hidden Networks to Identify & Develop High Potentials and Succession Plans

❑ Accelerating Time to Productivity: Using Network Science for Rapid On-Boarding

❑ The Missing Link: Improving Project Success Rates through Networks

What Participants Say

Maya was one of the most skillful presenters I have seen in terms of creating buzz, interest, engagement and participation, as well as a subject matter expert. – VP, business services

The presenter, Maya, was wonderful in presenting information, facilitating difficult conversations, and making it fun. – Participant, collaboration session

Best workshop I attended during the conference. – Participant, change session

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!): What You Need to Lead Your Project to Success." Boston Project Summit, 2011. *Acclaimed as "best session of the conference." Received highest speaker and overall scores at conference.*
- Panelist, "Social Capital Analysis: The Newest & Strongest Tool for Driving Strategic Impact." Bluegrass SHRM and Louisville SHRM, 2011.
- "The Art & Science of Networking (Yes, There Is a Science!)" Boston Healthcare Businesswomen's Association, 2011. *Received overall score of 4.9 on a 5.0 scale and acclaimed as "best session on networking ever attended."*
- "Accelerating Time to Productivity: Using Network Science for Rapid On-Boarding." NEHRA, 2010. *Received overall score of 4.8 on a 5.0 scale.*
- "Battling Burnout: Engaging Employees When It Matters Most." ASQ Worcester, 2010.
- "The Missing Link: Leveraging Information Networks to Improve Project Success Rates." 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." Received an overall score of 3.95 on a 4.0 scale.*
- "Who Trumps How: Building Networks to Build Your Career." Webinar for Dominion Enterprises, 2009.
- "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. Received an overall score of 4.8 on a 5.0 scale. Invited back to lead a full-day session in 2009.*
- Keynote address: "How Work Really Gets Done: Capitalizing on Hidden Networks." Gartner EXP HR Summit, 2008. *Invited back to speak to Gartner's EXP CIO group and EXP Women CIO group.*
- "What are You Going to Do—Fire Me?: Keeping Employees Engaged and Sharing Knowledge through Company Closure, Outsourcing, and Layoffs." OD Network Conference, 2007.
- "Fractals and Anthills and Jazz – Oh My!: Complex Adaptive Systems 101." Organization Development Network National Conference, Montreal, 2002. *Acclaimed as "best in conference." Delivered to standing room only audience.*
- "The Future of Performance Improvement: Lessons from Scenario Planning." International Society for Performance Improvement, Maryland, 2001. *Acclaimed as "best in conference."*

Sampling of Past Publications

- *Handbook for Strategic HR,* AMACOM, November 2012. Co-editor. http://amzn.to/TBkVT0
- "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," *CIO.com.* January 2012. http://bit.ly/IGUCsD
- "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
- "Why learning matters," *Mass High Tech.* July 2007. http://bit.ly/11jgVE
- "Building successful alliances across divisions," *CIO.com.* January 2007. www.cio.com/article/28025
- "Priorities for building organizational infrastructure," *Mass High Tech.* May 2006. http://tinyurl.com/blyang
- "Lessons from the field: Applying complex adaptive system theory to organization change." *OD Practitioner*, 2002. http://bit.ly/rrMwJU