



PAST ENGAGEMENTS OF LORI SILVERMAN

Association Management

“Relationships, Influence and Loyalty: Creating Lifetime Members”

- CalSAE Annual Conference, California Society of Association Executives, Olympic Valley, CA

“What’s Your Story? Membership Retention”

- Annual Meeting, American Society of Association Executives and The Center for Association Leadership, Nashville, TN

“What’s Your Story? Volunteer Management”

- Annual Meeting, American Society of Association Executives and The Center for Association Leadership, Nashville, TN

Change Management

“The Answer is in Your Hands”

- Keynote: Employee Celebration, Tinker Federal Credit Union, Oklahoma City, OK

“Change... At the Speed of Life: Challenging Our Current Paradigms”

- Keynote: American Society for Training & Development Symposium, Milwaukee, WI

“Coaching Leaders Through Organizational Change”

- American Society for Quality, Milwaukee Section, Milwaukee, WI
- American Society for Training & Development International Conference, San Francisco, CA
- Hawaii Conference on Quality, Honolulu, HI
- American Society for Quality Control, Santa Clara Valley Section, Santa Clara, CA

“Driving BHOT”R and SMX Execution Through Change”

- Keynote: National People Team 2010 Division Planning Session, McDonald’s USA, Oak Brook, IL

“HR Strategists Provide the Framework for Organizational Change”

- Northwest Human Resource Management Association, Spokane, WA

“Leading Organizational Change”

- Workshop: Class 10, The APS Academy for the Advancement of Small, Minority- and Women-Owned Enterprises, Phoenix, AZ

“Making a Difference in a Family-owned Business: How to Successfully Implement Organizational Change”

- Workshop: Marquette University Center for Family Business, Milwaukee, WI

“More Than a Quick Fix: Organizational Change That Sticks”

- 2011 Project World and BusinessAnalystWorld Conference, Toronto, ON, Canada
- 2011 Project Summit and BusinessAnalystWorld Conference, Lafayette Park, PA
- Ohio Human Resource Conference, Ohio Society for Human Resource Management, Sandusky, OH
- Annual Leadership Development Conference, Women’s Foodservice Forum, Dallas, TX

Continued on next page



PAST ENGAGEMENTS OF LORI SILVERMAN

Change Management (continued)

“More Than a Quick Fix: Organizational Change That Sticks” (continued)

- 2004 Marketing, Operations and Technical Conference, Credit Union Executive Society, New Orleans, LA
- Tutorial: Information Quality Conference 2001, Baltimore, MD
- Tutorial: Information Quality Conference 2000, Anaheim, CA
- Keynote: Information Quality Conference 2000, Anaheim, CA and London, England
- Public Workshop: University of Wisconsin-Madison, Fluno Center for Executive Education, Madison, WI
- Keynote: Quality Management Division Conference, American Society for Quality, San Francisco, CA
- Keynote: Directions '99, Albuquerque, NM
- Keynote: 14th Annual Hunter Conference, Madison Area Quality Improvement Network, Madison, WI
- Wisconsin Society for Human Resource Management Conference, Madison, WI
- Fourth Annual Public Sector Quality Conference, State of Washington, Seattle, WA

“Need Results Right Away? Try Real-Time Strategic Change”

- Great Ideas Conference, American Society for Association Executives and the Center for Association Leadership, Miami, FL

“Using Stories to Drive Change”

- Training 2010 Conference and Expo, San Diego, CA

Coaching Leaders and Teams

“Coaching Others to Achieve Success in Today’s Changing Workplace”

- Workshop: University of California-Santa Cruz, Santa Cruz, CA
- Workshop: NUMMI (New United Motors Manufacturing, Inc.), Fremont, CA

“The Evolution of Coaching in Today’s Workplace...What’s Next?”

- Ohlone College Business Roundtable, Santa Clara, CA

“How to Coach Leaders and Teams to Achieve Success”

- Workshop: Duquesne University, Pittsburgh, PA

Corporate Use of Stories

“The Best-Kept Secret in Business Today”

- Workshop: American Society for Training & Development, Dallas Chapter, Dallas, TX
- Workshop: Eau Claire Chamber of Commerce and the American Society for Training & Development, Northwest Chapter, Eau Claire, WI
- 25th Annual Conference, Association of Collegiate Conference & Events Directors-International, Nashville, TN
- Workshop: American Society for Training & Development, Twin Cities Chapter, Minneapolis, MN
- Audio Conference: University of Chicago, Chicago, IL
- Audio Conference: Midwest Society of Association Executives, Minneapolis, MN
- Workshop: Information Quality Conference, Miami Beach, FL
- American Society for Quality, Milwaukee Section, Milwaukee, WI
- California Credit Union League, East Bay Chapter, Oakland, CA
- Workshop: Expert Author Series, American Society of Association Executives, Washington, D.C.

