

AMY S. TOLBERT, Ph.D., CSP

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Amy S. Tolbert, Ph.D., CSP develops multicultural organizations and individuals by bringing you cutting-edge topics, such as, multicultural and diversity initiatives, leadership competency development, managing to style, and creating breakthrough teams.



She is principal of Effecting Creative Change in Organizations (ECCO International), which specializes in increasing individuals' productivity and organizations' profitability through e-learning, technology and facilitated learning.

Addressing diversity and multicultural issues, cross-cultural training, and managing a diverse workforce, Dr. Tolbert has researched multicultural competencies needed for today's global organization. She has authored a book, *Reversing the Ostrich Approach to Diversity: Pulling your head out of the sand*, a timely answer to the renewed urgency for actionable diversity information. The tool presents simple actions to increase diversity awareness, which focuses on 5 key concepts. The Ostrich book also has been translated and distributed in Saudi Arabia and China. In other arenas, she is known as the co-author of *The Princess Principle: Women helping women discover their royal spirit*. She has also co-authored and presented the *Discovering Diversity Profile*, a popular self-assessment tool, at many national conferences. She developed the *Integrating Diversity Profile*, which assesses key areas for organizations to focus their time and energies regarding diversity efforts. She has presented nationally and internationally at the International Human Resource Development Organization Conference; the International Management Development Organization; the "Quality Workforce," a national conference co-sponsored by ASTD; the SIETAR International Convention; the Multicultural Forum; and at the National Speakers Association (NSA) National Convention on diversity, and has served several terms as National Vice Chair for the Professional Expertise Group on Diversity with NSA. She served as President for NSA-MN (2009-2010) and also serves on the hrconnection Advisory Board. She earned her Certified Speaking Professional (CSP) designation with NSA as well. The CSP is the speaking profession's international measure of experience and skill. Fewer than 10 percent of the speakers who belong to the International Federation for Professional Speakers hold this professional designation. She was most recently awarded the Mark LeBlanc Award for excellence in the speaking industry.

Published by Pfeiffer, she has contributed a chapter in the recently published book, *Developing Talent for Organizational Results: Training Tools from the Best in the Field*. She also recently authored a video training program, *Open Mind, Open World: Improving Intercultural Interactions*, which includes leader guides and video clips so you can customize your own series of global education workshops. As a best-selling contributing author with HRD Press (*50 Activities for Achieving Excellent Customer Service*) and published by the American Management Association (AMACOM), Dr. Tolbert consults and trains nationally in the areas of multicultural competency development, increasing influence in organizations, managing within a diverse workforce, motivation and leadership skills. Her diverse client list includes USBank, Gucci, AT&T, 3M, Best Buy, Comcast, Mayo Clinic, Dakota County, CHS, Polaris, Medtronic, United Way, Ford Motor Company, Becton-Dickinson and King Faisal Specialist Hospital and Research Centre in Riyadh, Saudi Arabia.

As a Fellow, Carlson Executive Education Center, Carlson School of Management, University of Minnesota, Dr. Tolbert earned her doctorate in Human Resource Development, focusing on international/cross-cultural and diversity education/training, from the University of Minnesota. She continues to support her alma mater by serving as adjunct faculty for several annual programs at Carlson Executive Education and presents in the Executive-MBA program.