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# *Jodi Detjen*

Instructor - Management

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## **Professional Interests**

**Research:** Change Management, Vulnerability in leadership, Group development

**Teaching:** management, interpersonal effectiveness of managers, leadership, project management

## **Academic Background**

M.A., Duke University, Durham, NC, International Development Policy, 1997

B.S., Virginia Polytechnic and State University, Blacksburg, VA, Decision Support Systems, 1986

## **Memberships**

OBTS

## **Skills Personal**

I am an experienced facilitator. In addition, I am skilled at putting together course materials in creative and effective ways to maximize learning.

## **Computer Skills**

core Microsoft software programs Blackboard email, instant messaging online discussion boards

## **WORK EXPERIENCE**

### **Academic Experience**

Visiting Instructor of Management, Suffolk University (January, 2006 - Present).

Adjunct Professor, Suffolk University (January, 1999 - December, 2005).

### **Consulting**

2006: Medical Practice , Consulting with medical practice to 1) develop the leadership and managerial skills of the physicians 2) develop and build the team, dramatically improving their ability to deal with conflict, manage the workload, and work together as a team, 3) redesign core working practices to ensure efficiency and effectiveness, specifically focused on improving customer service and reducing staff stress. Started in 2005, continuing through 2006

2006: JRI, Consulting with nonprofit to develop a leadership development program that focuses on building managerial skills and integrating these skills into their daily jobs. Set up and facilitating monthly coaching meetings, facilitating both peer and expert consultation and coaching. Started development in 2005, will continue throughout 2006 and beyond

2006: MASS Aging, Consulting with nonprofit to develop a leadership development program that focuses on building managerial skills and integrating these skills into their daily jobs. Takes training beyond just the initial course, integrating consulting and coaching into the process

- to ensure that in depth learning and understanding occurs. Started in 2005, will continue throughout 2006
- 2002-2006: Maya Meirav Haute Couture, With the president, created strategic business and marketing plan to develop business. Continuing to provide consultation on marketing plan on an ongoing basis.
- 2005: The Intrinsic Group, Developed business model and plan for partnership founded in 2004. This work started through 2004 and we are trialing two pilots in 2005/2006 using the model. Business planning and strategy development is continuing throughout 2006.
- 2005: City of Waltham, Provided an assessment of a current change management process they are implementing. Evaluated staff morale and processes. Made recommendations to management to increase staff participation, communication, and morale.
- 2005: Medical Practice, Consulting with medical practice to 1) develop the leadership and managerial skills of the physicians 2) develop and build the team, dramatically improving their ability to deal with conflict, manage the workload, and work together as a team, 3) redesign core working practices to ensure efficiency and effectiveness, specifically focused on improving customer service and reducing staff stress. Started in 2005, continuing through 2006
- 2004: Unveil Technology, Conducted a team effectiveness assessment and worked with VP of Engineering to implement
- 2003: Invisible Hand, • Conducted culture assessment to determine current issues facing a rapidly growing Engineering department. • Recommended solutions to address culture issues including increasing cross-team communications and developing project management expertise.
- 1999-2001: Oxfam America, • Facilitated closure of grant with partner based in India managing financial and program aspects. • Developed a procedures manual linking operational practices to the new strategic vision including processes to facilitate work between Boston and regional offices in Africa, South-East Asia, and Latin America. • Worked with staff to clarify and improve existing processes to realize gains in efficiency. • Developed a Human Resources guide and policies for managing expatriate staff and regional offices. • Assisted with grant proposal development for a grant in Haiti.
- 1997-1999: The World Bank, • Developed framework for incorporating gender into Public Sector Reform projects in Latin America. • Wrote "Integrating Gender in Public Sector Modernization" for publication by LA gender team. • Wrote case study on Human Resource Development in the Health Sector for use in EDI training seminars.
- 1997: Shakti for Children, With the Executive Director, developed a program to support children's literacy projects worldwide. Specifically, • In conjunction with board, developed mission statement, strategic plan and key organizational objectives. • Organized and facilitated board workshop to fully consider the new approach, impacts, and issues. • Set up initial organizational processes and contacts required to initiate new grant-giving program.
- 1990-1995: AMS Management Systems, UK Ltd. , Principal Consultant: Joined the UK office in 1990 as part of a core team of 10 people tasked to build AMS' Consumer Banking business in Europe. As a project manager and strategic consultant, led multiple projects worth several million USD designed to improve the credit management operations of financial organizations. Developed these client relationships into an integral part of AMS' European business. Provided leadership and built local expertise helping the AMS UK office grow to over 60 staff.
- 1986-1990: Various, Worked for various firms providing business and systems analysis work. Some international.

## **Paid Service**

2006: Suffolk University, Online MBA program, I am developing a sample online MBA Blackboard course for use in marketing the online program to prospective students.

## **Courses Taught**

Interpersonal Effectiveness  
Organizational Behavior (specialized masters)

## **INTELLECTUAL CONTRIBUTIONS:**

### **SERVICE:**

## **Service to the Community**

### **Member of a Committee**

2006: Mass Aging, I sit on the Education Committee for MassAging providing education services for their membership.

2006: Newton Public Schools, I provide a variety of volunteer services for my children's elementary school including - library - teaching yoga - organizing various events - helping in various school events I have been doing this since 2002

## **Faculty Development**

### **Professional Seminars / Workshops**

2005: Took an online/phone course over 6 months focused on authentic facilitation. This course offered skill development useful for both my business and teaching. . St. Paul, Minnesota.

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