Continued on next page



PAST ENGAGEMENTS

OF LORI SILVERMAN

Corporate Use of Stories (continued)

“The Best-Kept Secret in Business Today” (continued)

- MBA Student Association, Edgewood College, Madison, WI
- Pre-conference Workshop: M&T 2004: Learning Exchange and Business Expo, American Society of Association Executives, Baltimore, MD
- La Crosse Chapter, Project Management Institute, La Crosse, WI
- Workshop: Professional Development Day, Project Management Institute, Milwaukee Chapter, Brookfield, WI
- The Business Forum, Madison, WI
- Invest in Yourself, Middleton, WI

“Get Noticed and Be Heard: Leveraging Our Difference Through Story-based Techniques”

- Keynote: Fraternal and Communications Sections, Mid-Year Meeting, American Fraternal Alliance, Scottsdale, AZ

“Get Noticed and Be Heard: Say It With a Story®”

- Keynote: 2007 Annual Meeting, American Society of Clinical Laboratory Scientists, San Diego, CA

“Harnessing the Power of Stories”

- Great Ideas Conference, American Society of Association Executives and The Center for Association Leadership, San Diego, CA
- Great Ideas Conference, American Society of Association Executives and The Center for Association Leadership, Orlando, FL
- Workshop: New Priorities Foundation, Spokane, WA
- 2005 Training and Development Summit, University of Wisconsin-Stout, Menomonie, WI

“Improve Performance and Inspire People With Storytelling”

- Workshop: Inland Northwest Society of Consulting Professionals and Gonzaga University, Spokane, WA

“Making an Impact Through Stories”

- Workshop: Midwest Woodland Owners, Green Lake, WI
- Workshop: Awareness Assembly, American Legion Auxiliary, Washington, D.C.

“Stories: Make Your Point and Bring Issues Alive”

- General Session: 75th Annual KLC Convention, Kentucky League of Cities, Owensboro, KY

“Storytelling: A Timeless Tool Comes of Age”

- World Future Society, Madison Chapter, Madison, WI

“There Are Five Sides to Every Story”

- Workshop: American Society for Training & Development, Houston Chapter, Houston, TX

“Using Stories to Drive Improvements”

- Keynote: 22nd Annual Quality Management Conference, American Society for Quality, New Orleans, LA

“Using Stories to Make Your Point”

- Business Women’s Expo, Madison, WI

Continued on next page



PAST ENGAGEMENTS

OF LORI SILVERMAN

Corporate Use of Stories (continued)

“Using Storytelling to Increase Organizational Effectiveness”

- Great Ideas Conference, American Society of Association Executives, Phoenix, AZ
- Great Ideas Conference, American Society of Association Executives, Orlando, FL

“Wake Me Up When the Data Is Over”

- Arizona Organization Development Network, Phoenix, AZ
- 2011 Project Summit and BusinessAnalystWorld Conference, Minneapolis, MN
- Keynote: Data Management and Information Quality Conference Europe and and Data Warehouse & Business Intelligence Conference Europe, London, England
- 2010 Project Summit and BusinessAnalystWorld Conference, Boston, MA
- 2010 Dependency Summit, Florida Department of Children and Families, Orlando, FL
- 2010 Project World and BusinessAnalystWorld Conference, Toronto, Ontario
- 2010 Project Summit and BusinessAnalystWorld Conference, Lafayette, PA
- Workshop: 2009 Southern Region Conference, International Association of Business Communicators, Houston, TX
- CalSAE Annual Conference, California Society of Association Executives, Olympic Valley, CA
- Valley of the Sun Human Resources Association, Phoenix, AZ
- 2008 Project Summit and BusinessAnalystWorld Conference, Rosemont, IL
- Keynote: 17th Annual Service Quality Conference, American Society for Quality, Orlando, FL
- 2008 Southern Region Conference, International Association of Business Communicators, Denver Marriott City Center, Denver, CO
- Keynote: Wisconsin Tobacco Control & Prevention Conference, Madison, WI
- International Association of Business Communicators, Madison Chapter, Madison, WI
- Madison, West Towne-Middleton Rotary, Middleton, WI
- Workshop: CEO Council of Tampa Bay, Tampa, FL
- Board Retreat: St. George's School, Spokane, WA
- National Storytelling Festival, International Storytelling Center and the National Storytelling Network, Jonesborough, TN
- Workshop: Hennepin County, Minneapolis, MN
- Workshop: Arizona Society of Association Executives, Tempe, AZ
- Workshop: Avista Corporation, Spokane, WA
- Workshop: Renaissance Center for Leadership, Gonzaga, University, Spokane, WA

