

Deborah Mackin

President, Founder, Principal Performance Strategy Consultant
New Directions, Inc.

“A woman-owned consulting business in Vermont? You won’t last a year,” was a common response Deborah Mackin received when she opened the doors to her employee training and organizational development firm in 1984. Today, 28 years later, Deborah is a successful international consultant, trainer, author and presenter whose work has involved travel throughout the United States and abroad. New Directions, the firm she started in her spare bedroom with a \$500 loan from her mother, is an innovative organization whose clients include Coca-Cola, Alcoa, Sanofi Pasteur and Delta Faucet and where many people turn to when they need the very best in training and development.



When asked what distinguishes Deborah from other professionals in the field, clients cite, again and again, her keen insight and depth of experience as the key factors that make the difference. Clients like Catholic Charities, Crane Currency, SIGroup and The Clark Art Museum repeatedly share how much they benefit from her flexibility. Deborah is able to move from one area of an organizations' concern to another — providing "just-in-time" training or consulting as the need arises.

Deborah believes her role as a consultant and coach is to bring new and different thinking to situations, be bold and persistent when necessary, challenge the status quo and share the experiences of other organizations. Her philosophy is based on the integration of team processes and total quality management concepts into the workplace including focus on the customer, continuous improvement, empowerment and management by fact. The collaborative process is integrated into every aspect of the work.

Deborah Mackin became internationally known as an authority on workplace teams after her best-selling Team-Building series (*The Team-Building Tool Kit*, 1994; *Keeping the Team Going*, 1996; & *The Team-Building Tool Kit 2*, 2007) - all published by AMACOM. Implementing teams in organizations such as Delta Faucet, Coca-Cola, Alcoa, Sanofi Vaccine Division, and the U.S. Navy, Mackin comes with a wealth of in-the-field experience, as well as a practical and pragmatic approach to implementing team-based initiatives within businesses. As a follow-up to her successful book series, Mackin created NDCBlogger, where she blogs weekly on teaming, organizational efficiency, implementing change initiatives and building management skills in the leaders of tomorrow.