

## Summary

Steve has served as a teacher, author, consultant, human resources director, health care administrator, and licensed clinical social worker since 1977, providing education, executive coaching, and team development services to thriving businesses and organizations internationally. Steve is the author of [Team Clock: A Guide to Breakthrough Teams](#), [Useful Pain: Why Your Relationships Need Struggle](#), and [The 4 Stages of a Team: How Teams Thrive...and What to do When They Don't](#), CEO of the Team Clock Institute, LLC, and the Managing Director of the Midwest Institute & Center for Workplace Innovation, LLC. Steve teaches on the faculty of the Center for Professional Excellence at Elmhurst College where he earned the President's Award for Excellence in Teaching.

## Education

Loyola University of Chicago  
Chicago, Illinois  
M.S.W. awarded 5/82

DePauw University  
Greencastle, Indiana  
B.A. awarded 5/77

## Professional Experience

2010-Current

### **Founder, CEO**

#### **Team Clock Institute, LLC**

The Team Clock Institute offers assessment, training, and consulting services to teams in business, education, sports, and community settings. Anchored in the book, *Team Clock: A Guide to Breakthrough Teams*, leaders are empowered to optimize effective team development. Team Clock assessments yield targeted data and actionable strategies creating measurable results aligned with business objectives. Executive oversight of a team of certified consultants and a broad array of services includes:

- Online assessment of team strengths, weaknesses, consensus, and disparity in 10 key domains.
- Comprehensive training in the key elements of team and organizational effectiveness.
- Cultural transformation, merger/acquisition, and strategic planning facilitation.
- Leadership coaching.

1984-Current

### **Managing Director**

#### **Midwest Institute & Center for Workplace Innovation, LLC**

The Midwest Institute & Center for Workplace Innovation, LLC provides assessment, advising, counseling, coaching, consultation, and training services to individuals, families, groups, and organizations interested in optimizing health. Executive oversight of a team of licensed health care professionals and a broad array of services includes:

- Professional development workshops, seminars, retreats, and keynote presentations.
- Workplace outcome measurement, cultural health assessment, and change readiness evaluation.
- Professional consultation, team building, career coaching, leadership development, and transition management services.
- Individual, marital, family and group psychotherapy, assessment & referral services. Over 15,000 clinically supervised direct practice hours.

1999-Current

### **Adjunct Faculty, Center for Professional Excellence, Sociology Department Elmhurst College**

Currently teaches Professional Foundations for Career Development (CPP 299) through the Center for Professional Excellence. Previously taught Introduction to Social Work (SOC 303), Social Work with Individuals and Families (SOC 404), and Social Work with Groups and Communities (SOC 406) through the Sociology Department. Supervised twenty-five student internships between 2004 and 2014 (SOC 492). Received President's Award for Excellence in Teaching in 2000 with subsequent nominations in 2005 and 2010.

2008-2017

**Board of Directors**

**Pillars**

Pillars is a not-for-profit social service organization formed through the merger of Community Care Options and Pillars Community Services. Pillars keeps our communities healthy and strong by providing quality, community-based services for over 10,000 individuals and families annually who are facing challenges and crisis. Pillars utilizes a community wraparound approach, offering a wide spectrum of fully-integrated, research-informed services and best-practice methodology. Chaired the Program Committee and sat on the Executive, Advocacy, and Human Resources Committees.

2006-2010

**Senior Vice President, Director of Human Resources**

**Leaders Bank**

Served as the chief culture officer for the financial services organization named the #1 Best Place to Work in Illinois in 2006, Chicago's 101 Best & Brightest in 2008 and 2009, and the APA Psychologically Healthy Workplace Award and Best Practice winner in 2010. Directed recruitment, retention, organizational development, training, career path advising, compensation, benefit administration, professional development, employee relations, and team building.

2002-2006

**Director, Patient Service Operations**

**Advocate Lutheran General Hospital**

As Fellow of the American College of Healthcare Executives, maintained leadership accountability for a broad portfolio of integrated clinical and support services including neuroscience, outpatient ambulatory care, food and nutrition, volunteer services, guest services, patient transportation, social work, environmental services, inpatient psychiatry, neuropsychology, and outpatient behavioral health. Responsible for 520 FTE employees, \$11M in revenue and \$17M in expenses. Responsible for the business product lines for the Sleep Lab, Pain Clinic, Outpatient Care Center, and Behavioral Health. Assumed interim role of Director, Radiology and Imaging Services in 2004 with a focus on physician relations and system integration. Leadership in ALGH MVP Integration Team cultural competency and health literacy initiatives. Led the Smoke-free LGH initiative resulting in Advocate's first totally smoke-free campus in January 2005. Selected for the Summit Leadership Program recognizing the top 5% of Advocate Health Care associates.