“What's Your Story? Leadership”

- Annual Meeting, American Society of Association Executives and The Center for Association Leadership, Nashville, TN

“When Results Matter: Using Stories to Achieve Impact”

- Keynote: Management Institute Graduation Celebration, Hennepin County, Minneapolis, MN
- Keynote: Leadership & Management Academy Graduation Celebration, Hennepin County, Minneapolis, MN

Customer Loyalty and Satisfaction

“Achieving Customer Satisfaction by Integrating Quality into Day-to-Day Work”

- Workshop: University of California-Santa Cruz, Santa Cruz, CA
- TQM Special Interest Group, American Society for Training & Development, Pittsburgh, PA
- Customer-Supplier Conference, American Society for Quality Control, Denver, CO

Continued on next page



PAST ENGAGEMENTS OF LORI SILVERMAN

Customer Loyalty and Satisfaction (continued)

“Achieving Customer Satisfaction by Integrating Quality into Day-to-Day Work” (continued)

- Western Region Conference, American Society for Quality Control, Boise, ID
- Hawaii Quality Conference, Honolulu, HI
- International Industrial Engineering Conference, Atlanta, GA

“Customers or Consumers? Focus or Obsession?”

- Keynote: Customer-Supplier Conference, American Society for Quality, Nashville, TN
- 14th Annual Hunter Conference, Madison Area Quality Improvement Network, Madison, WI

“How Can I Help You? Serving Customers and Each Other”

- Workshop: Absolute Necessities Day Spa, Menomonee Falls, WI

Innovation

“Creating the Future: A Systematic Approach to Innovation”

- Tutorial: Strategic Planning for 21st Century Healthcare Organizations Conference, Atlanta, GA
- Fall Technical Conference, American Society for Quality Control, Scottsdale, AZ

Leadership

“A Leader Does...A Leader Is”

- Workshop: Fall Management Conference, VHA North Central, Inc. and VHA Wisconsin, Minneapolis, MN

“The Art of Influence: What Works, What Doesn’t Work and Why”

- Workshop: Andersen Windows, Finance Leadership, Bayport, MN
- Workshop: Andersen Windows, IT Leadership, Bayport, MN
- Workshop: Hennepin County, Minneapolis, MN
- Public Workshop: Professional Development, Gonzaga University, Spokane, WA
- Information Quality Conference, Miami Beach, FL
- Workshop: California Credit Union League, East Bay Chapter, San Leandro, CA
- Madison Recruiter’s Network, Madison, WI
- Business Women’s Expo, Madison, WI
- Keynote: The Q Factor–Quality in Information Systems, Association of Information Technology Professionals (AITP), Region 5 Conference, Bloomington, IL

“Defining Moments: Getting Clear on Fuzzy Ethical Situations”

- Workshop: The Changing Face of Project Management Conference, University of Wisconsin-Milwaukee, Milwaukee, WI

“Delegation and Feedback”

- Workshop: Jones Dairy Farm, Fort Atkinson, WI

“Developing Management Skills”

- Public Workshop: University of Wisconsin-Madison, Fluno Center for Executive Education, Madison, WI

Continued on next page



PAST ENGAGEMENTS

OF LORI SILVERMAN

Leadership (continued)

“The Empowering Leader”

- Workshop: Valmet, Inc., Hudson Falls Division, Hudson Falls, NY

“The Hidden Secrets to Effectively Persuading and Influencing Others”

