

## Boise Young Professionals – b|wise Facilitator Introduction



**Doug Park**  
SWCC Inc.

- Personal background includes over thirty five years of experience in manufacturing, Human Resources, and Quality in General Motors, American Hospital Supply and Boise Cascade.
- Doug has extensive experience in working with *General Managers* to develop systems and manage change.
- Doug has worked in both union and non-union settings and has successfully implemented change strategies involving unions.
- Doug served as a Malcolm Baldrige National Quality Award Examiner (1993 & 1994). Doug served as a Judge for the Idaho Quality Award. Doug has chaired American Marketing Association’s Congress on Customer Satisfaction and served as VP of AMA’s Marketing Management Council.
- Doug is entering his 15<sup>th</sup> year as an independent consultant where clients include large and small manufacturing & service firms.
- Doug’s volunteer work has focused on education and women’s issues.

<b>Leadership Definition</b>	<ul style="list-style-type: none"> <li>• Establishing the focus (strategic and tactical) that builds customer loyalty, improving trends in organizational performance, and opportunities for growth.</li> <li>• Establishing and nurturing a culture of self-accountability for results with core values built on integrity with openness (Transparent, Visible, Verifiable), and collaboration.</li> <li>• Management by Facts and allocating scarce resources – making timely decisions that “better the odds” of success</li> </ul>
<b>Passion</b>	The potential of people driving improvement (personal, family, team, organizational, and community) through education and economic exchanges.
<b>Most important lesson early on in my career</b>	The power of discretionary effort – EXTRA ideas, energy, effort, results, etc. that can be withheld by individuals while doing their jobs.
<b>What I wish I had learned early in my career</b>	The “power of” and the “skills needed” to exert influence rather than rely on formal power.
<b>What I hope to gain from this experience</b>	Learning new things from young leaders and helping them experience my passion (Refer to Passion)
<b>Preferred meeting times for b wise group</b>	Working meetings during lunch time in a comfortable business meeting room.
<b>Possible Roundtable Topics (team members will edit to target specific interests)</b>	<ol style="list-style-type: none"> <li>1. Working Definitions Of Shared Leadership (Employees – Managers – Oversight Leaders)</li> <li>2. Focus, Alignment, Discipline (Accountability for Execution), And Routine (Doing The Right Thing Habitually).</li> <li>3. Culture Embedding and the Leadership Process</li> <li>4. Managing Change</li> <li>5. Operational Excellence – What the Hell Is It?</li> <li>6. World Class Business Models (Are there any that I should pay attention to?)</li> <li>7. Managing Without Lawyers (Taking risks and avoiding complexity.)</li> <li>8. Improving Personal Effectiveness (The value of frequent and repetitive feedback that will target personal growth opportunities.)</li> </ol>
<b>My participation as facilitator</b>	If any BYP members would be interesting in a roundtable discussing something in this direction, I would be willing to facilitate.
<b>BYP – Roundtable Membership</b>	<ul style="list-style-type: none"> <li>• Members would be improving the value of their experience if they were currently experiencing the challenges of management and leadership.</li> <li>• Members should be willing to be open about their management “failures” which will enrich the educational value of questions, debate, and discussion.</li> </ul>