

# Michael Vandergriff

Michael Vandergriff's audiences for his *Conflict Resolution*, *Employee Performance* and *Teams* classes range from Stealth Fighter (F117) pilots to "Einstein Fellows" at the National Science Foundation. In thirty-six years of employee and management training, he's instructed groups from scout leaders to psychiatric staff responsible for the care of Charles Manson.

His approach to training is to employ *live cases* and guide classes through real-world challenges. His conflict archives (referred to as, "Pandora's Boxes") hold worksheets back to 1979 and this resource is the foundation for Michael's powerful training tools and consulting expertise.

Michael's presentations to regional, national, and international conferences include:

- National Association of Plant Protection and Quarantine Managers Conference
- National Small Business Administration Office of Inspector General Conference
- Federal Railroad Administration National Partnership Conference
- National Professional Baseball Conference
- National Customer Service Conference, Sponsored by EPA and DOI Asian Pacific American Conference, Sponsored by DOL and OPM Worldwide USAF and US Navy Libraries Conference (four years)
- International Terrorism Supervisors' Conference, Federal Bureau of Investigation
- Worldwide War on Terrorism Conference 2002, sponsored by OPM and hosted by Marine Corps University (role: co-director)
- Worldwide War on Terrorism Conference 2003, co-hosted by OPM, USCENTCOM and USASOC (role: co-director)

Michael has presented at OPM's Management Development Centers (Eastern, Western and the now-closed Central facilities) for twenty years. He has delivered training at the Army's Center for Civilian HR Management at Aberdeen Proving Ground, Md, for ten years.

Michael's training and consulting in internship programs includes:

- Army Fellows
- Environmental Protection Agency
- General Services Administration
- United States Postal Service, and
- Presidential Management Fellows (PMF) Program (eleven years, seven years as Coordinator of all PMF Graduation Training)

Michael is the author of "Building a Picture of Perfect Customer Service" in *Best Practices in Customer Service*, AMACOM PRESS, John Woods and Ron Zemke, editors.