



## **HEIDI S. BRINKMAN, PH.D.**

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**DR. HEIDI S. BRINKMAN** is President of BCI, a management consulting firm specializing in individual, team and organizational effectiveness. She is former Academic Director of Leadership Programs for The Institute of Executive and Professional Development, Daniels College of Business, University of Denver. Heidi was a Clinical Professor/Lecturer in the department of management at Daniels for over 10 years and continues her affiliation as a guest lecturer. Her work centers on research, assessment, training, coaching and development with subject matter expertise in interpersonal and organizational communication, conflict resolution, emotional intelligence, leadership and teambuilding. Some of Heidi's focus work and courses include:

**Influencing without authority**  
**Managing change**  
**Developing high performing leaders**  
**Creating Leadership team clarity & alignment**  
**Building high performing teams**  
**Managing dispersed teams**  
**Leveraging the power of preference**  
**(certified in *INSIGHTS*<sup>®</sup>)**  
**A meeting of the minds**  
**(certified in *Emergenetics* <sup>®</sup>)**  
**Creating leadership team clarity and alignment**

**Delivering compelling messages**  
**Developing the art of appreciative inquiry**  
**Gaining the power of persuasion**  
**Creating an emotionally intelligent team**  
**Building organizational health**  
**Conducting qualitative assessments**  
**Turning conflict into creative abrasion**  
**Leveraging emotional intelligence**  
**(certified in *EQ-i 2.0* & *EQ360*<sup>®</sup>)**  
**Building sustainable, collaborative communities and cultures**

Dr. Brinkman also serves as a development coach in these areas, focusing on interpersonal communication skills and emotional intelligence competencies.

Much of Heidi's work involves customized training and interventions. She works with organizations to design and facilitate programs focused on building competencies and processes identified as important for their leaders. Her trademark style is rooted in experiential learning. Participants integrate and apply concepts to experiential activities and real work situations, putting theory into practice. She has worked successfully to help leadership teams create cultures of commitment and build organizational health. As a coach, Dr. Brinkman works to identify the root cause of leadership success as well as barriers to achieving one's highest potential. She addresses behavioral components of communication and management for successful skill development.

Heidi received a B.A. in Communication from the University of Colorado, Boulder, and a Ph.D. in Speech Communication, with an emphasis in organizational communication from the University of Denver. Dr. Brinkman has been serving as a corporate coach, consultant and trainer, as well as teaching at the University of Denver in communication and management for over 25 years. She has conducted assessments, designed programs, facilitated workshops and change efforts, and given presentations and seminars for major corporations, including:

- AAHA
- Active International
- Adams County Sheriffs Dept.
- Allied Jewish Federation of CO
- Arrow Electric
- Asurion
- AT&T
- Baxter Healthcare
- Boulder County
- California Homes
- Centura Health
- CFPHE
- City of Arvada
- City of Boulder
- City& County of Denver
- City of Englewood
- Commonwealth Edison
- Complete Intelligence
- Connect the Knowledge Network
- Coors
- Daniels College of Bus.
- Deluxe
- Denver Public Schools
- DigitalGlobe
- Disney Channel
- Douglas County
- EDA
- Excellence in Education
- EyeMed
- FAA
- First Data Corp.
- Frontier Oil
- Gamma Phi Beta
- Gates
- General Electric
- General Motors
- Gold Crown Foundation
- Great West Life
- Household Finance & Int'l
- Humana Healthcare
- IHS
- Integrated Research
- Int'l Learning Systems
- JD Edwards
- Jefferson County
- Johns Manville
- Kaplan Higher Education
- Lowry ARPC
- Lucent Technologies
- Luxottica
- Marathon Oil
- The Matthews Company
- McStain
- Medical Center of Aurora
- Medtronic
- Microsoft
- Mile High United Way
- National Cancer Registry
- Newmont Mining
- NSA
- OMI/CH2MHill
- OMNI Research
- OneSight
- Otterbox
- Piton Foundation
- Public Ed. & Bus. Coalition
- Public Health Workers
- PERA
- Procard
- RBS
- Regional Institute for Health and Environmental Leadership (RIHEL)
- R.W. Beck
- Schuller
- Sense of Security
- Starbucks, Int'l
- State of Colorado
- State of New York
- Sterling-Rice Group
- Sun Microsystems
- Sun University
- Tennessee Valley Authority
- The Results Group
- TSYS iSolutions (formerly ProCard)
- UAW
- QWEST
- QWEST Dex
- ValleyLab & Radionics
- VM Ware
- Weitz Company
- Wells-Fargo
- Western Union
- Wisconsin Power & Electric
- Wise Woman's Council
- Women in Cable and Telecom.
- Women's Vision Foundation

Dr. Brinkman has authored several journal articles, book chapters and conference papers on diversity and the influence of culture, gender and age on communication. She has co-authored a book chapter on conflict resolution. Her doctoral dissertation, nominated for the Mary McKinney Ware Excellence Award, addresses diversity in the workplace. The extensive project included the development of the Diversity Survey, an assessment tool for measuring the effectiveness of an organization's diversity management.



***BCI is a management consulting firm specializing in individual, team and organizational effectiveness.***

*Our fundamental goal is to identify and build on the root cause of leadership and team success.*