

E. David Dively



Skills and Knowledge

Leadership and Management. I have over ten years of leadership and management experience. I am a current Ph.D. student in Leadership Studies. I thrive on finding solutions to problems and challenges to grow a healthy, dynamic team of fantastic people. I believe in empowering staff to do their best.

Organizational Policy, Development & Compliance. Assessing staff or the organization against a set of policies or standards, provide feedback, and a path towards compliance if there are findings. Leading with administrative excellence to provide staff with the resources, procurement, and integrative technology solutions. Creating an environment for staff to grow personally and professionally through relationships, training, professional development and stretch goals.

Legislative and Systemic Change. Through my experience at LIFESIGNS working with the City of Los Angeles and the State of California, and at MNCDHH working with the State of Minnesota - advocating for change via legislation, through coalition-building, and buy-in from other branches of government. Advocating for change via Executive Order, commitment from agency leaders, and through legislative action. Extensive knowledge of Minnesota's government systems, operations, and structures.

Operations. I believe a robust operational backbone provides an organization the strength and ethical foundation to grow, to change, and to meet the needs of the future. Excellence in small things creates excellence in big things.

Measuring Success and Metrics. Good organizations make an impact, change society, and change people's lives. Processes should be written and implemented in a way that encourages effective measurement. Metrics should help guide decision-making within the leadership team. I have implemented and evaluated data collection, measurements, key indicators, and baselines in for-profits, non-profits, and in the public sector.

Communication. My M.A. is heavily focused on communication: organizational communication, cross-cultural communication, interpersonal communication, and how communication and leadership need each other and work together. Communication creates a stronger organization, it improves employee retention and satisfaction, and it builds relationships. Communication is the key to my work, and I have relied on it in all of my leadership roles.

Part of my leadership and communication style is to create and maintain strong relationships with various stakeholders and groups. I have done this with professional associations, community-based organizations, and academics.

My work at the State of Minnesota's Commission of the Deaf, DeafBlind and Hard of Hearing has given me many opportunities to work at the strategic level. Creating task forces to develop recommendations, working groups to push for innovative thinking, and annual work plans to move the organization forward towards our five-year strategic plan.

Creating a Data Development Agenda has been key to my success. Working with the University of Minnesota's Survey and Research Center, the Minnesota Department of Health's BRFS data set, and the SEGIP insurance claims database, we become better positioned to support our strategic initiatives and create systems change.

Work Experience

Acting Executive Director/Deputy Director

2016-06 – Current

State of Minnesota, Minnesota Commission of the Deaf, DeafBlind and Hard of Hearing

I oversee the Commission's communications, office administrative support, budgeting and spending, civic engagement, and all operations. I work with community organizations, various agencies in State government, and lead strategic initiatives according to our Commission Board's directions. I believe all of our work needs to be grounded with the people we serve, come from the people we serve and be centered around the people we serve. I strongly believe in staff development, training, professional development opportunities, and mentoring.

Conduct analysis, develop materials, and compile research for strategic initiatives. Develop, monitor, evaluate, and improve policies, standards, and processes to maximize efficiency and effectiveness, including Continuous Improvement principles. Draft professional contracts and agreements consistent with state and federal laws in partnership with attorneys. Communicate the Commission's values, vision, and outcomes to our stakeholders through social media, video production, reports, and mass emails. Work with human resources to post vacancies, write position descriptions, identify organizational needs, interview candidates, evaluate RFP bids, and continuous process improvement implementation. Advocate for policy changes and advancement to improve access to communication, medical care, education, and government services for the Deaf, DeafBlind, and Hard of Hearing people of Minnesota.

Convene task force and working groups including people from different agencies, divisions, nonprofit organizations, and professional associations to develop collaborative goals to make positive changes with all stakeholders at the table.

I work on two to three projects or initiatives simultaneously while supporting staff who report to me, and the Commission board. I have experience as a meeting facilitator and lobbying and the legislative process. I have knowledge of the statewide finance systems and policies. I am flexible and able to work in fast-paced environments. I create systems and procedures to keep myself accountable and staff on target to meet our goals.

Owner

2010-04 - 2018-06

Dively Communications

Providing consulting and thought leadership in applied communication fields such as social media, technology integration, interpreting, and communication facilitation.

Director of Operations

2015-09 - 2016-06

Keystone Interpreting Solutions

Oversaw day-to-day operations, including accounts receivable, accounts payable, business development, identifying strategic opportunities for organizational development and growth. I researched and implemented integrated technology solutions, provided ASL interpreting onsite and via VRI, scheduling, contracting, HIPAA compliance, HR policies, and implementation, budgeting, financial analysis, Quickbooks reporting.

At KIS, a deaf-owned agency in Minnesota, critical thinking and strategy development was a key to growth. We had an aging platform, unsatisfactory VRI systems, and contracts that needed revamping. Combining critical thinking, prioritizing growth and new ideas, and improved communication was vital to building trust with ownership, key stakeholders,

interpreters, and the local Deaf community.

Director

2012-01 - 2015-06

LIFESIGNS, Inc.

Oversaw accounts payable, accounts receivable, interviewing applicants, contracting services to vendors, bidding for contracts, strategic growth planning, reporting for the CEO of our parent company and Board, metrics evaluation, profit and loss analysis, internal and external communications, employee development, organizational leadership, marketing, and branding. I did breakthrough work providing state-wide services for the Department of Corrections, which required multiple contracts across multiple regions and new systems to integrate subcontracted agencies into our workflows for requests and billing.

I brought my firm belief in service, ethics, and commitment to excellence to LIFESIGNS where we saw over 100% increase (from less than 2M to over 4M) in gross revenue during my time and nearly tripled our requests. We expanded the geographic area we served and increased our billable services, paid our interpreters more all while also increasing our net revenue. As a non-profit organization, we were able to bring in additional funds to GLAD to support their human service advocacy and community education work.

Director of Technology

2007-07 - 2009-08

Red Circle Agency

Director of Technology; Minneapolis, MN

After working four years at Apple, Inc. with the Genius team, I moved to Red Circle to lead their IT initiatives, including procurement, server and desktop deployment, support, and network administration. After leaving in 2009, I continued working with Red Circle through my consulting business, Dively Communications.

Education

Ph.D. in Leadership Studies

Johnson University, Knoxville, Tennessee

2019 - Current

Studying organizational leadership, adaptive leadership, and servant leadership.

M.A. Communication & Leadership

Gonzaga University

2012 – 2014

Studies included Organizational Leadership, Organizational Communication, Communication as Leadership, Organizational Communication Audits, Cross-Cultural Communication, Servant Leadership, and Personal Growth and Leadership

Humphrey Policy Fellow

University of Minnesota, Humphrey School of Public Affairs

2018 - 2019

Emphasis in system changes, how to leverage power in politics, leadership, and unifying our communities and groups across differences

Currently serving on the Policy Fellow's advisory board.

Mini Master of Project Management

University of St. Thomas

2017 – 2017

A 40-hour intensive training on project management. This covered the fundamentals of project management, the ways to use project management in small teams and organizations and how these principles can be used across multiple organizations and internationally with large organizations.

B.A

North Central University

2003 – 2008

Studies included Deaf Culture Studies, Cross-Cultural Communications, Cultural Anthropology, Ethics, Leadership and Ministry