

## Education

- Master of Science in Organization Development (MSOD)
- Bachelor of Science in Business Management (BSBA)

## Certifications

- Certified Co-Active Coach (CCPC)
- Kirkpatrick Four Levels of Evaluation Training

## Assessment Tools

- Myers-Briggs Type Indicator (MBTI)
- DiSC & FIRO-B
- Thomas-Kilmann Conflict Mode

## Other Affiliations

- National Training Institute (NTI),
- Applied Behavioral Sciences
- American Society for Training and Development
- Project Management Institute (PMI)

## CARLA DANCY SMITH

*Associate, Mendelow Consulting*  
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## Training Experience

Carla is a creative and resourceful organization development and change management expert who believes in the unlimited potential in individuals, the resilience of teams and possibilities for greatness in organizations and leaders. She is an OD scholar practitioner with hands-on experience using a wide range of theories and methodologies from her toolkit to solve real world problems in the public and private sector.

## Organization Development Experience

During her 8 years at Booz Allen Hamilton worked in partnership with clients to co-create innovative approaches to address organization challenges around patient safety, training, health information technology, diversity, cultural competency, and privacy and security issues in federal, commercial and non-profit settings.

Carla's specific areas of expertise include change management activities at the organizational level and group level, large and small group facilitation, inclusion and diversity training, training evaluation, organizational diagnosis, employee and stakeholder engagement. She is a facilitator extraordinaire and employs creative techniques like the World Café and Improv activities. Carla supports clients in making organizational changes because of external and internal drivers including new regulations, technologies and leadership. Carla facilitated numerous off-site meetings on strategic planning and goal setting, including writing SMART (Specific, Measurable, Achievable, Relevant, Timely) goals and action plans. Carla was an Adjunct Instructor for Diversity courses where she facilitated difficult conversations around the topic of race and inclusion.