

Jeff Berlin

CONSULTING

CURRICULUM VITAE
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INTRODUCTION



Jeff Berlin is a Hawaii-based organizational development consultant and leadership coach passionate about and dedicated to facilitating positive change with individuals, teams, organizations, and communities.

His career and business goals are to enhance people's experience at work and in life more generally. When people are engaged and satisfied with their job, they are more positive individuals, friends, parents, partners, and community members. Focusing on leadership development and the people-side of organizations has a broader influence on community health and well-being. It's also good business.

He and his wife, Courtney, are happy and humble to live on the "north shore" of Oahu. In their free time, they enjoy spending time with family and friends, being active in and out of the ocean, reading, writing, traveling, and listening to their record collection.

COMPETENCIES AND VALUES

- Expertise in organizational, cultural, and community psychology
 - Leadership and executive coaching
 - Leadership development and team building
 - Small and large group facilitation, training, and speaking
 - Qualitative and quantitative research
 - Writing and editing
 - Organizational culture transformation
 - Change management
 - Translating complex concepts and theories
 - Collaboration, creativity, and innovation
 - Integrity, authenticity, empathy, and trust
 - Humor, enthusiasm, and passion
 - Social, cultural, and environmental justice
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EMPLOYMENT HISTORY

Jeff Berlin Consulting, Owner and Principal Consultant (8/19–Present)

Hawaii-based organizational development and coaching company dedicated to facilitating positive change with individuals, teams, organizations, and communities.

American Savings Bank, Organizational Development Advisor (12/17–5/20)

Responsible for change management and leadership development programs. Served as a key change management leader in the move to a new open-office campus, managed the company's leadership 360 feedback program, coached 100+ leaders at all levels, and designed and facilitated 60+ leadership development sessions (including a two-day certification program through which every manager attended).

Bank of Hawaii, Senior Organizational Development Specialist (7/15–12/17)

Responsible for change management, leadership development, organizational research, training and development, and strategic advising. Conducted two award-winning OD projects with large revenue-generating divisions resulting in significant change. Collaborated with senior leadership to lead the employee readiness and change efforts for the new "Branches of Tomorrow," aiding in the successful opening of four branches.

University of Hawaii at Manoa, Numerous Positions (8/10–5/15)

Worked part-time as an OD consultant and research assistant during doctorate program. Key projects and responsibilities included coordinating and facilitating multiple public health efforts across the state, running the student advising center and global studies center, supervising undergraduate research students, and developing teaching programs.

National Aeronautics and Space Administration, Organizational Development Specialist (11/06-4/10)

Responsible for organizational, leadership, and strategic development projects. Developed numerous award-winning programs, including multiple agency-wide culture surveys and senior executive succession planning programs. Ran multiple leadership development programs, engaged in various volunteer projects, and received performance awards every year.

Catalyst, Organizational Development Intern (8/06-12/06)

Catalyst is a global nonprofit focused on “building workplaces that work for women.” Analyzed and presented data on a global cultural assessment for a Fortune 500 organization.

Restaurant Service, Dishwasher, Busser, Waiter (1994-2006)

First job was washing dishes part-time at the local Café in Normandy Beach, NJ, eventually becoming a busser, then a server. Was “recruited” to another local establishment to wait breakfast tables and sometimes scoop ice cream. Through college, worked as a senior server for a fine dining restaurant in Wrightsville Beach, NC. These experiences taught the invaluable lessons of hard work, customer service, and patience.

