**Karen DeYoung, M. Ed.**

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**SUMMARY OF QUALIFICATIONS**

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* Training Design and Development
* Developing Goals/Mission
* Strategic Planning and Execution
* Team Building
* Organizational Alignment
* Interviews
* Benchmark studies
* Online Surveys
* Facilitation and Coaching
* Communications and Strategic Marketing
* Meeting/Group Facilitation
* Decision Making
* Consensus-Building
* Research, Writing, Editing
* Communications for Internal and External Audiences
* **Accomplished training and organizational-development professional** with 17+ years of experience in project leadership, needs assessment/definition, training design and development and process/change facilitation.
* **Skilled and thorough researcher** eager to dive into, grasp, and synthesize project scope and immediately become knowledgeable advocate, creator, and facilitator of targeted project goals.
* **Articulate communicator and attentive, active listener** who possesses exceptional verbal, collaborative, and facilitation skills, as well as solid interpretive, mentoring, counseling and coaching capabilities delivered through motivational leadership style.
* **Detail-oriented achiever** with strong business background and experience in the trenches of recruiting, supervising, training, and motivating staff to exceed targeted goals.

**PROFESSIONAL EXPERIENCE**

**President/CEO, DeYoung Consulting Services, LLC** 1996 – Present

 **Examples of client work**

**Government Clients**

* For the Minnesota Department of Health,conducted a state-wide baseline needs assessment of the public’s awareness of drinking water quality from both municipal water sources and private wells. Our team conducted twelve focus groups throughout 5 geologic/geographic regions of the state to identify Minnesotans concerns regarding drinking water contamination and the sources of information the public trusts when they are concerned about their drinking water.
* For the Minnesota Department of Correctionsour team implemented an evaluation of the “Multi-jurisdictional Response to Youth with Mental Health and Co-occurring Disorders” program; it is hoped that the program will reduce involvement for participant youth in the criminal justice system and increase referrals for services including diversion activities, therapies and treatment. The evaluation was designed to ascertain whether the project was on task for achieving its goals. As a result of the evaluation we recommended refinements to improve data gathering, family and participant involvement and adherence to project objectives. The evaluation included the use of site visits, interviews and a survey.
* For the Minnesota Department of Health division of Minnesota Children with Special Health Needs, conducted an evaluation and revision of the draft interagency “Quality Improvement Tool”; this tool asks local interagency systems to provide specific data and feedback regarding their successes and challenges in implementing the statewide improvement to quality and coordination for children with disabilities. The evaluation process included facilitating discussions on the local level about the interagency coordinated system to determine the effectiveness of the tool. We revised the tool and put in an online format.

**Corporate Clients**

* Conducted a performance evaluation for CEO of the Wedge Community Co-op. The evaluation involved the use of two surveys (employees and leaders) and individual interviews. Deliverables included a final report and a personal development plan for the CEO.
* Conducted a needs analysis of performance needs and design of performance solutions for supply management for Cummins Power Generation.
* Facilitated cross-functional team building and strategy development session in order to come to consensus on product branding and direction for one of Imation’s Audio/Video/Information global brands.

**Non Profit Clients**

* Planned for and implemented a community-wide needs assessment for the Minnesota AIDS Project; the focus was on African American men who have sex with men. The results of the needs assessment were used to develop an HIV infection reduction plan for the African American MSM community in the Twin Cities area. The assessment process included the use of focus groups and a survey. Our team crafted a final report with recommendations.
* Minnesota Asset Building Coalition:This newly created coalition is designed to advance asset building within the state. Karen guided an organizational development process and made recommendations regarding how the MABC could select an organizational structure that was consistent with the need for sustainability, and in line with MABC’s articulated values and objectives. The process included interviewing Coalition members, researching organizational structure and looking at other asset building coalitions around the country. She facilitated a retreat where she presented her findings and provided a process to discuss and determine legal structure, decision making, governance, communications, etc. She then offered guidance for subsequent “structure committee” meetings.
* Conducted an evaluation of Lutheran World Relief’s performance evaluation system. This involved the use of an employee survey and individual interviews. The project culminated in a final report with recommendations.
* Conducted an evaluation of the Saint Paul Foundation’s Management Improvement Fund during which we studied the effects of investments in capacity building on nonprofit grantees. Data gathering included focus groups, a survey and interviews. We wrote a final report (including recommendations) and presented to the Board.
* Conducted an examination/analysis of the school improvement landscape for the Center for School Change to determine the organization’s current role and impact, as well as possibilities for future endeavors in school improvement. This involved conducting 25 interviews and writing a report with recommendations.
* Conducted an evaluation process to determine the short term and long term impact of the Family Housing Fund’s Making Ends Meet Financial Literacy Curriculum. The project included designing, implementing, and analyzing results from process and outcome tools that case managers used while delivering the curriculum.

**Educational Institutions**

* Conducted a data gathering and facilitating a visioning process for Friends School of Minnesota in which the entire school community participated. Through a survey, focus groups and interviews, collected data which will be used to collectively create a statement on equity, justice and diversity which will articulate the vision of the school and steer their future work. Facilitated a visioning session.
* Conducted a program review and opportunity analysis of West Metro Education Partnership’s Elite Academy, a week –long program that encourages students of color to become teachers. The program is a partnership between several school districts, the University of Minnesota and Hamline University. The evaluation process included a literature and best practices review, informant interviews, a SWOT analysis and recommendations.
* Conducted an organizational assessment for the Center for School Change. Interviewed stakeholders to gain insights for the purpose of: better understanding CSC’s role in the school improvement landscape, determining what differentiates CSC from similarly charged organizations, and identifying any current and future needs CSC could meet.

**Presentations**

**Restaurant Employee Educational Campaign Famous Dave’s,** Minnetonka, MN (2005)

**A Workshop for Instructors of Food Manager Certification Courses***,* St. Paul, MN (2006)

**Food Safety Presentation***,* Minnesota Health and Safety Conference, Minneapolis, MN (2009)

**Other**

**University of Wisconsin Eau Claire**, Eau Claire, WS (2013, 2014)

Taught two-day business writing course for Supervisory Management certificate

**Inver Hills Community College**, Inver Hills, MN (2010, 2011)

Presented on “Becoming a Consultant” workshop

**North Hennepin Community College**, Brooklyn Center, MN (2011)

Taught business communications course as a part of entrepreneurship certificate program

 **Adjunct Professor, University of St. Thomas,** Minneapolis, MN(2008-2009)

 Taught business writing course to MBA students.

**Humphrey Institute,** Minneapolis, MN (2008-2009)

Presented performance management and business writing workshops at AMBO conferences

### VOLUNTEER HISTORY

### Board Member of Merrick, Incorporated 2011 – 2014

Board Member of **Park Avenue United Methodist Church** 2003 - 2006

### EDUCATION

**University of Minnesota,** Minneapolis/St. Paul, MN

Master’s of Education in Curriculum and Instructional Design, 1995

**American Society for Training and Development**, Alexandria, VA

Certificate in Facilitating Organizational Change

**American University**, Washington, D.C.

Bachelor of Arts, Major: Broadcast Communications, 1981

## PROFESSIONAL AFFILIATIONS

**American Society for Training and Development**

**Minnesota Organizational Development Network**