

## Red Ball Solutions: Cheryl Mitchell, PhD

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Cheryl Mitchell is a freelance facilitator and adviser in the healthcare industry and public service, who has provided organizational systems solutions for more than 20 years. During that time, Cheryl's has designed and facilitated hundreds of group programs for thousands of participants. Her initial focus was on experiential team-building and leadership development. This evolved to engagement and strategic planning, then moved through identity formation, change management, teams in crisis, and culture development. She is currently specializing in designing and facilitating multi-stakeholder collaborative processes to develop sustainable solutions to complex system issues.

### Education

Cheryl has a PhD in Human and Organizational Systems where her dissertation research focused on blame in the healthcare system. She also has a Master's degree in Counselling and is a team coach who is qualified to deliver a wide range of assessments. Her academic research and interest in blame, group dynamics that impede collaboration, and processes that enhance solution-building, ensure that her professional projects are evidence-informed and align with current research and literature.

### Clients

Cheryl has delivered a wide range of projects including: short term or long term; small groups or very large groups; intact teams or multiple stakeholders. A comprehensive client list is at [www.redballsolutions.com](http://www.redballsolutions.com).

### Solution Building

There are four stages to providing a facilitated, evidence-based, sustainable solution. This process is iterative and each stage involves discussion and debriefing to assess and adapt the solution accordingly.

Define the situation: Ask the question "What is the situation we are trying to solve". This question ensures focus on a sustainable solution specifically relevant to the situation and defined outcomes, rather than short-term symptom relief.

Discover relevant information: Systematically analyze scientific, experiential and organizational evidence, and then compare this evidence against organizational and stakeholder interests as part of building an evidence-based solution.

Design the strategy: Design the strategy based on the results of the systematic analysis, existing organizational strengths, and available resources.

Deliver the solution: Evaluate the solution throughout the delivery process to ensure the solution addresses the issues, achieves the defined outcome, is based on accurate and relevant information, and is sustainable by the organization.

### Facilitation

Facilitation is the design and delivery of collaborative sessions which bring together multiple stakeholders to build solutions to complex systemic issues. These solutions are designed to:

- Mitigate the group dynamics, individual defense mechanisms, and social psychological phenomenon which impede successful collaboration.
- Employ a variety of collaborative process tools to enhance sustainable solution-building.

### Facilitation Support

To support facilitation, Cheryl provides expertise to individuals, teams and large groups on the organizational development tools required to support collaborative processes including:

- Organizational Structure
- Organizational Identity
- Organizational Conflict
- Organizational Change & Transition
- Organizational Strategic Positioning
- Organizational Culture

Facilitating learning sessions develop capacity across the system and may include leadership sessions, supervisor training workshops, team programs or large group stakeholder forums. Here are some workshop titles that can be tailored to your group:

- Change Solutions
- Communication Solutions
- Difficult Conversation & Conflict Solutions
- Innovation Solutions
- Organizational Identity Solutions
- Collaboration Solutions
- Critical Thinking & Decision-Making
- Engagement Solutions & Positive Culture
- MBTI & Other Assessment Solutions
- Relationship & Team Solutions

### Facilitated Advising

Facilitating advising is reserved for individual leaders who want to integrate collaboration skills, complex systems thinking, large scale change management, and an understanding of conscious and unconscious group dynamics into their leadership practice.