

Lisa Zweber-Smith

Change Expert and Organization Consultant



Executive Director

Implementation Institute

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In Lisa Zweber-Smith's 25+ years of OD experience, she's helped organizations increase profits, improve efficiency and raise employee engagement. She has been involved with strategic and business planning, managing change across organizational levels, planning and implementing large scale strategic changes, and acquisition integration.

Her knowledge of foundational and cutting edge OD approaches has been applied to many industries including financial services, law, retail, bio-tech, food, aerospace, manufacturing and transportation. Lisa has worked with client groups in the United States, Canada, Mexico, Latin America, Europe, China, Singapore and Australia.

A popular speaker, she has been invited to present her work at several international conferences. She spoke at the Singapore Institute of Management on *Using OD to Impact the Bottom Line* and has delivered workshops at the prestigious Melbourne Business School in Melbourne Australia.

Sought after as a developer of high potential talent, Lisa has designed and delivered programs and workshops for participants from all over the world. She specializes in the development of multi-session, experiential learning opportunities set in global locations. These custom-designed programs weave together cutting-edge content and external thought leaders with internal business leaders who demonstrate the importance of leaders as teachers. The result is a high-impact talent development program which produces significant return on the organization's investment.

While with the nation's largest electronics retailer, Lisa led the process of cultural due diligence, culture planning and integration for the company's first acquisition. She used her methods and best practices on subsequent acquisitions - resulting in higher ROI on each purchase. Lisa also led the global OD function for a billion dollar specialty chemical company with operations in 43 countries. She also developed and influenced the change strategy for the largest process and technology transformation project to date and crafted an approach to build change capability within the 100 billion dollar organization.

She has worked as a consultant to numerous Fortune 500 companies and has held positions with Best Buy Co., Inc., Northwest Airlines, Target Corporation and H.B. Fuller. She is an adjunct faculty member for Pepperdine University and Augsburg College where she has taught Organization Development in the MBA program.

Lisa is a founding partner of ROI Consulting and Implementation, an international organization development and management consulting firm. After extensive work with leaders across the globe, ROI identified a need to create a separate area of practice focused on preparing global leaders to lead in a challenging world, and the Center for Transformational Leadership was created.

Areas of Expertise

- Implementation Effectiveness
- High Potential Leadership Development
- Strategy Development and Execution
- Change Management
- Merger & Acquisition Integration
- Group Dynamics
- Leadership and Organization Assessment
- Systems and Strategic Thinking

Professional Experience

- *Executive Director*
Implementation Institute
- *Organization Change Consultant*
ROI Consulting & Implementation
- *Founding Partner*
Center for Transformational Leadership
- *Organization Development Director*
HB Fuller
- *Senior Organization Development Consultant*
Best Buy Co., Inc.
- *Organization Development Consultant*
Target Corporation
- *Organization Development Consultant*
Northwest Airlines

Education

- *Bachelor of Science in Business Administration*
Central Washington University
- *Master of Arts in HRD/OD*
University of St. Thomas
- *Master of Science in OD*
Pepperdine University
- *Doctoral Candidate (ABD)*
Taos/Tilburg University

Certifications & Faculty Affiliations

- Pepperdine University—Adjunct Faculty, MSOD Program
- Augsburg College—Adjunct Faculty, MBA Program
- RODC—OD Institute