- Annual Meeting, CoreNet Global Midwest Chapter, Minneapolis, MN
- Professional Development for Women Conference, Clemson University, Professional Advancement and Continuing Education, Scottsdale, AZ

“How to Effectively Manage Employee Performance”

- Workshop: Wisconsin Cheesemakers, Madison, WI
- Public Workshop: University of Wisconsin-Milwaukee, School of Continuing Education, Milwaukee, WI
- Workshop: Jones Dairy Farm, Fort Atkinson, WI

“Increase Your Effectiveness With Communication That Works”

- OFA Short Course: Association of Floriculture Professionals, Columbus, OH

“Leadership from Within”

- Workshop: Wisconsin Rural Leadership Program, Tomahawk, WI

“Overcoming Motivational Challenges”

- Workshop: U.S. Chamber of Commerce, Los Angeles, CA
- Workshop: Wisconsin Rural Leadership Program, Tomahawk, WI

“Portrait of a Leader/The Leadership Challenge”

- Workshop: U.S. Chamber of Commerce, Los Angeles, CA
- Workshop: US Chamber of Commerce, Madison, WI

“Persuasion and Influence Without Authority”

- Workshop: Data Management and Information Quality Conference Europe and Data Warehouse & Business Intelligence Conference Europe, London, England
- Workshop: Wisconsin Cheesemakers, Madison, WI
- Workshop: West Bend Insurance Company, IT Department, West Bend, WI
- Public Workshop: University of Wisconsin-Milwaukee, School of Continuing Education, Milwaukee, WI

“The Role of Supervision in Organizations”

- Workshop: Jones Dairy Farm, Fort Atkinson, WI

“Strengthening Your Leadership Capabilities”

- Public Workshop: University of Wisconsin-Milwaukee, School of Continuing Education, Milwaukee, WI

“Time Management for the Real World”

- Public Workshop: University of Wisconsin-Milwaukee, School of Continuing Education, Milwaukee, WI

Continued on next page



PAST ENGAGEMENTS OF LORI SILVERMAN

Marketing

“Making Your Message Stick”

- Anatomy of a Strategic Marketing Plan: Emerging Trends and Essential Tools Workshop, American Marketing Association, Chicago Chapter, Chicago, IL

“Storytelling: The Missing Tool in Qualitative Market Research”

- Workshop: 21st Annual Conference, Qualitative Research Consultants Association, Phoenix, AZ

“Using Total Quality Tools for Market Research: A Qualitative Approach for Collecting, Organizing, and Analyzing Verbal Response Data”

- Advanced Research Forum, American Marketing Association, Beaver Creek, CO

“What’s Your Story? Marketing”

- Workshop: Marketing Management School Update, Credit Union National Association, Madiosn, WI
- Annual Meeting, American Society of Association Executives and The Center for Association Leadership, Nashville, TN

Personal Development

“Celebrating the Moments of Our Lives: Sharing The Gift of Legacy through Storytelling”

- Keynote: Wilson Law Group, Madison, WI

“Me, Myself & I”

- Women in Focus™, Ontario, CA
- Perspectives on Success, University of Wisconsin-Madison, Small Business Development Center, Madison, WI
- First Friday’s Breakfast Series, University of Wisconsin-Madison Medical School, Madison, WI

“Relationships in This Wired, Wired World”

- Keynote: Professional Development Day, Project Management Institute, Southcentral Wisconsin Chapter, Madison, WI

“Say NO to Networking: Building Extraordinary Relationships That Move Your Life Forward”

- Keynote: Mid-Atlantic IIBA and PMI Community Event, Lafayette Hill, PA

“Schmoozing: Meet, Greet and Speak with Ease”

- Keynote: 2010 Project World and BusinessAnalystWorld Conference, Toronto, ON, Canada, May 2010
- Keynote: 2010 Project Summit and BusinessAnalystWorld Conference, Lafayette Hill, PA, April 2010
- Keynote: 2010 Project Summit and BusinessAnalystWorld Conference, Boston, MA
- Keynote: Annual Convention, American Society of Clinical Laboratory Scientists-Wisconsin, Madison, WI
- Keynote: WI State Convention, American Society of Clinical Laboratory Scientists, Madison, WI
- Keynote: AICPA and CPA/SEA Leadership Conference, Las Vegas, NV

“Schmoozing: Meet, Greet and Speak with Ease”

