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Bio:

Deborah Rose Manzo is the eLearning Director for IES

Dr. Manzo develops learning modules used by business and industry as well as professional development requirements for a variety of certifications. She also directs Performance Excellence through her state and national work with the Baldrige Criteria for Performance Excellence.

She assists IES clients with custom designed learning activities delivered online for organizational leaders and employees. She also provides direct consultation services and training in performance excellence in the areas of leadership, strategic planning, customer & market focus, workforce development, process & knowledge management, and analysis of results.

Dr. Manzo also serves on the Editorial Review Board for the ASQ Quality Management Journal. She is a National Baldrige Senior Examiner and serves on various boards.

Dr. Manzo has been a National Baldrige Senior Examiner with the National Institute for Standards and Technology (NIST) since 2001. She has 27 years experience in developing adult learning modules focused on leadership and change management.

Debbie has extensive experience in K-12 educational administration and higher education. She has served as the Senior Director for Continuous Improvement and Professional Development for an organization with 14,000 employees. Dr. Manzo has extensive knowledge in the field of evaluation and research. She has been a visiting professor with NCSU and UNC-Chapel Hill since 1999.

Dr. Manzo received her doctorate from Columbia University in leadership and administration; her master's degree, bachelor of science, and bachelor of arts from Oklahoma State University; and a masters degree from NOVA Southeastern University.

She is a master trainer in Baldrige Criteria for Performance Excellence, Quality Tools, Thinking Maps; Covey-7 Habits; Framework for Understanding Poverty; Professional Learning Communities; and Facilitative Leadership. She is a certified Six Sigma Black Belt.