



Greater Orlando Organization Development (GOOD) Network Mentor Profile

Please note that this form will be made available on the GOOD Network website for download and review by potential mentees seeking mentors. It will remain posted for a period of 3 months or until you have agreed with a mentee to formalize a relationship and notified the GOOD VP of Mentorship.

First Name: Carol
Last Name: Emmett
Email: carol@commapp.com
Employer: Communication Applications, Inc.

How many years have you worked in the OD field? 20+

Identify the topics below that you would be most comfortable mentoring by typing – YES next to the topics that apply and highlighting them in yellow.

- | | |
|--|---|
| Yes -- 360 Feedback | Yes --Group/Team Dynamics/Social |
| Yes --Action Research | Psychology |
| Yes --Appreciative Inquiry | Instructional Design |
| Assessment Centers | Job analysis/Needs analysis/Root Cause analysis |
| Yes --Assessment tools (e.g. MBTI, DiSC, Hogan, Watson-Glaser) | Yes --Leadership Theories |
| Balanced Scorecard/Strategic Dashboarding | Legal and Ethical Considerations |
| Change Management | Mentoring |
| Yes --Coaching | Operations and Business Savvy |
| Yes --Conflict Resolution | Opinion/Satisfaction Surveys |
| Yes --Consulting skills | Organizational design |
| Yes --Developing Effective Leaders | Organizational Dynamics/Culture |
| Diversity Issues in Organizations | Process Improvement |
| Employee Engagement and Motivation | Project Management |
| Employee Relations | Research Methodology |
| Employment Selection | Setting Objectives and Goals |
| Evaluating Performance | Social Networking/Technology |
| Yes --Facilitation/Presentation Skills | "Statistics 101" |
| Yes --Fishbone, Forcefield, other Orthodox techniques | Succession Planning |
| Yes --General Best Practice | Yes --Team Building Design |
| Sharing/Benchmarking | Training Effectiveness Evaluation |
| | Yes --Training Tools |

Why did you choose OD as a career?

I began as a trainer and was essentially pulled into OD by clients who were looking for solutions beyond training. My MA in Organizational Communication gave me realtime practice in doing OD interventions, surveys, teambuilding, etc. beyond training and it grew into a career of over 25 years.

In what industries have you spent most of your time?

Information Technology, Financial Services, Federal/State/Local Government, Hospitality, and some allied health as well

What are you looking for in a mentee?

Someone who is a self-starter and motivated to do their own homework if I make a suggestion to them. Long or short term is fine -- it all depends on the mentee goals.

Is there any other information that you would like to share that would be helpful for matching a mentee to you?

I'm a certified executive coach and hold certifications in many tools and assessments. I have a fairly full library and lots of resources to share.

Attach a brief biography and/or resume and email along with this form to the GOOD Network VP Mentorship. This will only be kept for reference and will not be posted online.

Carol M. Emmett, M.A., C.P.C.



Carol Emmett has over twenty years of experience in training, consulting, coaching, and organization development. Carol has worked internationally with clients from Fortune 100 to start-up firms, government on all levels, and non-profit organizations. She has trained employees at every level, developed learning systems and course materials, and trained cadres of trainers and facilitators to use her designs.

Carol is a certified professional executive coach with over a thousand hours of coaching experience. She helps leaders develop leadership skills to increase performance, address organizational issues as a thought partner, and prepare for and manage transition. She is qualified to administer a number of assessments including the MBTI, FIRO-B, LPI-360, SDI, LAS - 360, Situational Leadership, BarOn EQI, Center for Creative Leadership Suite of Assessments, and others. She has used 360⁰ feedback extensively as a development tool for change. She has also helped several organizations build leadership competency models and design custom 360 feedback instruments tied to the model.

Carol is a change management consultant who helps organizations manage change more smoothly and effectively. In addition, she coaches and trains organizational leaders in management skills, coaching and counseling skills, presentation skills, meeting facilitation, conflict mediation and resolution, quality service initiatives, and working with difficult employees. She has worked with team leaders and supervisors in setting individual and team goals and identifying key competencies and behaviors upon which pay incentives were based.

A respected team builder, she helps teams identify blocks to effectiveness and improve working relationships, processes, and communication. She works with organizations, teams and leaders in creating high performance organization and team based cultures.

As a survey designer, she designs employee satisfaction surveys, needs assessments, pre and post training assessments, customer service evaluations, communication audits, and various feedback surveys to develop supervisors and managers. She provides the database and on-line survey support capability to design, administer, analyze, and feedback many kinds of organization surveys.

Carol holds several certifications (including MBTI, Executive Coaching, and Leading Organizational Transitions, Center for Creative Leadership 360 facilitator, and various assessment tools), and was on faculty at Marymount University in the HRD/HRM graduate program. She received her Masters Degree in Organizational Communication from University of Maryland.

Some recent clients include: SAIC, Entergy, PricewaterhouseCoopers, Arlington County, VA, Darden, Hard Rock Café, Institutional Shareholder Services, INVESCO, MITRE Corporation, MCI, Metropolitan Washington Airports Authority, US Department of Education, FDA, Albemarle Corporation, and Nalco Chemical. She has worked with over 120 different clients in a variety of industries.