- Affordable Meetings, Chicago, IL
- Annual Meeting, American Society of Association Executives and The Center for Association Leadership, Nashville, TN

Continued on next page



PAST ENGAGEMENTS OF LORI SILVERMAN

Personal Development (continued)

“Schmoozing: Meet, Greet and Speak with Ease” (continued)

- Keynote: Arthritis Foundation, Regional Staff Conference, Madison, WI
- Keynote: West Bend Mutual Insurance, Fall Underwriting Conference, West Bend, WI
- Keynote: TechWorks, Business Connections: Networking and Interviewing in Today's Marketplace, Madison, WI
- OFA Short Course: Association of Floriculture Professionals, Columbus, OH
- 25th Annual Conference, Association of Collegiate Conference & Events Directors-International, Nashville, TN
- Kettle Moraine Insurance Professionals, Jackson, WI
- 75th Annual KLC Convention, Kentucky League of Cities, Owensboro, KY
- Annual Meeting, American Society of Association Executives, Minneapolis, MN
- M&T 2004: Learning Exchange and Business Expo, American Society of Association Executives, Baltimore, MD
- Believe in Something Big, Chapter Leadership Conference, California Credit Union League, Ontario, CA
- Boardman, Suhr, Curry & Field, Attorneys at Law, Madison, WI
- Greater Madison Area Society for Human Resource Management, Madison, WI

“Tapping into the Power of Serendipity”

- Business & Professional Women, Madison, WI
- Keynote: Chapter Leadership Conference, Media Communications Association-International, Madison, WI
- Keynote: Wisconsin, Woman Triumphant: Honoring Wisconsin's Women Entrepreneurs, National Association of Women Business Owners (NAWBO), Milwaukee, WI

“Worldly Wisdom Without the Wrinkles”

- Keynote: Annual Conference, American Society of Plastic Surgical Nurses, Inc., Philadelphia, PA

Problem Solving

“Problem Solving and Decision Making”

- Workshop: Jones Dairy Farm, Fort Atkinson, WI
- Public Workshop: University of Wisconsin-Madison, Fluno Center for Executive Education, Madison, WI
- Workshop: Key Technology, Inc., Walla Walla, WA

Project Management

“Building Effective Project Teams”

- Workshop: Jockey International, Kenosha, WI
- Public Workshop: University of Wisconsin-Madison, Fluno Center for Executive Education, Madison, WI
- Public Workshop: University of Wisconsin-Milwaukee, School of Continuing Education, Milwaukee, WI

“Effective Organizational Change in a Project Management Environment”

- The Q Factor—Quality in Information Systems, Region 5 Conference, Association of Information Technology Professionals (AITP), Bloomington, IL
- Project Management Institute, Southcentral Wisconsin Chapter, Madison, WI
- Project Management Institute, Milwaukee Chapter, Milwaukee, WI

Continued on next page



PAST ENGAGEMENTS

OF LORI SILVERMAN

Project Management (continued)

“Power and Influence Without Authority”

- Workshop: 2011 Project Summit and BusinessAnalystWorld Conference, Minneapolis, MN
- Workshop: 2011 Project Summit and BusinessAnalystWorld Conference, Lafayette Park, PA
- Workshop: 2010 Project Summit and BusinessAnalystWorld Conference, Boston, MA
- Workshop: Pacific Northwest National Laboratory (Battelle), Project Controls Group, Tri-Cities, WA
- Workshop: 2010 Project World and BusinessAnalystWorld Conference, Toronto, ON, Canada
- Workshop: 2010 Project Summit and BusinessAnalystWorld Conference, Lafayette Park, PA
- Public Workshop: Project Management International, Columbia River Basin Chapter, Richland, WA
- Public Workshop: Project Management International, Inland Northwest Chapter, Spokane, WA
- Workshop: The Changing Face of Project Management Conference, University of Wisconsin-Milwaukee, Milwaukee, WI

“Project Quality Management”

- Workshop: University of Wisconsin-Milwaukee, School of Continuing Education, Milwaukee, WI

“Pulling Rabbits Out of a Hat: Overcoming Persistent Project Management Challenges”

- Workshop: 2009 Project World and BusinessAnalystWorld Conference, Toronto, ON, Canada

Sales/Business Development

“Applying the Competitive Advantage in the Procurement Process aka Getting Your Business Partner to Say, ‘I Do’”

