

Lisa Black



Lisa Black is a Senior Leadership Consultant & Executive Coach with EDA who works with individuals and groups to help them reach their next level of goals and performance. Lisa coaches businesses, teams, executives, and does life coaching for individuals.

Lisa facilitates team kickoffs, strategic planning retreats, change efforts and team buildings. She has a strong background in change and process consulting and has facilitated projects in partnership with The Brand Consultancy, Blanchard Training & Development, the Great Place to Work Institute and William Bridges & Associates.

Clients using her services include Outokumpu American Brass, Kennedy Space Center Visitors Center, NFTA, Wheeling Downs and Casino, Yosemite National Park, Scott Aviation, Independent Health, Mentholatum and Buffalo State College. Lisa also facilitates a broad mix of leadership courses and customer service interventions.

She is the former Director of Organizational Effectiveness for Gulfstream Aerospace, Director of Guest Service and Quality for Delaware North Companies, Adjunct Faculty for Cornell University's Industrial and Labor Relations group and HR Manager at McDonnell Aircraft Company. Lisa holds a Master's from Michigan State University and a Bachelor's from Transylvania University.

Lisa has functioned as facilitator/change agent for five major organizational changes in two different companies working on strategic planning, vision/mission/values identification, teambuilding, process consulting, and coaching at the executive team level. She assisted in the rebranding of seven companies, creating GuestPath, a quality and customer service brand and methodology, which included enterprise wide standards, mystery shopping, and customer service index scores tied to bonus/at risk pay. Using Corporate Leadership Council and Great Place to Work Institute, Lisa created significant changes in employee survey results. Lisa used enterprise-wide competency research using PDI and critical behavioral events methodology which resulted in four levels of leader competencies utilized for development, succession, recruitment and appraisal.

Lisa has developed open enrollment curriculum for 10,000 – 30,000 employees with over 300 offerings in three different companies. She doubled the number of leaders and employees reached over 20 months by renovating Gulfstream University. She has managed leadership, compliance and technical training for hospitality and aerospace companies. She managed succession planning, career & competency assessment, developmental planning and retention programs for 1,000 managers in hospitality and aerospace including recruitment of up to 1,200 employees per location for major league sports, new contract start-ups or acquisitions (Yosemite, Texas Rangers, Cleveland Baseball, Kennedy Space Center and 10 others).

She implemented executive pre-employment assessment processes, diversity hiring strategy through career fairs, professional association involvement, campus recruiting and professional agency contracts, as well as the implementation of Resumeware and Success Factors software.

Certifications

- Coaching Certification, Institute for Professional Education of Coaches
- Life on Purpose Coaching Certification (Life Coaching)
- Personnel Decisions Inc. and Booth Company 360 processes
- Great Place to Work Survey and Corporate Leadership Council Engagement Survey
- Organizational Transitions Change Consulting with William Bridges and IMA
- Strategic Visioning with Grove Consulting
- Myers Briggs Type Indicator
- Change Style Inventory and Paper Planes with Discovery Learning
- Firo-B
- Process Consulting with NTL
- Situational Leadership, Raving Fans, Legendary Service with Ken Blanchard Company
- Interaction Management, Performance Management and Targeted Selection with DDI