

About Maya Townsend

Founder, Partnering Resources

Maya Townsend, MSOD, founder and lead consultant of Partnering Resources, specializes in bringing diverse groups together to solve complex, systemic problems. Her organization specializes in helping:

- Organizations and leaders develop connected, trusted, productive networks that advance their organization's goals;
- Diverse groups develop innovative approaches to systemic issues, such as how to encourage collaboration and improve chronic talent pipeline shortages; and
- Companies build strategic resilience, finding hidden opportunities and creating innovative strategies within complex ecosystems.



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). She has been a blogger for [Inc.com](#), AMA Playbook, and Future of Work Enabled. Her articles on networks, collaboration, ecosystems, and strategy are regularly published in publications such as *strategy+business*, *People + Strategy*, *Nonprofit Quarterly*, and *CIO*. She serves on the Editorial Review Board for *OD Practitioner*, the premier organization development practitioner journal in the United States.

Maya teaches leadership, strategy, and collaboration skills through the Corporate Education Center and has taught graduate and undergraduate courses for Boston University and Northeastern University. Her presentations have been acclaimed "best in conference" by participants.

Maya graduated with distinction from American University / NTL Institute Master of Science in Organization Development program and holds a certificate in OD from Georgetown University. She is qualified in ValueNet Works, and certified in [OrgMapper INFLUENCER](#), Drexler / Sibbet Team Performance Model, Center for Creative Leadership Benchmarks 360 tools, LJ Map Values Identification System, and other tools. She is a member of the OD Network, Healthcare Businesswomen's Network, Boston Facilitators' Roundtable, and National Coalition for Dialogue and Deliberation.

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." (Business Unit Leader, Technology Company)

"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." (CIO, Financial Services Company)

"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." (Vice-President, Technology Company)

"One of the most skillful presenters I have seen in terms of creating buzz, interest, engagement and participation." (Vice-President, Business Services Organization)

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Sampling of Past Publications

- [“What You Can Learn from Your Employee Networks.”](#) *strategy + business*, 2019.
- [“From Regional to Global: Using a Network Strategy to Align a Multinational Organization.”](#) *People + Strategy*, 2017.
- [“The Most Overlooked Asset for Organization Change.”](#) *Communication World*, 2015.
- [“Restructure This: Why Shuffling Your Org Chart Won’t Bring Real Change.”](#) CIO.com, 2014.
- [Handbook for Strategic HR: Best Practices in Organization Development from the OD Network.](#) Co-editor, AMACOM, 2012.
- [“Illuminating the Invisible: Mapping Austin’s Adolescent Health System Using Value Network Analysis.”](#) *Nonprofit Quarterly*, 2012.
- [“How to Apply the Principles of Network Management to Talent Management,”](#) CIO.com, 2012.
- [“Informal Networks Linked to Success of Change Initiatives,”](#) Boston.com, 2009.
- [“Leveraging Human Networks to Accelerate Learning and Change,”](#) *Chief Learning Officer*, 2009.
- [“Planning Your Strategy in the Corporate Ecosystem,”](#) CIO.com, 2007.
- [“Closure, Layoffs, and Learning,”](#) *Chief Learning Officer*, 2007.
- [“Building Successful Alliances across Divisions,”](#) CIO.com, 2007.
- [“Lessons from the Field: Applying Complex Adaptive System Theory to Organization Change.”](#) *OD Practitioner*, 2002.

Sampling of Past Presentations

- “When Conflict Overwhelms Change: What to Do When Groups Get Stuck.” ACMP, 2019.
- “Influencers: The Key to Organization Change.” Maven7, 2018.
- “Lessons from Mapping the Nonprofit Talent Ecosystem: Finding the Talent You Need.” Massachusetts Nonprofit Network, 2016.
- “Navigating Global Complexity: How Bayer Used Organization Network Analysis to Build a Connected, Collaborative Organization.” OD Network Conference, 2016.
- “What Got You Here Won’t Get You There” (main stage panelist) and “Follow the Leader: Drive Your Organization to Achieve Its Change Goals.” Inc. 500 | 5000, 2013.
- “Becoming a Change Leader.” Healthcare Businesswomen’s Association Leadership Conference, 2012. *Acclaimed as “best workshop” 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 score of 4.9 on 5.0 scale.*
- “Accelerating Time to Productivity: Using Network Science for Rapid On-Boarding.” NEHRA, 2010. *Received an overall score of 4.8 on a 5.0 scale.*
- “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.