- Workshop: Lydig Construction, Spokane, WA

“Beyond the Basics: How Story-based Techniques Can Catapult Your Organization Forward”

- Workshop: Marketing Associates of Spokane, Spokane, WA

“Gaining a Competitive Advantage Through Long-term Relationships aka How to Date Your Business Partner and Get Them to the Alter”

- Workshop: Lydig Construction, Spokane, WA

“Need to Boost Prospecting Success? Try These Story Techniques”

- Training 2010 Conference and Expo, San Diego, CA

“Say NO to Networking: Building Extraordinary Relationships That Move Your Life Forward”

- Workshop: Society for Marketing Professional Services, Portland, OR

“Unleashing the Power of People: Stories that Win Customers”

- Workshop: Sales Conference, Bright House Networks, Orlando, FL

Continued on next page



PAST ENGAGEMENTS OF LORI SILVERMAN

Sales/Business Development (continued)

“Wake Me Up When the Data is Over: Using Story Techniques to Drive Performance”

- Workshop: Society for Marketing Professional Services, Portland, OR
- Workshop: Society for Marketing Professional Services, Seattle, and American Council of Engineering Companies of Washington, Seattle, WA
- Keynote: Annual Meeting, CoreNet Global Midwest Chapter, Minneapolis, MN
- Workshop: Marketing Associates of Spokane, Spokane, WA
- Sales and Marketing Executives International, Madison Chapter, and American Marketing Association, Madison Chapter, Madison WI
- Workshop: United Properties, Corporate Real Estate, Minneapolis, MN

Strategic Thinking and Strategic Planning

“The Answer is in Your Hands”

- Keynote: Eppstein Uhen Architects, Inc., Milwaukee, WI

“From Vision to Action: Strategic Planning in Unpredictable Times”

- Workshop: Professional Development, Gonzaga University, Spokane, WA
- Workshop: EXCELL, Spokane, WA
- Workshop: Midwest Society of Association Executives, Minneapolis, MN
- Workshop: The Dane Fund and Wisconsin Community Fund, Madison, WI
- Chamber of Commerce Network Series, Madison, WI
- Pittsburgh Chamber of Commerce, Pittsburgh, PA
- Denver Federal Board Conference, Denver, CO
- 4th Annual Quality Management Conference, Irvine, CA

“Proven Ways to Enhance Strategic Thinking in Yourself and Others”

- Workshop: 2011 Project Summit and BusinessAnalystWorld Conference, Minneapolis, MN
- Workshop: 2011 Project Summit and BusinessAnalystWorld Conference, Toronto, ON, Canada
- Workshop: 2011 Project Summit and BusinessAnalystWorld Conference, Lafayette Park, PA
- Workshop: 2010 Project Summit and BusinessAnalystWorld Conference, Boston, MA

“Reinventing Your Business”

- National Association of Women Business Owners, Madison Chapter, Madison, WI

“Using Large Group Interventions to Enhance Strategic Planning”

- World Future Society Conference, Washington, DC
- Quality Management Division Conference, American Society for Quality, San Francisco, CA

“Using ‘Real-time Strategic Change’ for Strategy Implementation”

- Midwest Quality Conference, St. Louis, MO

Teams and Teamwork

“How to be an Effective Team Leader”

- Workshop: Midwest Express Airlines, Milwaukee, WI

Continued on next page



PAST ENGAGEMENTS OF LORI SILVERMAN

Teams and Teamwork (continued)

“How to be an Effective Team Leader” (continued)

- Workshop: Air Reserve Personnel Center, Denver, CO
- Workshop: Chevron Chemicals, Chevron, Oakland, CA
- Workshop: Chevron El Segundo Refinery, El Segundo, CA
- Workshop: Chevron Pipe Line Company, San Ramon, CA
- Workshop: Valmet, Inc., Hudson Falls Division, Hudson Falls, NY

“How to Build a Successful Team”

- Workshop: American Institute of Chemical Engineers, Ashland, KY

“Meeting Management”

- Workshop: US Chamber of Commerce, Madison, WI
- Workshop: BMW Financial Services NA, Inc., Columbus, OH

“Sweat the Small, Simple Stuff”

- Keynote: Believe in Something Big, Chapter Leadership Conference, California Credit Union League, Ontario, CA

“Why Aren’t My Self-Managed Work Teams More Successful?”

