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EXECUTIVE SUMMARY

I use agile and other collaborative methods applied to management, team development, community development and education to help people and organizations do their work successfully. I have international experience delivering training, coaching and consulting in a variety of organizational and community contexts. I have ten years of experience in this field. I currently work with [Berteig Consulting Inc.](#) and publish articles on [Agile Advice – How and Why to Work Agile](#).

HIGHLIGHTS OF QUALIFICATIONS

- Team training, facilitation, coaching, and mentoring
- Project management
- Organizational and community development consulting
- Educational program management, design, delivery and evaluation
- Collaborative process facilitation
- International and inter-cultural work

PROFESSIONAL EXPERIENCE

English Instructor Jan 2005 – Jun 2005
Folkuniversitetet (Folk University) – English Department – Gothenburg, Sweden

Responsibilities: Prepared and delivered instruction for three courses with adult students: Academic Writing, Beginners English and Intermediate English

Methods and Activities:

- Prepared and delivered creative and engaging lessons
- Used an iterative feedback process whereby students regularly critiqued my teaching, which I then worked into my lessons
- Worked collaboratively with students to assess learning needs, identify learning styles and preferences
- Planned and adapted curriculum and lesson structure to meet student needs on an ongoing basis
- Fostered the development of the class into a self organizing team that was conscious of its needs and its responsibilities

Community Development Consultant Oct 2005 – Jun 2005
Svenska Baha'i Institute (Swedish Baha'i Institute) – West Coast Region – Sweden

Responsibilities: Trained a group of trainers in collaborative processes in community development by facilitating three courses

Methods and Activities:

- Coached this group of trainers into a cohesive self organizing team
- Facilitated the trainers to devise ways to improve their own practice
- Facilitated the group in devising plans to mobilize the community from dependency on leaders to self organization and taking individual initiative
- Created a mechanism whereby the team could give me feedback about my work and our group process and make regular improvements
- Practiced iterative delivery with the group to identify manageable tasks to be achieved between the times we met for training

Organizational Development Consultant

Jan 2004 – Apr 2004

Salzburg Landestheater (city opera house) – Ballet Company – Salzburg, Austria

Responsibilities: Worked with the director and senior staff and dancers to use a collaborative process to help in a period of crisis

Methods and Activities:

- Conducted a participatory action research project with management and dancers in order to engage everyone in the process of rebuilding a company in crisis - included over 40 hours of interviews with all 15 members of the company, having them assess their progress as a group and identifying which issues were most urgent to develop
- Parallel to the study of company conditions I reflected back to dancers and the director the repeating patterns discovered and worked with them to design a training program to assist them to develop the knowledge, skills and insights they needed to work collaboratively – this training included conflict resolution, maximizing communication and team building
- Worked with the director to assist him to realize how his leadership practices led to problems in the company that were wasting his time and resources and coached him to adopt new management practices to foster self organization among the dancers – simultaneously I worked with the dancers to realize how their director's management practices had caused them to develop habits of work that were not productive and healthy and to learn new ways to approach work
- Worked with dancers and director to maximize communication by holding regular status meetings
- Assisted director to employ appropriate and empowering metrics in evaluation of dancers' work
- Coached both management and dancers to work on iterative successes in terms of the changes they wanted to see

Organizational Development Consultant/English Instructor

Oct 2002 – Jun 2003

Perfect English Language School, Prague, Czech Republic

Responsibilities: Worked with the director and teachers of a young language school to adopt collaborative practices from teaching practice to management and development of the school. Prepared and delivered English Language instruction for adult students in both a classroom and company context.

Methods and Activities:

- Coached the director to structure work and school development in terms of short iterations made up of small successes building up to a more complex system with a variety of instructional programming
- Coached director to slowly change management practice so as to foster the practice of self-organizing team among his staff
- Conducted a participatory action research project to engage teachers, management and administration in taking ownership for the school and to maximize communication
- Assisted teachers, staff and the director to begin to create and implement a development plan for the school
- Designed and delivered training workshops focused on fostering different aspects of collaborative processes for staff and management.
- In the class room fostered the development of self-organizing teams that worked to reflect on their own progress, identify their own needs and implement changes in how they worked

Youth Department Manager

Aug 2002 – Sep 2003

Wesley First Nation, Morley, Alberta

Responsibilities: Was brought in, trained and worked closely with Four World's Center for Development Learning (an international development consulting organization). Created a community development strategy with a team of Wesley First Nation community leaders, elders, and department managers. Implemented this strategy among the youth of the community (60% of the whole population) by developing a department and numerous programs designed to assist them to take control of their own lives and contribute to the development of their nation.

