

## Snider and Associates' Experience

Snider and Associates has provided facilitation, process design, training and/or consultation for the following organizations (a partial list):

American College of Physicians  
American Lung Association, California and New York  
Association of California Symphony Orchestras  
Bay Area Air Quality Management District  
Brooklyn Public Library, New York  
California African-American Museum  
California Department of Fair Employment and Housing  
California Department of Health Services  
California Department of Parks and Recreation  
California Department of Veterans Affairs  
California Landscape Contractors Association  
California Medical Association  
California State and Consumer Services Agency  
California State Controller's Office  
California State Library  
California Trial Lawyers Association  
California Water Service Company  
Cedars-Sinai Medical Center  
Center for Disease Control and Prevention, Atlanta  
Chabot Observatory and Science Center  
Cities of: Alameda, Alhambra, Buena Park, Citrus Heights, Palo Alto, Oakland, Sacramento, Kirkland, WA (a partial list)  
The Clorox Company  
Consulting Engineers: CH2M Hill, Carollo Engineers, Montgomery Watson, Sverdrup  
Counties of Alameda, Contra Costa, Marin, San Francisco  
Discovery Chanel Retail/The Nature Company  
Dreyer's Grand Ice Cream  
East Bay Regional Park District  
Environmental Protection Agency  
Franchise Tax Board  
Golden State Warriors  
Kaiser Permanente  
KPMG Peat Marwick  
KQED  
League of California Cities  
Los Angeles County Sheriff's Department  
Marin Community Foundation  
Mills College  
Monterey Regional Water Pollution Control Agency  
Oakland Athletics Baseball Company  
Oakland Chamber of Commerce  
Port of Oakland  
Pacific Retirement Services, Oregon and Texas  
San Francisco Bay Conservation and Development Commission  
San Francisco Employees' Retirement System  
The Sharper Image  
Stanford University  
University of California, Berkeley and San Francisco  
University of Washington

## EXHIBIT 3-A

### Some Feedback...

"I have attended many retreats and focus groups in my roles as President of the L.A. County Medical Association, Board of Trustees member of CMA and a Delegate to AMA from California. I have never known a facilitator as excellent as Marilyn Snider. She had the ability to always refocus the group to the task at hand . . . and was able to draw a free flow of ideas and discussion from the participants."

*William S. Weil, M.D.*  
*Medical Director*  
*Cedars-Sinai Health Associates*

"Our increases in profitability are directly related to Snider and Associates and their ongoing facilitation of our strategic plan. It has produced results in dollars and cents."

*Richard Thalheimer*  
*Chairman and CEO*  
*The Sharper Image*

"Marilyn's facilitation of our strategic plan retreats has been extremely valuable to the City Council and management team. She has been instrumental to us in turning vague, conceptual goals into measurable, concrete objectives."

*Julio Fuentes, City Manager*  
*City of Alhambra, California*

"Marilyn Snider reminds me of a symphony conductor. She can take the most discordant group of players and by the end of the day have them producing beautiful music. She has helped me over the past three years orchestrate the coming together of over 150 environmental groups in an effort to restore the Land and Water Conservation Fund. We are now a well organized group with a clear mission, goals and objectives. And like any master performer, she received an ovation from the group."

*Donald Murphy*  
*President, Americans for Our Heritage & Recreation*  
*Former Director, California Department of Parks and Recreation*

# Snider

AND ASSOCIATES

FACILITATION  
TRAINING  
CONSULTATION

P.O. BOX 13053 • OAKLAND, CALIFORNIA 94661  
TELEPHONE (510) 531-2904  
SACRAMENTO (916) 483-9802  
FAX (510) 530-1568

## What Are Your Needs?

Do you need a process designer and facilitator for team building, partnering, visioning and/or strategic planning meetings/retreats?

Do you need a facilitator for your management, board or council retreat/meeting?

Do you need a facilitator for focus groups?

Do you need a facilitator to assist with conflict resolution in your organization?

Do you need a facilitator for a problem-solving session so you can participate actively rather than lead the meeting?

Do you need a facilitator for a proposal and/or presentation strategy session?

Do you need a coach for individual or team presentation rehearsals with video tape feedback?

Do you need a facilitator to assist with team building when a new CEO or manager comes aboard?

Do you need a facilitator for a community consensus meeting?

Do you need a facilitator to assist your organization through change?

Do you need a facilitator experienced in consensus building with multi-cultural participants?

Do you need new processes to ensure more productive meetings and retreats?

Do you need to know how to make more effective presentations?

Do you need a speaker or seminar leader for your conference or convention?

**If you have answered yes to any of the above questions, Snider and Associates can help your organization. Contact Marilyn Snider, P.O. Box 13053, Oakland, CA 94661, (510) 531-2904 or fax (510) 530-1568. In Sacramento, (916) 483-9802.**

**Snider and Associates** provides facilitation, training, process design/management and communications consulting for corporations, businesses, government agencies, trade and professional associations, educational institutions and community organizations. The firm has been in business since 1980.

**Marilyn M. Snider**, President of Snider and Associates, has her Master's Degree in Psychiatric Nursing from the University of Washington, Seattle. She is also a graduate of Coro Foundation's Public Affairs Leadership Training Program for Women. Marilyn Snider specializes in facilitation of team building and strategic planning retreats as well as training seminars which focus on communication, presentation, public contact and conflict resolution skills. She has founded two community organizations and served on numerous boards in Oakland, California. She was elected President of the California Library Services Board, a governor-appointed governmental board, for three terms and was on the Executive Committee of the Oakland Chamber of Commerce for six years. In 1991, she was selected as a delegate to the White House Conference on Libraries and Information Services.



Marilyn M. Snider, President

## Snider and Associates' Services

### FACILITATION

We provide a neutral facilitator to lead the retreat/meeting and a recorder who visually records the key ideas on large sheets of paper as the meeting progresses. The process gives everyone the opportunity to participate and generates a written record of the retreat/meeting.

### TRAINING

We develop seminars in the following areas to meet your specific needs. Seminars vary in length from one-half to two days and are tailored to meet client needs.

Making Effective Presentations...before one or one thousand

Enhancing Employee Involvement and Productivity

Managing Meetings Effectively

Guest/Customer Relations

Team Building

Achieving Community Consensus

Training for Trainers

Communicating Effectively

Handling Difficult People and Conflict Situations

Leadership Skills

Public Contact Skills

Building an Effective Board and Board/Management Relationship

Becoming an Effective Governmental Board or Commission Member

### CONSULTATION

We design processes for productive and stimulating retreats, meetings and conferences.

*Snider*  
AND ASSOCIATES