

Daisy Ríos, Ph.D.
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EDUCATION

Ph.D. in Psychoeducational Processes - 1993

Temple University, Philadelphia, PA

MS in Psychological Services in Education - 1985

University of Pennsylvania, Philadelphia, PA

BA in Liberal Arts - 1984

Stockton State College, Pomona, NJ

PROFESSIONAL EXPERIENCE

Organizational Development (OD) Practitioner - 1991 to Present

Daisy Ríos & Associates, Principal

Work independently and in collaboration with other Organization Development (OD) firms to design and deliver organizational development strategies and interventions in a wide variety of settings. Provide consultation, small and large group interventions to include Team Building, Process Consultation, Strategic Planning, Organizational Assessments, Search Conferences and Retreats, Leadership Development and Systems Change processes.

Executive Coach – 2000 to Present

Provide coaching services to individuals interested in achieving higher levels of personal and professional excellence. Engage coaching clients in a personalized process aimed at assessing individual aspirations and bridging the gap between the present state and desired future. The process is action-oriented, values-based, strategic in nature and designed to leverage strengths and maximize the potential of individuals, teams, and organizations.

Vice President – 2004 to 2008

Elsie Y. Cross Associates (EYCA), Inc., Philadelphia, PA

Guided organizational excellence by aligning people, values, and strategy. Designed and delivered organizational change processes and interventions in a wide variety of settings. Supervised 8 staff members and 60+ independent contractors who provided high-quality consultation and training programs to Fortune 100 firms interested in culture change processes and organization development initiatives that utilized “Managing Diversity” as a key organizational strategy.

Director of Professional Development - 1991 to 1996

Elsie Y. Cross Associates (EYCA), Inc., Philadelphia, PA

Managed professional development for trainers and consultants in the EYCA network. Provided resources and leadership in innovative curriculum design for superior content and learning outcomes. Developed trainer and consultant competency requirements and developmental feedback processes.

Program Specialist / Counselor, Educational Opportunity Fund Program - 1985 to 1987

Stockton State College, Pomona, NJ

Advised and counseled undergraduate students on an individual and group basis. Designed and delivered workshops on Assertiveness Skills, Conflict Resolution, Stress Management, and Career Planning. Participated in the program’s recruitment and admissions process. Assisted in the preparation of budget requests and evaluation of program effectiveness. Served as Advisor to “Los Latinos Unidos”, a special interest student group.

TEACHING AND FACILITATION EXPERIENCE

Deliver leadership and management courses, lectures and seminars to public and private sectors utilizing experiential and didactic methodology in small and large group formats. Utilize adult learning theory to guide the development of curriculum and design of courses. Employ methods that include self-exploration, case studies, readings, role play, at-work application and in-the-moment intervention techniques to support transferability of learning.

Sample Courses Delivered:

Group Dynamics: Effective Teams and Group Development

Fielding Graduate University, Santa Barbara, CA

Diversity Management and Engaging Across Differences

Various Organizations (see client list)

Diversity Practitioner Certificate Program

NTL Institute for Applied Behavioral Science (NTL)

Human Interaction Skills

NTL Institute for Applied Behavioral Science (NTL)

High Impact Relationships: How Leaders Drive Performance

NTL Institute for Applied Behavioral Science (NTL)

Dimensions of Leadership Agility

NTL Institute for Applied Behavioral Science (NTL) and Alcatel-Lucent

Entry, Contracting, and Values in OD: Building Quality into Consultation

NTL Institute for Applied Behavioral Science (NTL)

Hispanic / Latino Leadership and Career Development

Various Organizations (see client list)

Development of Women and People of Color

Various Organizations (see client list)

Art and Practice of Collaborative Leadership in an All-Female System

Arana Women's Leadership Collaborative

Introduction to Current Theory and Practice in OD

American University/NTL (AU/NTL) Master's Program in Human Resource Management and National Education Association (NEA) Organization Development Certificate Program

Graduate Student Teaching Fellowship

Temple University, Philadelphia, PA

PROFESSIONAL ASSOCIATIONS

- International Coaching Federation (ICF)
- NTL Institute for Applied Behavioral Science (NTL)

PUBLICATIONS

Gallant, Susan, and Ríos, Daisy. "The Organization Development (OD) Consulting Process." *The NTL Handbook of Organization Development and Change: Principles, Practices, and Perspectives*. By Brenda B. Jones and Michael Brazzel. San Francisco, CA: Wiley, 2014.

Gallant, Susan, and Ríos, Daisy. "The Entry and Contracting Phase." *The NTL Handbook of Organization Development and Change: Principles, Practices, and Perspectives*. By Brenda B. Jones and Michael Brazzel. San Francisco, CA: Pfeiffer, 2006.

Reports: Have written reports, including white papers, proposals, project work plans training designs, workbook materials, and assessment reports, for a wide variety of audiences.

PROFESSIONAL DEVELOPMENT

Professional Coach Certificate Program – 2013

Duquesne University, School of Leadership and Professional Advancement

Engaged Humanities and the Creative Life Seminar – 2011

Pacifica Graduate Institute

Gestalt Clinical Training Certificate Program - 2005

Gestalt Institute of Cleveland

Emotional Competence Inventory (ECI) Certificate - 2004

Hay Group

Large Group Facilitation and Whole-Scale Change - 2001

AmericaSpeaks and Dannemiller Tyson Associates

Graduate Student Professional Development Program - 1990 to 1991

NTL Institute for Applied Behavioral Science (NTL)

Hispanic Women's Leadership Program - 1989 to 1990

Rutgers University and Center for Creative Leadership

REFERENCES

Available upon request.

CLIENTS

Aspira, AstraMerck Pharmaceutica, Booz-Allen, CapitalOne, Cigna, CoreStates Financial Services, Ford Motor Company, First Union Bank, Johnson and Johnson Companies, LeviStrauss (Project Change), Michigan Education Association (MEA), Ohio Education Association (OEA), Philadelphia-Camden Informal Science Education, Shell Oil Company, Synovus-Tsys, Verizon, Wachovia Bank, York Schools ...