

VINCENT PELOTE
Curriculum Vitae
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SUMMARY OF QUALIFICATIONS

Vince Pelote, MBA is currently the managing partner with daVinci Consulting. Vince's professional career has been focused on developing the capacity of leaders. He draws upon his many years of experience and training in the behavioral sciences to provide a systematic approach that guides leaders as they implement best practices in leadership.

Vince's background includes coaching executives and organizational leaders on creating engaged, energized, and motivated work environments. Vince is currently an invited coaching and research member of the Society for Organizational Learning (SOL), was the lead researcher for a major leadership-training grant that was funded by the American Society for Training & Development (ASTD) and Hay/McBer, and was a member of the steering committee for a leadership benchmarking initiative for the University Health System Consortium. Vince also directed the research for and co-edited Masterpieces in Healthcare Leadership: Cases and Analysis for Best Practice, which was published by Jones and Bartlett in 2007.

EDUCATION

MBA, Suffolk University; Boston, Massachusetts	1982
BA Economics, Boston College; Boston, Massachusetts	1976

PROFESSIONAL ACHIEVEMENTS

Invited Global Coaching Community, Society for Organizational Learning (SoL)	2013
Executive Producer, Cold River Radio Show	2012
Executive Board President, M&D Theatre Company	2011
Steering Committee Chair, Communities & Opportunities, Young Professionals of MWV	2009
Executive Board, Arts Council of Tamworth	2008
Education Committee, Economic Council of Mount Washington Valley	2007
Steering Committee, Community Builders of North Central Massachusetts	2006
Invited Research, Society for Organizational Learning (SoL)	2002
Steering Committee, Leadership Development Benchmarking, University Hospital Consortium	2002
Senior Faculty, Clinical Process Redesign, University Hospital Consortium	2002
Senior Examiner, Massachusetts Quality Award	1992
Co-investigator, Healey Grant and University of Massachusetts	1990
President, Central Massachusetts Chapter, ASTD	1990
President, Massachusetts Chapter, ISPI	1989
Lead Researcher, ASTD and McBer & Company	1988

CERTIFICATIONS

Myers Briggs Type Indicator (MBTI), <i>Consulting Psychologists Press</i>	1996
Behavioral Event Interviewing, <i>McBer & Company</i>	1976

PUBLICATIONS

- Route, L., & Pelote, V. (2009, August). Interviewing For the Worker They'll Be: An Introduction to Behavioral Event Interviewing. *Business NH Magazine*.
 - Pelote, V., Route, L. Masterpieces in Healthcare Leadership: Cases and Analysis for Best Practice. Sudbury, MA: Jones & Bartlett; 2007.
 - Pelote, V., DeWitt, F., and Deyfus, C. (1992). Measuring management's impact upon total quality. Annual Meeting of the American Society for Training and Development. New Orleans, Louisiana.
 - Route, L. Pelote, V., & Mazzawi, J. (2006). Connecting with a patient in ninety seconds. In Addressing the National Mandate for Change. Atlanta, GA: Society for Health Systems.
 - Spencer, L. M., Pelote, V., and Seymour, P. A Causal Model and Research Paradigm for Physicians as Leaders of Change. *New Medicine*, 1998, 2, 57-64.
 - Strongwater, S., Pelote, V. Clinical Process Redesign: A Facilitator's Guide. Gaithersburg, MD: Aspen Publications; 1996.
 - Strongwater, S., Pelote, V., Gaw, V. et al. University of Massachusetts Medical Center: Integrating Work Redesign and CQI. In Redesigning Healthcare Delivery. Edited by P. Boland. Berkeley, CA: Boland Healthcare Inc.; 1996: 523-544.
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PUBLIC PRESENTATIONS (SAMPLING)

JCAHO (The Joint Commission for the Accreditation of Healthcare Organizations)

- National Conference: Presentation, Chicago
- *Developing Leaders Using a Balanced Scorecard Approach*
SHS (Society for Health Systems)
- National Conference: Presentation
- *Creating a Masterpiece by Connecting with a Patient in Ninety Seconds*
MHHR (Maine Healthcare Human Resources Association)
- State Convention: Closing Presentation
- *Masterpieces in Healthcare Leadership*
ASHES (American Society of Hospital Environmental Services)
- National Conference: Key Note Presentation
- *Manager vs Leader: How Do Your Leadership Practices Compare to the Best*
UHC (University Hospital Consortium)
- Scientific Council: Presentation
- *An Evolutionary Approach to Quality*
AMSPDC (The Association of Medical School Pediatric Department Chairs)
- National Conference New Chairs program: Workshop
- *Approaching the Challenges of Leadership: Creating a Masterpiece*
NAHTM (National Association of Healthcare Transport Management)
- General Assembly: Opening Presentation
- *Using Social Motive to Create a Personal Vision*

WORK HISTORY (1996 - 2014)

daVinci Consulting, Intervale, NH **2005 – Present**

Managing Partner

Directs the assessment of leadership capabilities and subsequent development. Provides systematic approaches for developing and implementing best practices in organizational development, strategic thinking, and executive coaching.

The Brigham and Women’s Hospital **2004-2005**

Senior Quality Consultant

Provided performance improvement consulting services for key departmental initiatives. Managed large change projects involving process improvement and broad scale systems thinking.

UMass Memorial Medical Center, Worcester, MA **2002 – 2004**

Director, Center for Organizational Learning

Provided executive coaching for 26 senior executives and academic chairs. Designed leadership development strategies and programs for 250 clinical and non-clinical leaders. Led an executive steering committee that developed a competency-based leadership. Implemented an electronic 360-feedback system for 26 senior executives. Designed the framework for each executive’s learning plan. Measured employee satisfaction for 10,000 employees and physicians. Oversaw the roll out, quantitative/qualitative analysis, and the development of departmental action plans.

UMass Memorial Medical Center, Worcester, MA **2000 – 2002**

Quality Consultant

Collaborated with ambulatory leadership and departmental chairs to design alternative approaches and services for improving the quality of care, employee morale and patient satisfaction. Facilitated a steering committee that improved organizational climate from 18% to 62%. Developed a mentoring program for new nursing graduates.

Heywood Hospital, Gardner, MA **1998 – 2000**

Manager, Educational Resources

Managed the education and development of senior leadership, managers, and 800 employees. Designed and implemented a competency based 360 assessment and leadership training for senior leadership and management team.

Built competency models for job family groupings that became the basis for a comprehensive pay for a performance system, applicant screening and training.

UMASS Medical Center, Worcester, MA **1996 - 1998**

Director, Organizational Development, Clinical System

Supported large-scale organizational change for a 6,000 employee organization by working closely with senior leaders to develop and implement strategic plans. Utilized 360 feedback to help clinical and operational leaders develop individual development plans.