

***Delores L. Mason***

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**QUALIFICATIONS SUMMARY**

Extensive experience designing organizational development interventions; facilitating training and learning courses; writing books, articles and proposals; project planning; managing projects from start to finish; and organizing promotional events.

**WORK EXPERIENCE**

**St. Joseph's University**  
*Philadelphia, PA*

July 2010-present

***Visiting Professor***

- Teach courses in the Masters in Organizational Development and Leadership (MODL) program
- Coach students on leadership and professional development

**2 Your Well-Being**  
*Philadelphia, PA*

November 2009-present

***ICF-certified Coach***

- Work with individuals around life issues, goal setting, motivation and general well-being
- Facilitate self-development, e-learning courses, and wellness workshops

***Freelance Consultant***

- Create instructional material, facilitate workshops, and manage the creation of eLearning leadership programs
- Facilitate team development for non-profits and corporate groups
- Conduct organization needs analysis via interviews (Dynamic or Appreciative)
- Collaborate to write articles, press releases, eBooks and business reports

**Teleos Leadership Institute LLC**  
*Philadelphia, PA*

***Director, Client Services and Knowledge Management***      November 2006-July 2009

- Draft proposals for organizational development interventions within global organizations.
- Further the brand of Teleos as a leader in emotional intelligence and resonant leadership interventions in Fortune 100 companies, government organizations, NGOs and the private sector around the world.
- Create and design training manuals, coordinating with client's design team.
- Conduct qualitative interviews to collect data used to customize client interventions.
- Strengthen baseline computer skills of staff.

***Senior Project Coordinator***

March 2005-October 2006

- Manage multiple projects with global clients.

- Design and format materials for clients, including: facilitation manuals; instructional booklets; and participant workbooks.
- Coordinate on-site and off-site logistics for large events.
- Write proposals and coach support staff on writing and editing skills.

***Project Coordinator***

January 2002-March 2005

- Design effective presentations for sales, trainings and long-term events.
- Design, format and proofread materials for delivery to clients.
- Conduct online research on clients, the latest information on emotional intelligence, adult learning and behavior change.

**Hay Group**

June 1997-December 2001

*Philadelphia, PA*

***Administrative Manager***

- Supervise team of five administrative assistants: conduct annual reviews and individual development, recommend project staffing, train staff on Microsoft Suite, liaison for conflict management with consulting staff, coordinate time off, and approve overtime.
- Hire support staff to support the Organizational Development consulting practice.
- Reconcile quarterly administrative profit and loss data.

**ARAMARK Corporation**

April 1996-June 1997

*Philadelphia, PA*

***Human Resources Generalist***

- Research Employee Labor Laws to process and track discrimination charges.
- Create and maintain multiple databases.
- Design clear, concise presentations for EEOC information and statistics.

**Girl Scouts of Southeastern PA**

October 1988 – March 1996

*Philadelphia, PA*

***Assistant Director of Public Relations***

- Write press releases, articles for publication and multimedia public service announcements.
- Develop and integrate a brand for publications that increases the importance of Girl Scouting in the corporate-funding arena.
- Collaborate with staff and management to write, edit and design two newsletters, events calendar, annual reports and direct mail brochures.
- Develop regional media contacts.
- Plan crisis management strategies.

**EDUCATION**

**B.A. in English Literature**

June 2002

*Temple University, Philadelphia, PA*

Graduated magna cum laude.

**M.A. in Management and Organization Development**

April 2009

*Fielding Graduate University, Santa Barbara, CA*  
Graduated magna cum laude.

### **PUBLICATIONS**

- Jones, C. (2010) *You're Hired! The complete guide to landing your dream job*. Charleston, SC: On-Demand Publishing. [Ghost-written]
- Mason, D. (2010) *Balance Your Life: Take control of your time, Discover what really matters*. Seattle, WA: Create Space Publishing.
- McKee, A. (2010) *Management 101*, "Working in a Virtual World," Chapter 11, Pearson Publications.
- McKee, A., Tilin, F. and Mason, D. (2009) Coaching from the Inside: Building an internal group of emotionally intelligent coaches. *International Coaching Psychology Review*, vol.4, no.1, March.
- Tilin, F. and Mason D. (2011) *Take the Lead: Exercises to develop leadership skills*. Narberth, PA: GroupWorks publishing.

### **CERTIFICATIONS**

Facilitator, Emotional Social Competence Inventory (ESCI), HayGroup	November 2013
Facilitator, Group Development Questionnaire (GDQ), GroupWorks	September 2013
Associate Certified Coach, International Coaching Federation	January 2010
Dynamic Inquiry Interviews, Teleos	August 2008