Methods and Activities:

- Hiring, training, professional development, supervision and coaching of staff (from 3 full time staff up to 60 staff for different projects)
- Coached program staff into self-organizing teams
- Served on the management team of the administration that developed and implemented overall community development strategy practicing iterative delivery and adaptive planning
- Designed and managed numerous long and short-term programs for youth empowerment
- Financial management
- Applied for and obtained \$300,000 of funding from government agencies, and foundations for programs
- Provided regular crisis management and counseling for staff and project participants
- Managed 3-month long participatory action research project involving participation of 250 youth to maximize communication with the population we were serving and engage them in the community building process
- Public relations and media interviews
- Built partnerships with other organizations
- Regular reflection, evaluation and revision of our practice and programs

Management Team Member
Wildfire Institute, Ontario, Canada

Sep 1992 – Jun 2000

Responsibilities: Management of 4 provincial youth educational programs for 200 youth and overall management and development of the institute

Methods and Activities:

- Coordination, training and support of 20 to 30 volunteers and three program teams into self organizing teams, adaptive planning and iterative delivery of programs
- Creative program design and facilitation that employed empowerment principles, learning styles and problem-based learning
- Planning and delivery of provincial youth conferences of numerous sizes (i.e. 20-30 people or 70-100 and 300-400)
- Leadership training of youth and young adults to facilitate the programs and to assist program participants to carry out volunteer projects across the province
- Conducted educational campaign involving more that 20 communities focused on the role of youth in the community and adults' attitudes and behavior towards youth in the context of promoting our programs

EDUCATION

2002 University of Calgary, Calgary, Alberta
Bachelor of Arts in International Development (BA)
Specialization in First Nation's Studies

In Progress St. Francis Xavier University, Antigonish, Nova Scotia
Masters of Adult Education

TRAINING

- Mentored and coached by IntraDelta Management Consulting in research, evaluation and conflict resolution, and management consulting
- Mentored and coached by Four World's Center For Development Learning in community development practice (attended one-month long wellness training focused on all aspects of social and economic development), PAR methodology, grant writing, a 4 day training in fostering the development of teams
- Mentored and coached by Wesley First Nation Wellness Department in crisis counseling and working with people dealing with addictions and violence issues

- Three week apprenticeship with Mishkin Berteig of Berteig Consulting Inc. in Agile Methodologies
- Participatory action research course, 5 month on-line learning course
- Diversity training (weekend workshops)
- Learning styles training (weekend training)
- Distance learning course on the history and methods of union education in Canada

OTHER WORK AND VOLUNTEER EXPERIENCE

- Administrative Assistant for Granite By Design, Waterdown, ON May-Aug 2004 and Jul-Aug 2005
- Live in care giver to seven year old child, Calgary, Alberta Sep 2000-Jul 2002
- Receptionist for family doctor's practice, Toronto, ON May-Jul 2000
- Road Manager, Wildfire Dance Theater, Ontario Jul-Aug 1999
- Weekend residential supervisor, Nancy Campbell Collegiate Institute, Stratford, ON Jan-Aug 1998
- Volunteered with several NGO's in Guyana, South America Jan-Jul 1997
- Community volunteer / cultural exchange in Greenland Jul-Aug 1995
- Server at Sun Sen Restaurant, Stoney Creek Ontario Sep 1994-Jun 1995

OTHER VOLUNTEER EXPERIENCE

- Generation of Peace Dance and drama, workshop 1989-1993
- Executive member of the Campus Association For Baha'i Studies, University of Guelph 1997-1998
- Hosted one hour talk radio show on the University of Toronto Student Radio Station 1998-1999
- Member of the International Development Studies Club, University of Guelph 1997-1998
- Executive member of Campus Association for Baha'i studies, University of Calgary 2000-2002
- Member of the First Nation's students association, University of Calgary 2000-2002
- Member of the Public Interest Research Group, University of Calgary 2002
- Member of the Environmental Association of the University of Calgary 2002
- Democratically elected to the national governing body of the Baha'is of the Czech Republic, 2003
- Invited to attend the Forum 2000 an NGO led by the former president of the Czech Republic Vaclav Havel focused on bringing together corporate leaders, community activists, and politicians to build bridges of collaboration and understanding of development issues in the world, 2002
- Presented at the the youth Forum 2000 summit, 2003
- Co-created and facilitated one hour, monthly radio program on Salzburg community radio station, 2003
- Counseling support and conflict resolution coaching for a handful of dancers of the Gothenburg Opera Ballet, 2004

References available upon request