PROFESSIONAL AWARDS

- Hawaii Pacific Business News Magazine 40 Under 40 Award (2021)
- Bank of Hawaii Chairman’s Award for two organizational development projects (2015)
- NASA Superior Accomplishment Award for management of Ames Culture Survey (2009)
- NASA Certificate of Appreciation for service to the Ames African American Advisory Group (2009)
- NASA Spotlight Award for Senior Executive Service Pipeline Workshops (2008)
- NASA Culture Study Award for co-management of agency-wide Culture Survey (2007)
- NASA Performance Awards (2007, 2008, 2009)

ACADEMIC BACKGROUND

PhD, Community and Cultural Psychology, University of Hawaii at Manoa (2010-2015)

Dissertation: *Beyond Intercultural Competence: Global Citizenship and a Critical Study Abroad*. A critical analysis of the study abroad industry and investigated the relationship between studying abroad and global citizenship development. Data included 571 survey responses and 34 interviews. Affiliated with Shidler Business School.

Graduate Certificate, International Cultural Studies, East/West Center (2011-2013)

Capstone: *Indigenous Representation in Study Abroad: A Case Study of Hawaii*. An in-depth analysis of indigenous representation in Hawaii and specifically critiqued representations of Hawaii as a “study abroad destination.”

MS, Industrial/Organizational Psychology, San Jose State University (2005-2008)

Thesis: *Social Support and Facet Satisfaction Across Cultures*. Investigated the relationship between organizational social support and job satisfaction across 14 nations and included survey responses from 45,000 employees.

BA, Psychology, University of North Carolina at Wilmington (2000-2005)

Emphasis in cultural, community, social, and industrial/organizational psychology.

PROFESSIONAL AFFILIATIONS

- International Coaching Federation, Member (2023-Present)
 - LearningBridge, Leadership Coach (2020-Present)
 - Hawaii Community Benefit Consultants, Member (2019-Present)
 - Jordan and Cara Odo Scholarship Foundation, Volunteer (2015-Present)
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PROFESSIONAL DEVELOPMENT

- Associate Certified Coach, International Coaching Federation (2023)
 - Organization and Relationship Systems Coach, CRR Global (2021)
 - Leadership 360 Coach, Learning Bridge (2020)
 - DiSC Certified Facilitator, Th!nk Training (2019)
 - Myers-Briggs Type Indicator Certified Facilitator, American Management Association (2009)
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VOLUNTEER WORK

International Coaching Federation – Hawaii Chapter, Founding Board Member (8/23-Present)

International Coaching Federation is the global accrediting body for coaches and coach training program. The executive board established the first Hawaii Chapter in December 2023 and is currently finalizing a strategic plan.

Jordan & Cara Odo Scholarship Foundation, Strategic Leadership and Mentoring Director (15-Present)

Next Gen Leaders program is designed to develop service leadership and community engagement with local college and graduate-level students. A total of 53 students have participated with \$60,000+ in scholarships being awarded. The first pilot program served a group of students from Kahauiki Village, a local community housing project for recently houseless families. The other four programs expanded to include leadership development activities, one-on-one mentoring, networking events, talk story sessions with senior leaders, mock interviews, and in-depth capstone projects. Program themes and project topics have included local solutions to the COVID-19 pandemic, tourism and environmental sustainability, racial and social justice, homelessness, housing crisis, and access to healthcare. The 2024 program will focus on how Artificial Intelligence can help benefit the people of Hawaii.

American Heart Association, Leader for Life (2021)

Participated in a fund-raising effort to support the AHA's mission in Hawaii.

American Red Cross, Research Volunteer (2021)

Conducted employee and leader interviews to supplement findings from an employee engagement and DEI survey. Shared results and recommendations with the engagement committee.

AccesSurf Hawaii, Organizational Development Intern and Key Volunteer (2010-2017)

AccesSurf Hawaii is a non-profit organization specializing in providing beach and ocean access to individuals with disabilities. Volunteered as a "surf instructor" taking individuals into the waves for tandem surfing. Worked as an OD intern with the Founder and CEO to assist with the development of the organization for expansion. In the words of the CEO, high level outcomes included: 1) Developing a survey for all participants and volunteers, 2) Assisting CEO in determining the future direction of AccesSurf, 3) Creating a strategic plan for AccesSurf for the next two-year period, 4) Becoming a strong, key volunteer with AccesSurf programs.
