

LORI A. JOUBERT, MA, CLP
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PROFESSIONAL OVERVIEW

Relationship-oriented communicator with a passion for serving others and connecting people with the resources they need to be successful. Contagious enthusiasm for reaching strategic goals, creating solutions to problems and inspiring others to reach their full potential. Gifted and experienced in listening intently, optimizing communication and networking with colleagues to best bring people together to accomplish a shared vision and common goals. Experienced in training professionals, staff, local and international communities in listening.

PROFESSIONAL EXPERIENCE

Program Coordinator, Cardiology Division, UW Medicine 2017-present

- Manage scheduling and coordination of key programmatic activities and events, including providers call schedules, team meetings, special events, fellowship, and faculty recruitment.
- Partnership development with Section Heads and faculty leadership in program expansion for Electrophysiology and Cardiac Imaging Programs.
- In collaboration with program directors, responsible for creating and maintaining annual conference curriculum for fellowship education.
- Provide education and resources for staff related to UW Medicine's diversity initiatives as Diversity Champion for Cardiology Staff and Bias Navigator for the Department of Medicine

Executive Administrative Assistant, Airlift Northwest, UW Medicine 2008-2017

- Responsible for a wide range of complex and confidential administrative and operational tasks, communicating with a variety of internal and external constituencies frequently and acts as the primary liaison to the Advisory Board.
- Coordinated hiring and onboarding requirements for new employee orientation for front office staff position. Supervision of workflow for front office priorities in alignment with executive assistant responsibilities and leadership team objectives.
- Liaise with outreach coordinators to schedule events and public relations opportunities that inform the community about Airlift Northwest services. This included, tracking and reporting on outreach activities, maintaining hospital-related contacts for all regions in Washington and Alaska, facilitating event logistics, organize and maintain email distribution lists and updating brand materials.
- Facilitate annual review of policies and procedures. Assist in production of presentations and other materials for ALNW Leadership Team.

EDUCATION

University of Washington, Seattle, WA

Master of Arts, Speech Communication 2001

Non-Thesis Project: On the Idea of Emancipation and Listening: *Transforming Communication in Organizations*

Bachelor of Arts, Speech Communication 1996

University of Washington Extension, Seattle, WA: Certificate Program in Project Management 2003

AFFILIATIONS/CREDENTIALS

- Board member of International Listening Association (ILA)
- Board member of UW Professional Staff Organization
- Program chair for inaugural conference for the Northwest Coalition of Professional Staff in Higher Education
- Certified Listening Professional (CLP)
- Emotional Intelligence
- Team STEPPS Master Trainer

TECHNOLOGIES

MS Office, SharePoint, Adobe Acrobat, MS Project, Survey Monkey, Google Docs, Dropbox, Ariba, Zoom, Infinity On-Call, Qgenda, Adobe Spark

LEADERSHIP DEVELOPMENT, TRAINING and WORKSHOP FACILITATIONS

Since 1996 actively involved in training, small group facilitation, public speaking, leadership development and community building workshops.

2023	Embracing Change with Emotional Intelligence presented to UW SOM Mentorship Program, May 2023
2023	Restorative Justice Community Building Practices, facilitates community building circles for School of Medicine Residency Program Directors and Diversity Council Retreat, April, May and June 2023
2022	Cardiology Listening Circle Cafes, facilitated monthly listening circles for Cardiology staff to engage in a range of topics including diversity, equity, inclusion and belonging, February-December 2022
2021	<i>Listening to Build Community Workshop</i> for Welcoming Week, hosted by City of Shoreline City Hall, September 16, 2021
2021	ILA Annual Awards Ceremony, Presidential Address, 2021
2021	Lead ILA Annual Membership Business Meeting as Board President
2021	<i>"Listening Connects with DEI in a 20-year Relationship,"</i> ILA Annual Conference Presentation, Co-Presented with Dr. John Stewart, April 17, 2021
2020	ILA Strategic Planning Workshop: In collaboration with Philip O'Meara, ILA board members and committee chairs to identify key milestones, values, website development and team structure as part of the ILA's strategic planning process, July 2020 via Zoom.
2020	ILA Annual Convention: virtual mini-course series Convention Theme: <i>"Embrace the World: Listen to Build Relationships"</i>
2019	<i>The Heart of Listening: Cardiology Listening Café</i> for International Day of Listening. Topic: Empathy

- 2018 *The Heart of Listening: Cardiology Listening Café* for International Day of Listening. Topic: **Hearing and listening**
- 2018 The Impact of Listening in Learning Environments, NCPS Conference, July 2018
- 2017 Cardiology Admin and Finance Staff Retreat, Topic: *Building a Culture of Service*, SWOT
- 2016 Cardiology Admin and Finance Staff Retreat, Topic: Communication: Email communication, communicating when the stakes are high and listening
- 2016 Leading Change with Emotional Intelligence, Co-facilitated with Dennis Dashiell, WWU at July, 2016 NCPS Conference.
- 2014 *“Positive Emotions at Work: A case of bright spots,”* paper presentation at the International Communication Association Preconference , May 22, 2014, Seattle
- 2013 Leadership Development Activities at ALNW: SWITCH Model and Scarf Model
- 2010 Listening Development and Assessment with ALNW Management Team, March 2010
- 2010 *Transformational Listening: Listening to Change*, ILA Annual Convention, Albuquerque, New Mexico, March 24-27, 2010
- 2003 *“Optimum Listening”* presented to Branch Managers at Washington Mutual Bank
- 2002 Communication Track: Institute for Leaders (IFL) presented at FBLA/PBL National Conference in Nashville, Tennessee
- 2002 Ethics Training presented to Assistant Managers and Branch Managers at Washington Mutual Bank
- 2001 Communication Track: Institute for Leaders (IFL) presented at FBLA/PBL National Conference in Long Beach, California
- 1997 Washington Initiative for Supported Employment presented at the Western Washington Conference
- 1996 DDS: Seattle Central Community College
Time Management / Test taking strategies