- Association for Quality and Participation, Greater Chicago Chapter, Chicago, IL
- Institute for Industrial Engineering Conference, Minneapolis, MN

Training

“Facts Tell, Stories Sell: Make Your Training Stick with Meaningful Stories”

- American Society of Clinical Laboratory Scientists-WI State Convention, Madison, WI
- Training 2007 Conference and Expo, Orlando, FL
- Workshop: American Society for Training & Development, Houston Chapter, Houston, TX
- Workshop: American Society for Training & Development, Central Indiana Chapter, Indianapolis, IN
- Workshop: American Society for Training & Development, South Central Wisconsin Chapter, Madison, WI
- Workshop: American Society for Training & Development, Twin Cities Chapter, Minneapolis, MN
- Workshop: American Society for Training & Development, Pittsburgh Chapter, Pittsburgh, PA

“A Fresh Look at Developing Discovery Learning”

- American Society for Training & Development, Inland Northwest Chapter, Spokane, WA

“How to Successfully Facilitate a Workshop”

- Univar Corporation, Seattle, WA
- Valmet, Inc., Hudson Falls Division, Hudson Falls, NY

“Say It With a Story®: Getting Training to Stick”

- Keynote: 5th Annual Wisconsin State Training Conference, The Wisconsin State Training Council, Madison, WI
- Workshop: American Society for Training & Development, Dallas Chapter, Dallas, TX

Continued on next page



PAST ENGAGEMENTS OF LORI SILVERMAN

Training (continued)

“Say It With a Story®: Getting Training to Stick” (continued)

- Keynote: Experience Learning Live! Conference, CUNA & Affiliates, St. Pete Beach, FL
- Annual Conference, National Storytelling Network, Bellingham, WA
- Workshop: Annual Conference, Northlands Storytelling Network, Madison, WI
- American Society for Training & Development, Chicagoland Chapter, Chicago, IL
- Trainers' Network, Brea, CA

“Stories in Organizations: How and Why Stories Get Results, Online and Offline”

- Association for Multimedia Communicators, e-Learning SIG, Chicago, IL

Value Creation

“Creating Business Excellence through Value Creation”

- Keynote: American Society for Quality, Greater Chicago Chapters, Naperville, IL

“Creating Value and Providing Quality to Customers”

- Workshop: Doosan Group, Washington State University, Pullman, WA

“Gaining a Competitive Advantage: Value Creation and Performance Excellence”

- Keynote: Improved Profitability Through Learning, Generation 21, Milwaukee, WI

“Linking Quality and Value to Business Performance”

- Keynote: 2002 AICE Conference, Tri Cities, IA
- Ohlone College Business Roundtable, Santa Clara, CA
- American Society for Quality, Winnebago Section, Manitowoc, WI

“Making the SHIFT from TQM to Total Organizational Management”

- Keynote: The 22nd Annual Boston Quality Conference, Burlington, MA
- Tutorial: The 22nd Annual Boston Quality Conference, Burlington, MA
- Tutorial: AICE Conference, Tri Cities, IA
- Keynote: Fourth Annual Public Sector Quality Conference, State of Washington, Seattle, WA
- Public Workshop: Madison Area Quality Improvement Network, Madison, WI
- American Society for Quality, Milwaukee Chapter, Milwaukee, WI
- 53rd Annual Quality Congress, American Society for Quality, Anaheim, CA

Workplace of the Future

“CHAOS: Trends Impacting the Future of Consulting”

- Madison Area Business Consultants, Madison, WI

Continued on next page



PAST ENGAGEMENTS

OF LORI SILVERMAN

Workplace of the Future (continued)

“Improving Organizational Performance in the Workplace of the Future”

- 12th Annual Hunter Conference, Madison Area Quality Improvement Conference, Madison, WI
- Association for Quality and Participation and American Society for Quality, Tri Cities Chapters, Richland, WA

“Peeking Over the Horizon: Your Future as a Quality Professional”

- Quality Management Division Conference, American Society for Quality, San Diego, CA
- Hawaii Conference on Performance Excellence, Honolulu, HI
- American Society for Quality Control, San Francisco Section, San Francisco, CA
- 38th Annual Quality Clinic and Seminar, Knoxville, TN
- International Conference on Productivity/Quality, Miami, FL