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**Professional Experience:**

- 1982-present      Principal, Greenland & Associates, Towson Maryland, providing strategic planning consultation, policy development facilitation, executive coaching, conflict mediation, staff training and development, meeting facilitation and organization development consultation to clients in the non-profit, public and private sectors. Current intensive work with organizations that serve people with disabilities, environmental organizations, and social justice organizations.
- 1982- 2004      Adjunct Consultant, Maryland Center for Quality and Productivity, University of Maryland, providing consulting services in strategic planning and organization development to Center clients including state health care and human services agencies and the US Department of Labor Employment and Training Programs.
- 1979-1995      Senior Faculty Member, Sheppard Pratt Business and Community Programs. Provided training to human services organizations in the areas of team building, effective interpersonal communication, and conflict resolution.
- 1979-1982      Human Resources Consultant, E.G. Jones Associates, Towson Maryland

**Education:**

B.A. Goucher College, Major in Economics, 1979

M.S. Johns Hopkins University, Applied Behavioral Science, 1982

*Post Masters Work:*

Pastoral Counseling Program, Loyola College Maryland, 15 credits  
Strategic Planning Training, National Training Laboratories (NTL) 1984  
Certificate in Mediation Baltimore Mediation Center 1997  
“360 Assessments”, Center for Creative Leadership 1998

*Accepted to Georgetown University Leadership Coaching Program  
Spring 2007*

**Professional Associations:**

Member, International Coach Federation 2006 – present  
Member, Society for Organizational Learning 2006 - present  
Member, American Society for Performance Improvement 1982-1995

**Publications:**

Co-Author: Building Parent/Professional Collaboration: Facilitator's Guide,  
St. Paul MN: Pathfinder Resources Inc., 1992.

Co- Author: Family Centered Communication Skills: Facilitator's Guide,  
St. Paul MN, Pathfinder Resources Inc., 1992.

Contributing Author: Getting on Board: Training Activities to Promote the  
Practice of Family Centered Care, Bethesda AD, Association for the Care of  
Children's Health, 1991.

**Past and Present Community Involvement Includes:**

*Board Member, Arc of Maryland*

*Board Member, Parents Place of Maryland (Network of Parents of Children with  
Disabilities)*

*Board Member, Loch Raven Business Association*

*Board Member, American Heart Association, Maryland Chapter*

*Board Member, American Society for Performance Improvement, Maryland Chapter*

*Fundraiser, Towson YMCA*

*Fundraiser, American Heart Association*

### **Sample Projects Include:**

- **Montgomery County Department of Health and Human Services – Strategic planning facilitation including facilitation of stakeholder input process; ongoing facilitation work within the department as well as with Montgomery Cares Board**
- **Center for Watershed Protection – Facilitator training, Strategic planning and organization development work, management training, board and staff retreat facilitation, team building and executive coaching**
- **World Wildlife Fund – Leadership training program development and implementation**
- **Biohabitats - Strategic planning, training, executive coaching and organization development work**
- **DMW, Inc. – Retreat facilitation, executive coaching**
- **National Governors Association – extensive facilitation work in building state and local consensus on workforce development issues, including WIA and performance measurement**
- **Fund for Educational Excellence- extensive facilitation and organization development work for Baltimore City Schools through the Fund’s High School team, work with the Fund internally on leadership coaching and organization development**
- **League for People with Disabilities – leadership team building and executive coaching**
- **Sheppard Pratt Hospital –executive coaching, facilitation of Board decision making process for new building, facilitation of APA board session**

References:

Jay Sherman, World Wildlife Fund, 202-778-9549 - developing and implementing leadership training; while Jay was with the Chesapeake Bay Foundation we worked in leadership training and organization development – 2001- present

JoAnne Calderone, Montgomery County Department of Health and Human Services – 240-777-1892 – facilitating the development the Department’s strategic plan with stakeholder involvement – 2004-2005, ongoing follow up

Hye Yeong Kwon, Executive Director, Center for Watershed Protection – 410-461-8323 – ongoing strategic planning and organization development consulting and training, executive coaching 1995- present