



## Adam Weilbaecher, Ph.D.

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### Summary of Qualifications

Dr. Weilbaecher specializes in organizational assessment and development, leadership development and coaching, customer and stakeholder feedback, and training needs assessment, design and delivery. He earned a Ph.D. in industrial and applied psychology from The University of Tennessee. Dr. Weilbaecher provides consulting expertise in a variety of industries and market sectors, including manufacturing, healthcare, financial, telecommunications, and government. He is certified in the Emotional Quotient Inventory (EQ-i<sup>®</sup>) and the Leadership Multi-Rater Assessment of Personality (LMAP<sup>®</sup>) and qualified in the use of many other assessment instruments. Dr. Weilbaecher serves on the Maryville Historic Zoning Commission and has served in leadership roles of various community and non-profit organizations.

### Work Experience/Activities

- Developed competency model and assessment protocol for senior and executive leaders of global restaurant chain. Developed and implemented assessment center for high-potential managers; provided individual feedback.
- Designed and implemented customized 360-degree feedback assessment for mid-level managers at regional medical center and Level 1 trauma center. Defined management competencies; served on delivery team that provided feedback & baseline and performance follow-up measures for 120 managers in leadership development program.
- Developed comprehensive customer feedback process for leading manufacturer's national corporate clients and regional/local end users. Developed customer satisfaction index for real time reporting of performance results, along with valid sampling plan, segmented by customer groups; trained client to manage process.
- Developed and implemented survey for leading manufacturer's 47 nationwide facilities; assessed employee engagement, commitment, working conditions, safety, and communication. Planned and facilitated action planning sessions with executives and facility managers to prioritize actions for improvement.
- Led the design and helps implement comprehensive leadership development program for top 125 managers of nation's largest home manufacturer.
- Designed and delivered leadership development, training, coaching and off sites for leadership teams, managers, and front-line supervisors for leading automotive parts manufacturer.
- Provided individual assessment and coaching to enhance overall leadership skills for mid- and senior-level managers and executives in multi-national companies. Facilitated training workshops to support development of leadership competencies.
- Conducted customer value assessment for leading supplier for pulp and paper industry. Assessed how current and former customers measured value, quantified cost, and selected suppliers. Identified how to improve customer service, account management, and technology use.
- Planned and implemented teamwork orientation assessment for military group based on findings and recommendations from organizational climate survey and benchmark analysis.
- Conducted administrative process flow analysis for work teams; recommended improvements in business operations for staffing, communications, and QS-9000 compliance.

### Work History

2004 – Present	Impact Associates, Inc.	Vice President, Operations & Quality
2001 – 2004	Impact Associates, Inc.	Manager, Research & Assessment Services
2000 – 2001	Impact Associates, Inc.	Consultant
1998 – 2001	Tennessee Valley Authority	Research & Assessment Specialist
1997 – 2000	Resource Associates, Inc.	Consultant & Research Assistant
1998 – 1998	Denso Manufacturing, Inc.	Consultant
1997 – 1997	Sprint Spectrum/APC	Recruiting Assistant
1996 – 1996	First Data Corporation	Training Consultant
1996 – 1996	Smithsonian Institution	Intern