

## Deborah J. Mackin, M.Ed.

### Professional Experience

**New Directions Consulting, Inc.**  
5 Bank Street  
North Bennington, Vermont 05257

Owner, President, Principal Consultant and Trainer  
1984–present

As the owner, principal consultant, and trainer for her firm for more than 22 years, Deborah is responsible for:

- Overseeing a staff ranging up to six people
- Curriculum development and delivery of all the training materials on the following business subjects: Total Quality Management, Implementation of Work Teams, Re-engineering, Project Management, Change Management, and Relationship Selling
- Consulting with multi-level groups in manufacturing, service, retail, health care and education on strategic planning, organizational structure and systems changes, conflict resolution strategies, creation of standards and measurement systems, collaborative relationship development, and human resource management
- More than 22 years of training experience with a wide range of organizations including Exxon, AT&T, Sanofi Pasteur, Jostens, Polaroid, Schenectady International, and Delta Faucet to name a few.

### Publications

*Intervention Resource Guide: 50 Performance Improvement Tools*, contributing author of chapter entitled "Introducing Teams into the Organization," published by Jossey-Bass, January 1999.

Excerpts from *Keeping the Team Going*:

"Accepting Team Mistakes," *Non-Profit Nuts & Bolts*, August 1996.

"Decisions, Decisions, Decisions," *1996 Team Management Briefings*, vol. 4., no. 7, July 1996.

"Keys to Team Harmony," *Credit Union Management*, May 1996.

"PAUSE to Agree," *Communication Briefings*, August 1996.

"Working Through Team Problems," *Non-Profit Nuts & Bolts*, April 1996.

Excerpts from *The Team Building Tool Kit*:

"How Well Do You Lead Your Team? Five Destructive Behaviors," *Getting Results . . . For the Hands-On Manager*, May 1996.

"How to Coach a Self-Managed Work Team," *Getting Results . . . For the Hands-On Manager*, April 1996.

"Team Advisory," *Supervisory Management*, November 1994.

"When Are Mistakes Acceptable?" *Teamwork*, April 1, 1996.

"How To Develop Problem-Solving Tactics for Your Team," *NAPM Insights*, Tempe, Arizona, July 1994, pp. 6-7.

*Keeping the Team Going: A Tool Kit to Renew and Refuel Your Workplace Teams*. New York: AMACOM, 1996. This book was the subject of a one-hour interview aired on PBS in Spring of 1997 for their Adult Learning Service series.

"Removal of a Poor Performing Team Member," *The Handbook of Best Practices for Teams*, vol. 2. Amherst, MA: HRD Press, published in December, 1997.

"Team Realignment Tool: A Mature Team Assessment," *The Handbook of Best Practices for Teams*, vol. 1. Amherst, MA: HRD Press, 1996.

"*The Team Building Tool Kit*, chapter 6: Evaluating and Rewarding Team Performance," *Compensation & Benefits Review*, March-April 1994, pp. 67-76.

*The Team Building Tool Kit: Tips, Tactics and Rules for Effective Work Teams*. New York: AMACOM. 1994. This book was on Fortune Magazine's list of top ten business bestsellers for over six months and was the main selection of the Newbridge Executive Book Club. It is also the foundation of Deb's presentations across the U.S. to the American Management Association's Executive Development Program. *The Team Building Tool Kit* has sold more than 50,000 copies and has been translated into Chinese.

### **Television and Radio Appearances**

PBS, Featured speaker in **AMA's 6th Annual Conference for Working Women: Achieving Excellence in Teams**, live broadcast February 24, 1998.

PBS, Author interview for AMACOM Adult Interactive Learning Satellite Series, — *Keeping the Team Going*, aired May 5, 1997.

Bloomberg Information Radio and Television, NYC, New York, May 1996.

KFNN Radio, Phoenix, Arizona, Business Day Arizona, June 1996.

Money Radio KMNY 1600AM, Pomona, CA, Vera's Voice, April 1997 and April, 1994.

Success Radio, NYC, New York, April 1996.

WAMC-FM's Vox Pop, April 1995.

### **Presentations**

American Booksellers Association Convention and Tradeshow  
Chicago, Illinois, June 1996  
Miami, Florida, May 1993  
New England Chapter, Boston, Massachusetts, April 1991

American Management Association Human Resource Conference & Exposition  
Las Vegas, Nevada, May 1996

American Management Association Breakfast Briefings  
Denver, Colorado, May 1998  
Phoenix, Arizona, April 1998  
Chicago, Illinois, November 1997  
Dallas, Texas, November 1997  
Cleveland, Ohio, October 1996  
Princeton, New Jersey, November 1995  
Boston, Massachusetts, May 1995

American Society for Quality, Seattle, Washington, May 2005

American Society for Quality Control  
Rutland, Vermont chapter, October 1997  
Houston, Texas chapter, March 1997

American Society for Training and Development, Vermont chapter, November 1995

Association for Quality and Participation  
Performance 2001 Best Practices in Organizations and Teams, March 2000  
Greater Boston, MA chapter, February 1998 and February 1996  
Northern Berkshire, MA chapter, April 1999, February 1995

Capital Region Human Resource Association, Albany, New York  
February 1999, April 1996

*Inc. Magazine's* Third Annual Advanced Customer Service Strategies Conference,  
New Orleans, October 1998

