

Letter of reference for Ms. Wendy Riverman:

As Deputy Director of the Center for Education and Development for the VA Puget Sound Health Care System, I have had multiple opportunities to observe Wendy's work. Most professionals in the business of Organization Development and Staff/Management Development are competent in routine, non stressed situations. Wendy is obviously competent in a wide milieu of such situations. What sets Wendy apart is her competence in dealing with situations of duress and acute or chronic conflict.

She has the ability to work to the root cause of events, has a unique capacity to see events through the prism of systems thinking and is always inclusive of all stakeholder perspectives. These competencies, plus her accomplished skill sets in facilitating collaborative negotiations amongst conflicted stakeholders results in durable agreements that all parties have bought into.

Wendy is direct and forthright in her feedback to clients. She can give accurate and, when necessary, difficult messages to clients without alienating or injuring them. Clients quickly come to trust her ethics and transparent facilitation practices and processes. This work ethic establishes a high degree of rapport that allows for meaningful self reflection and true development for her clients.

Wendy's platform skills are excellent. She can present complex data sets and convoluted organizational dynamics in clear and understandable components. Her inclusive and engaging presentation skills allow students to not just learn *from* Wendy but to get a sense of learning *with* Wendy. This open and accepting environment really allows students to open themselves up to new ideas and perspectives. She challenges students in a very cordial manner to grow and assimilate lessons learned into new practices.

I have never observed Wendy shy away from or gloss over any issues in the work place. She brings a sense of partnership with her clients that encourage them to deal with any sort of work place circumstances regardless of difficulty or awkwardness. This partnering relationship not only creates a synergy of learning by also sets the tone for a helping source of supportive expertise and yet expects ownership and accountability by the client regarding their issues.

Sincerely,

Thomas D McWhinnie
Deputy Director CED
VAPSHCS