



Facilitating individual & organization
self-awareness, growth & transition



Diane Ganze

Training Specialist, Seminar Leader, Focus Group
Moderator

Diane Ganze brings extensive experience in facilitating leadership development and training initiatives for both government and industry. Recently, Diane was the lead trainer and facilitator for Macro International's Customer Loyalty Practice where she was responsible for program and project management experience focusing on organizational development initiatives. Diane has also conducted qualitative research initiatives to support strategic planning, customer satisfaction, and training needs assessment purposes.

Diane incorporates strategies into her training that teach participants to respond to rapidly changing environments as well as ways for participants to use their knowledge, resources, and skills to work efficiently and effectively in any industry setting.

As a Sr. Management Consultant, Diane assisted engineers, scientists, and numerous technical personnel with program development and strategies for integrating change initiatives within the workplace. She has designed and delivered curriculum for managers and employees of all levels that touches upon the basic concepts of customer service, communication skills, and problem solving.

As a lead designer and facilitator for the Navy's Explorations of Leadership (**ELP**) workshops, Diane was responsible for designing and conducting needs assessment, designing and developing course materials, pilot testing and revising to meet current environmental needs. These 10-day very successful workshops focused on the leadership development needs of emerging leaders.

For SAMHSA's Office of Communications, Diane developed, designed and delivered SAMHSA's Plain Language Workshops. For EPA's Safety, Health and Environmental Management Division, Ms. Ganze developed, designed and delivered several courses including Critical Thinking and Customer Services. For municipal utilities in Texas, Ms. Ganze worked with the CEO's and the Executive Teams to help develop and implement new compensation and career development programs aimed at attracting, hiring and retaining high caliber employees.

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Diane is a highly experienced focus group moderator and an active member of The Qualitative Research Consultants Association. A sampling of clients include National Institutes of Health, TRICARE, The American Red Cross, the Arthritis Foundation, The Center for Disease Control, The City of New York's Agency for Children and Family, The Navy Bureau of Personnel, The Department of Interior, The United States Customs Agency, The Federal Emergency Management Agency, and Department of Energy.

Diane is passionate about wellness and personal development which she applies to everything she does.