International Magazine Management Conference, Orlando, Florida, March 1996

The Leadership Board Conference: Visions for the Future, Leadership and Success for  
Women, Saratoga Springs, New York, May 1997

Mail Order Association of Nurseries Summer Convention, Greenville, South Carolina,  
July 1993

New Hampshire Bankers Association  
Annual Joint Mortgage Conference, Portsmouth, New Hampshire, February 2000  
CEO Conference, Meredith, New Hampshire, May 1999

Queens University, Industrial Relations Centre, Kingston, Ontario, Canada  
Change Agent Skills for Human Resource Management Conference, June 1999,  
October 1998, June 1997

Schenectady Job Service Employer Committee and Schenectady County Chamber of  
Commerce Human Resource Council, Schenectady, New York, March 1997

University of North Texas, Center for the Study of Work Teams  
Fall, 1999, Fall 1998, Fall 1997, Spring 1996, Spring and Fall 1995

Vermont Personnel Association, Burlington, Vermont, May 1993 and December 1992

### **Publication Citations**

"Team-building Questions? Ask the experts," *Executive Edge*, July 1994.

"Tips for Teams," *El Network*, July-August 1994.

Caudron, Shari. "Team Staffing Requires New HR Role," *Personnel Journal*, May 1994.

Conroy, Kathleen. "Avoid Pitfalls of Joint Team Projects," *Teamwork*, July 22, 1996.

Delker, Valerie. "Teams Build Improvements at Companies Nationwide," *Professional and Technical Careers*, March 1997.

Dodge, Sylvia. "Total Quality Management Takes Time and Money," *Vermont Business Magazine*, July 1993.

Driscoll, Kathleen. "What to do when part of the 'team' won't do fair share?" *Times-Union*, Rochester, New York, September 30, 1996.

Fortney, Alan Jon. "Hemmings' Haute Autos," *Creating Excellence*, January/February 1991.

King, C.J. "Local Business on ETV," *The Manchester Journal*, September 16, 1992.

Mosko, Al. "'Brainwriting' Yields 10 Ideas a Minute," *TeamLeader*, 1995.

Pulley, John. "Goof Offs," *Federal Times*, January 13, 1997.

- Rakstis, Ted J. "Help/Hinder Lists Let Teams Shape Behavior," *TeamLeader*, July 10, 1995.
- \_\_\_\_\_. "How to Measure Your Quality Team," *Quality 1st*, June 24, 1996.
- \_\_\_\_\_. "Lucky 13' Key to Top Teams," *TeamLeader*, September 18, 1995.
- \_\_\_\_\_. "Quality Teamwork Begins With Your Ability To Listen," *Quality 1st*, February 7, 1997.
- \_\_\_\_\_. "Self-analysis Pinpoints Weaknesses," *TeamLeader*, July 8, 1996.
- \_\_\_\_\_. "Self-directed Teams Need Discipline Plan," *TeamLeader*, September 5, 1994.
- \_\_\_\_\_. "Strategies to Keep Your Quality Team Fresh," *Quality 1st*, October 14, 1996.
- \_\_\_\_\_. "Team Appraisals Give Feedback on Individual, Team Efforts," *TeamLeader*, January 8, 1996.
- \_\_\_\_\_. "Use Criteria To Focus Ideas," *TeamLeader*, April 1, 1996.
- \_\_\_\_\_. "What Would You Do? Confidentiality Rules," *TeamLeader*, May 15, 1995.
- \_\_\_\_\_. "What Would You Do? Resistance to Teamwork," *TeamLeader*, March 7, 1994.
- \_\_\_\_\_. "What Would You Do? Rules for Absentees," *TeamLeader*, February 6, 1995.
- \_\_\_\_\_. "When Should You Give Up the Reins?" *TeamLeader*, July 22, 1996.
- Rivenbark, Leigh. "Handling Destructive Team Behavior," *Federal Times*, December 5, 1994.
- \_\_\_\_\_. "Making Your Team Work," *Federal Times*, October 2, 1995.
- \_\_\_\_\_. "What Can Supervisors Do For Teams?" *Federal Times*, February 21, 1994.
- \_\_\_\_\_. "You Can Stand Out As a Team Member," *Federal Times*, October 2, 1995.
- Rockwell, Jay. "You Need a Winning Work Attitude," *TeamLeader*, April, 16, 1995.
- Rudlaff, Tim. "Team Job Descriptions Aid Hiring Results," *TeamLeader*, May 15, 1995.
- Stetner, Morey. "How Executives Can Expedite Team Meetings," *Investor's Business Daily*, September 15, 1997.
- Wakin, Dr. Edward. "Problem-Solving Teams: Where the Action Is," *Beyond Computing*, November/December, 1996.
- Zetlin, Minda. "Helps and Hinders: The Habits of Successful Teams," *Getting Results . . . For the Hands-On Manager*, September, 1996.

## **Awards**

Who's Who Among Outstanding Americans

## **Professional Associations**

American Arbitration Association  
 American Management Association  
 American Society for Quality Control  
 American Society for Quality and Participation  
 American Society for Training and Development  
 Society for Human Resource Professionals

## **Education**

MA, Organization and Development  
 Antioch/New England Graduate School, Keene, New Hampshire

BS, Speech and English, Cum Laude  
 Syracuse University, Syracuse, New York

Satisfactory completion of American Management Association MBTI®  
 Qualification Program, July, 2006