

## THOMAS J. MOSGALLER

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### SUMMARY

Executive level experience in the private, public, and nonprofit sectors. Results oriented leader with an extensive track record of bringing diverse groups together to successfully define and execute strategy. Mission driven, team oriented motivator, with strong relationship building, communications, teaching, and change management skills.

- Organizational leadership
- Project and process management
- Market analysis and strategic planning
- Training and facilitation
- Systematic problem solving
- Public speaking
- Human resource management
- Organizing and networking

### PROFESSIONAL EXPERIENCE

**UNIVERSITY OF WISCONSIN—MADISON COLLEGE OF ENGINEERING - CENTER FOR HEALTH ENHANCEMENT SYSTEMS SUPPORT (CHESS) - NIATx**, Madison, Wisconsin **2006—present**  
*National Program Office for the Robert Wood Johnson Foundation-funded center for improving quality in the behavioral health care field.*

#### **Director of Change Management**

Member of management team responsible for national dissemination of NIATx products and services to support the improvement of behavioral health care organizations' systems of care delivery.

**MARSHALL ERDMAN & ASSOCIATES**, Madison, Wisconsin **2000—2005**  
*Nationally recognized integrated design/build firm providing planning, design, engineering, and construction services to the health care industry*

#### **Vice President of Organizational Development (OD) and Human Resources (HR)**

Top management team position; reported to the president. Primary responsibilities included human resources, quality management, organizational development, and corporate training and development.

#### Organizational Development

- Created the Erdman Leadership Academy: five academies completed with over 100 total participants from all levels and disciplines of the company.
- Initiated an executive leadership program for the top management team to improve strategic thinking, teambuilding, and coaching capabilities.
- Championed the introduction of a communications and learning infrastructure including, weekly top management team meetings, monthly all manager meetings, balanced scorecard updates, a cascading process for strategic planning and reviews, quarterly employee updates and an employee newsletter.
- Served on steering committees to revamp the sales and overall project delivery process: Consultative selling training and coaching and delivery process redesign.

#### Quality Management System (QMS)

- Led the QMS initiative within the company, including development of the charter, recruitment of the cross-functional team, education of participants, and creation of the deployment strategy.
- Introduced the Malcolm Baldrige framework for measuring the effectiveness of the overall business; oriented all executives and managers and conducted Baldrige Express assessment in 2005.

- Established After Action Reviews (AARs) of projects and revamped the overall customer feedback system.
- Launched an ISO 9001 initiative. Upgraded the documentation of core company processes as a foundation for an ongoing continuous improvement strategy.

### Human Resources

- Established integrated department of HR, OD, Quality Management, and Training & Development.
- Initiated development of company wide Performance Management Process (PMP) to align corporate planning with the departmental and individual goal-setting process.
- Served as champion/chair of various strategic initiatives including the compensation and benefits review process, improving the corporate communications infrastructure, and developing an integrated training and development system for the company.
- Introduced human resource performance metrics and employee satisfaction survey to measure effectiveness in 16 categories: employee satisfaction rose from 58% favorable in 2001 to 74.4% favorable in 2005.
- Served on executive level committees, including Strategic Planning, Operations, Retirement Plan Oversight (retirement account assets exceed \$65 million), 401K, and Delivery Process redesign teams.
- Launched succession planning and bench strength development strategy to improve career development and retention abilities of the company.

### Training and Development

- Led committee redesigning the training and development system for the company.
- Introduced an integrated approach to training, including Development Days as a method to offer cross training opportunities for all employees nationally.
- Initiated development of a business orientation and acumen simulation program to improve the overall business literacy of employees.
- Introduced a system for measuring training effectiveness, including initial efforts to measure retention and return on investment.

**CITY OF MADISON, Madison, Wisconsin**

**1987–2000**

#### **Director, Office of Training and Development**

Coordinated citywide training, quality management, and organizational development responsibilities for 33 departments and 2,700 employees.

- Developed systematic training system for all city employees.
- Led creation of the City's Quality Management System.
- Initiated City's Supervisory Academy.
- Introduced the City of Madison Framework For Excellence as a tool for departments to measure their effectiveness (Based on Malcolm Baldrige criteria.)
- Facilitated the strategic planning and deployment process for the Mayor and City Council.
- Developed a public sector consortium of city, county, Madison Area Technical College, and the University of Wisconsin–Madison to share training opportunities and reduce costs.

The City of Madison's Quality Management efforts received worldwide recognition as a pioneering effort and were recognized by the American Society for Quality for their leadership.

**JOHN CONWAY AND ASSOCIATES, Milwaukee, Wisconsin**

**1981–1987**

#### **Vice President**

Designed and delivered consulting services and training to health care and human services organizations nationally.

**INDUSTRIAL AREAS FOUNDATION (IAF) LEADERSHIP INSTITUTE**

**1973–1981**

Led development of broad based citizen organizations in Philadelphia, Central Pennsylvania, and Wisconsin.

- Built coalition of 280 organizations (churches, neighborhoods, businesses, etc.) Raised half million dollars.

- Organized the Wisconsin Rural Development Center (WRDC) recognized as a catalyst for the introduction of sustainable agricultural practices in Wisconsin.

**EDUCATION**

- University of Notre Dame - School of Business, Master of Science in Strategic Human Resource Management
- Wisconsin School of Business, Certificate in Fiscal Management
- University of Wisconsin - Stevens Point, Bachelor of Science
- Society for Human Resources Management (SHRM), Certificate in Strategic Human Resources Management

**BOARDS AND COMMITTEES**

- Board Member National Public Health Foundation (PHF)
- Sponsoring Committee of the South West Wisconsin Driftless Area Cooperative
- Member of the Social Responsibility Taskforce of the American Society for Quality (ASQ)