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Author, educator, leader and internationally recognized innovator in government, business and social sector organizations and collaborations

PROFESSIONAL EXPERIENCE

HAAS SCHOOL OF BUSINESS, UNIVERSITY OF CALIFORNIA, BERKELEY - 2003-present
Director, Nonprofit and Public Management Program, and Lecturer

Develop a program to prepare students for leadership in government, nonprofit sector and public life. Teach, and design and manage a portfolio of courses. Advise students and student organizations. Create partnerships with other schools, including Goldman School of Public Policy. Manage a portfolio of external contacts, and develop donor support.

ORGANIZATIONAL DEVELOPMENT/STRATEGY SPECIALIST 1990-present

Provide strategy and organizational consultation to more than 200 nonprofits, foundations, businesses, governments, and universities on governance, organizational planning/strategy, community involvement, partnerships, and diversity. Develop curriculum, teach courses/seminars, and deliver presentations on leadership, collaboration, community involvement and inclusiveness. Have delivered more than 100 keynote addresses nationally and internationally.

Clients include: Georgetown University · Graduate School of Business, Stanford University · Center for Philanthropy and Public Policy, School of Public Policy, University of Southern California · Center for Nonprofit Leadership and Management, Arizona State University · Levi Strauss & Co. · United Parcel Service · Office of the Governor of Hawaii · Walter and Elise Haas Fund · Consumers Union · YMCA of the USA · American Red Cross · Corporation for National Service (AmeriCorps) · Planned Parenthood Federation of America.

PETER F. DRUCKER FOUNDATION, New York - *Trainer* 1998-present

Teach boards of directors and executives of nonprofit organizations, business leaders, and government officials strategic analysis/planning to empower nonprofit organizations and build social sector leadership worldwide. Train consultants from around the world in strategic planning and intervention. Teach curriculum on business/nonprofit collaboration, based on research from Harvard Business School. *Clients include:* Hong Kong Junior Chamber of Commerce, Alaska Association of Nonprofits, and United Way of America.

THE VOLUNTEERISM PROJECT, San Francisco - *Founder and Director* 1990-2003

Created an innovative foundation/nonprofit collaborative to strengthen, increase, and diversify community service and the nonprofit sector. Directed a partnership governed by presidents of The San Francisco Foundation, The James Irvine Foundation, Evelyn and Walter Haas, Jr. Fund, United Way, East Bay Community Foundation, Marin Community Foundation, Bank of America Foundation, Shinnyo-En Foundation, Social Venture Partners Bay Area and five Volunteer Centers.

Highlights of accomplishments include: Raised more than \$10 million from foundations, government, corporations and individual donors; partnered with companies including IBM to create a \$3 million marketing campaign; directed a national training and consulting team that developed AmeriCorps programs throughout the 50 states; unified Volunteer Centers in the San Francisco Bay Area in a system that tripled civic participation; launched the first comprehensive study of community involvement in ethnic communities; and consulted with leaders in government and business to help build strong social service sectors internationally in Tokyo, Japan; Vejle, Denmark; Alberta, Canada; and Singapore.

PROFESSIONAL SCHOOL OF PSYCHOLOGY, San Francisco – *Instructor* 1986-1989

Co-taught doctoral level classes in advanced personality theory and organizational psychology.

PROMOTING AGENCY/VOLUNTEER EFFECTIVENESS, Alameda County – *Director* 1985-1989

Designed and directed an action research project—Promoting Agency/Volunteer Effectiveness (PAVE). Worked in-depth with eight community organizations and government agencies to identify how to effectively involve working people as volunteers. Research resulted in publication of *At The Heart: The New Volunteer Challenge to Community Agencies*.

TRI-VALLEY HAVEN FOR WOMEN, Livermore, CA - *Executive Director* 1982-1985
Directed domestic violence shelter and sexual assault program. Worked with board members and managed staff of ten and more than 100 volunteers to increase agency services and budget by 150 percent. Created the first county-wide legal services program for battered women. Led a successful capital campaign that resulted in construction of a new shelter and renovation of a second-stage house. Developed and implemented the agency's first strategic plan.

CHABOT COLLEGE, Hayward, CA - *Instructor* 1975-1982
Developed core curriculum and taught courses in the Human Services Program, including adult and child development, and counseling and interviewing techniques. Created coursework for new Foster Parent Training Project. Produced film to recruit foster parents for the State of California.

Previous Work Experience

MARINA COUNSELING, San Francisco - *Associate Director and Counselor* 1973-1976

FORT HELP: CTR. FOR SOCIAL AND HEALTH PROBLEMS, San Francisco - *Counselor* 1971-1972

U.C. MEDICAL CENTER PEDIATRIC CLINIC, San Francisco – *Translator/Intake Worker* 1970-1971

ABRAHAM LINCOLN JUNIOR HIGH SCHOOL, Washington, D.C. - *Teacher* 1969-1970

EDUCATION

Ph.D. in Psychology, *The Professional School of Psychology*, San Francisco 1990
Concentrations in organizational and clinical psychology
Student Body President and Member of the Board of Trustees

M.A. in Human Relations, *San Francisco State University*, San Francisco 1972

B.A. in Education and Spanish, *The George Washington University*, Washington, D.C. 1970

Licensed in the State of California Marriage and Family Therapist

PUBLICATIONS

Positioning the Profession: Communicating the Power of Results for Volunteer Leadership Professionals
Authored landmark publication distributed worldwide and published by Association for Volunteer Administration in November, 1999. Now in its fifth printing.

At The Heart: The New Volunteer Challenge to Community Agencies
Authored book on how to effectively involve volunteers in the nonprofit sector. First printing, 1988. Second printing, 1989.

Journal Articles

“Don’t Forget the People,” *Voluntary Action Leadership*, Fall 1991

“Recruiting for Diversity,” *Leadership*, January/February 1995

“Diversity: A Shared Responsibility,” *Volunteer Leadership*, April-June 1996

“Age Has No Limits: How to Attract and Keep Volunteers throughout the Life Cycle,” *Volunteer Leadership*, October-December 1997

“The Promise and Pitfalls of Technology in Creating an Engaged Citizenry,” *The Grantmaker Forum on Community & National Service Session Highlights 2000*

“Cultural Competency: Not a Lump Sum of Stereotypes,” *The Journal of Volunteer Administration*, Winter 2002