2000-2001

**Director of Operations, Behavioral Health and Clinical Support**

**Advocate Lutheran General Hospital**

Administrative responsibility for behavioral health, social work, addictions, neuropsychology, neurosciences, outpatient care, pain services, children's day care, Laureate Day School, and medical records. Responsible for 350 FTE employees, \$3M in revenue and \$5M in expenses. Provided mentorship through the Advocate Exceptional Leaders Program.

1998-2000

**Clinical Manager, Neuropsychology**

**Advocate Lutheran General Hospital**

Clinical management of psychology and social work services across behavioral health inpatient and partial hospital units. Administrative leadership of a product line of outpatient services for patients with traumatic brain injury, stroke, Alzheimer's disease, sleep disorders and adjunctive neurophysiological needs. Chaired the Behavioral Health Quality Assurance and Improvement Committee and participated on the Behavioral Health and Spirituality Task Force.

1994-1998

**Clinical Manager, Child and Adolescent Day Treatment Program**

**Advocate Lutheran General Hospital**

Administrative and clinical leadership in the design and development of an innovative partial hospital program for children and adolescents from 5-18 years of age. This family-based program featured a developmentally tracked model of multidisciplinary treatment aimed at providing stabilization, coping skills, and transitional services to a high acuity psychiatric population in a brief length of stay format. Recognized as a national best practice treatment model by the Joint Commission for the Accreditation of Hospital Organizations (JCAHO).

1989-1994

**Clinical Director**

**Directions in Learning/Metropolitan Preparatory/Elk River Academy**

Clinical and administrative leadership in the design and development of private elementary, middle, and secondary therapeutic day schools for public school special education placement. Each school specialized in providing a strong clinical environment with a spectrum of individual, family, group, and milieu interventions.

1984-1989

**Coordinator, Riverside Program  
Community Family Service and Mental Health Center**

Administrative coordination of township funded family service satellite office providing crisis intervention, individual, family, and group psychotherapy as well as clinical liaison to local area schools and churches.

1977-1984

**Counselor/Social Worker  
Foxfire Day Treatment Center/ Community Family Service and Mental Health Center**

Provided individual, couple, family, and group psychotherapy in a community mental health model of service delivery. Member of a multidisciplinary team that developed a nationally recognized community-based partial hospital program for chronically mentally ill adults. Benchmark success was published in the American Journal of Partial Hospitalization.

**Academic Appointments**

1999-Current

**Adjunct Faculty II**

- Elmhurst College

1984-2014

**Field Instructor**

- Loyola University of Chicago, School of Social Work
- University of Chicago, Social Service Administration
- University of Illinois, Jane Addams College of Social Work

**Publications**

Center for Team Excellence (2019)

- The 4 Stages of a Team: How Teams Thrive...and What to do When They Don't

Shields Meneley Partners (2015)

- Know How: Experience, Expertise, Execution (authored the "Embracing Change" chapter)

Team Clock Institute (2014)

- Useful Pain: Why Your Relationships Need Struggle

Mawi Books (2009)

- Team Clock: A Guide to Breakthrough Teams

Society for Human Resource Management (2007)

- "Designing an Effective Wellness Program, Step by Step"

Metropolitan Chicago Healthcare Council (2005)

- "Smoke-free Hospitals: a Case Study in Implementing a Culture Change"

Journal of Advocate Health Care (2004)

- "Caring for Families Intensively: Families Under Stress"

American Journal of Partial Hospitalization (1984)

- "Teaching Choice"

Bulletin of the Psychonomic Society (1978)

- "Motion Parallax"

**Workshops, Seminars, and Keynote Presentations**

2019	The Emotional Power of Music – Putting it into Practice	MACMH
2018	The Impact of Stress – an Organizational Development Perspective	Lewis University
2017	Transforming Team Cultures	UIC College of Medicine
2016	Communicating in Teams to Empower Employee Engagement	IABC World Conference
2015	Purpose Driven Networking	Elmhurst College
2014	Embracing Mission, Trust, Innovation, and Resilience	Illinois Hospital Association
2013	Key Elements to Becoming an Employer-of-Choice	Locke Lord, LLP
2012	High Performing Teams: benchmarking excellence	Executives' Club of Chicago
2011	Optimizing Professional Networks	Loyola University of Chicago
2010	How to Lead Incredible Teams	Mental Karate Summit
2009	Employee Engagement Anchors	Nat'l Association of Business Resources
2008	Networking Opportunities in Multicultural Learning	Elmhurst College
2007	Developing a Culture of Excellence	Community Specialists
2006	Team Growth Cycles and Change Management	Elmhurst District 205
2005	Effective Coping with Stress and Adversity	United Airlines
2004	Facing the Health Literacy Crisis	AHC Dimensions of Excellence

## References

- Craig Niederberger, M.D., Chair, Department of Urology  
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