

Jennifer Goldman

Organizational Psychologist and the Founding Principal of Alignment Strategies Group

Please contact a GDA agent for information.

Topics

- Communication
- Conflict Resolution
- Employee Engagement
- Journalism / Literary / Author
- Leadership
- Motivation
- Women's Empowerment



About Jennifer Goldman

Dr. Jennifer Goldman-Wetzler, a leading expert on conflict and organizational psychology, is founder and CEO of Alignment Strategies Group, and author of [OPTIMAL OUTCOMES: Free Yourself from Conflict at Work, at Home, and in Life](#) (HarperBusiness, Feb. 25, 2020). For two decades, she has advised senior leaders at global corporations in a wide range of industries as well as at large non-profit and governmental institutions.

In the corporate arena, Jennifer counsels CEOs and their teams on how to achieve optimal organizational health and growth, specializing in innovative technology, healthcare, and financial and professional services companies. She has served clients including: CSC, IBM, Intel, athenahealth, Novartis, Oscar Health Insurance, Oxeon, Roche, Barclays, GE Capital, Moody's, Cornerstone Research, Lexis Nexis, Navigant, and KPMG.

In the public sector, she helps leaders and their teams optimize organizational impact at institutions including: Jazz at Lincoln Center, the New York City Economic Development Corporation, The New School, Oxfam America, and the United Nations.

As a keynote speaker, Jennifer inspires audiences of all kinds, spanning [Google](#) and [TEDx](#), to [Harvard](#) and Columbia University, where she serves as Adjunct Professor in the Department of Organization and Leadership, and teaches a popular course on conflict freedom. She also coaches global business and government leaders in the Executive Education Program at Columbia Business School.

Earlier in her career, she was Director of Negotiation Programs at Mediation Works Incorporated, and a facilitator at the Program on Negotiation at Harvard Law School.

In addition to Jennifer's new book, [Optimal Outcomes](#), she has also written the book *Emotions in Long-Term Conflict* (2014) and has contributed to such outlets as *Chief Learning Officer magazine*, *International Journal of Conflict Management*, and *The Handbook of Conflict Resolution*.

She received her B.A. with honors from Tufts University and holds a Ph.D. in Social-Organizational Psychology from Columbia University.

Select Keynotes

- **Achieve Optimal Outcomes - For All Leaders**

When faced with conflict, most people try to calmly talk through differences...and fail. But what if instead of resolving conflicts, you could simply free yourself of them?

Drawing on research and themes from her forthcoming book, *OPTIMAL OUTCOMES: Free Yourself from Conflict at Work, at Home, and in Life* (HarperBusiness, February 25, 2020), Dr. Jennifer Goldman-Wetzler inspires leaders and their teams to free themselves from the common patterns that hold teams back, and to achieve optimal outcomes instead. By learning how to increase clarity and understand complexity, turn challenging emotions from a liability into an asset, and acknowledge both ideal values (proudly held) and shadow values (hard to admit, even to ourselves), individuals and teams leave empowered to address a host of situations they face every day with newfound freedom and ease.

Using engaging examples that all leaders can relate to, Goldman-Wetzler equips audiences with the mindsets and practices they need to achieve optimal outcomes—and to lead the way for others to do the same.

- **Mastering Conflict**

In this Google Talk, Goldman speaks on the benefits of effective communication and how this can ultimately lead to reaching an optimal agreement.

- **Optimize Organizational Health and Growth - For Executive Leaders**

What three moves can all leaders make today to maximize their organization's health and growth?

In this inspiring talk, Dr. Jennifer Goldman-Wetzler draws on over a half-century of research on organizational change to deliver three key secrets that all great leaders must know if they are to create lasting, innovative organizational performance. Designed specifically for executives who lead highly complex organizations, audiences will walk away with new ideas and practical tools for how to grow their organizations while maintaining organizational health and vitality at all levels.

- **Women, Negotiation and Power - For Women Leaders**

Discover how women get stuck at work, and how they can effectively advocate on behalf of their teams and entire organizations. Packed with practical, actionable tips and illuminating case study examples from Jennifer Goldman-Wetzler's 20 years of advising the best and brightest women in all sectors, this talk shows women exactly how and why they get stuck, and what they need to do to overcome common obstacles and lead effectively. Based in decades of research on women and negotiation, as well as Goldman-Wetzler's deep experience in the trenches with thousands of women over the course of a 20+ year consulting career as an organizational psychologist, this talk will inspire women in all industries to negotiate and lead authentically and powerfully.

Select Book Titles

- **2020:** Optimal Outcomes: Free Yourself from Conflict at Work, at Home, and in Life
- **2014:** Emotions in Long-Term Conflict

Select Articles

- [What we don't know can help us: Eliciting out-of-discipline knowledge for work with intractable conflicts](#)

This article presents the results of a study in which the authors interviewed diverse experts in fields outside the traditional conflict domain about intractable conflicts. The purpose was to gather their frame-breaking insights. The article examines the findings—from how Biblical metaphors can promote reconciliation, to how to create an independent, international facilitation corps.

- [Emotional intractability: Gender, anger, aggression and rumination in conflict](#)

This article presents the findings of a study on how people's gender-role identities affect their perceptions of a victim in conflict, and how these perceptions affect the negativity and aggressiveness of their responses and the degree to which they ruminate and remain hostile over time.

- [Resolving Tough Conflicts - One competency at a time](#)

For all its successes, principled negotiation has its limitations. This article outlines a new framework called CIVIC, which aims to enable organizations to effectively deal with persistent conflicts. CIVIC is an acronym for the five elements leaders need to pay attention to in order to transform difficult conflicts: complexity, interconnectedness, values, imagination and courage.

- [Building a Compliance Culture](#)

Culture risk assessment is now an important component of ongoing risk management. Because an unhealthy culture can directly translate into human capital issues, reputational damage, and compliance risk, the ability of corporate leadership to set a vision for company culture that is adhered to on all levels is paramount. In the face of increasing regulatory scrutiny, firms need a programmatic approach to measuring and managing culture risk proactively to drive cost-effective actions.

- [The Handbook of Conflict Resolution: Theory and Practice, Third Edition](#)

This book chapter outlines a framework for successfully conducting field research and evaluating conflict resolution initiatives.

- [Put Yourself in Your Own Shoes](#)

Conventional advice on solving conflict says you should "put yourself in the other person's shoes." This old adage suggests that by increasing understanding and empathy for the other side, we will be better able to create solutions that take their interests into account, thus allowing us to more quickly and effectively reach agreement. For several decades now, this advice has helped millions of people reach "win-win" agreements. The problem is this assumes people know what they want, and why they want it. Which is not always true.

- [How to End the Bitter Debate](#)

The world today is increasingly polarized. People who once identified with the center have shifted towards extremes. For example, in the US political arena, those who once identified as Republicans or Democrats have now shifted towards the "alt-right" or "left-wing activism". This means there may be no shortage of bitter debates in the coming years, whether we're at a dinner party, at the office, or working to influence

those in elected office.

- [Ugly Conflict? Map It Out](#)

Difficult conflicts are typically caused by multiple interconnected factors, but our tendency is to view the situation in much simpler terms. This evolved over millennia as a way to enable us to successfully adapt to a world of overwhelming data, but one of its drawbacks is that it can severely limit our ability to see complex situations clearly. Because of this limitation, in order to master conflict, it helps to start by not doing anything at all. It helps to simply observe who the players are, how they've behaved and how they're connected to one another.

Select Testimonials

"Our entire company has benefitted tremendously from Jennifer's expertise. She has provided us with the frank insight and leadership know-how to significantly develop our organizational culture. The successful selling of our company to the most prestigious brand in our industry is partially attributable to Jennifer's advisory."

– *Allan Weiser, CEO at DatesWeiser / Knoll Specialty*

"I loved Jennifer's presentation. She has a knack for explaining complex ideas in digestible ways and demanding action. My team and I are continually benefitting from her wisdom."

– *Dieter Wachters, Vice President of Engineering at Collibra*

"Jennifer provided fabulous insights on how to transform conflict to a room full of very attentive attendees. Everyone was so appreciative of the opportunity to learn about and participate in her stimulating and meaningful work."

– *Dr. Maria R. Volpe, Professor of Sociology and Executive Director of the City University of New York (CUNY) Dispute Resolution Center*

"Jennifer and her course have consistently received the highest ratings across the board. She is highly engaging and her work is transformative. She is a gem at Columbia, not to be missed."

– *Dr. Peter T. Coleman, Professor of Psychology and Education, Executive Director of the Morton Deutsch International Center for Cooperation and Conflict Resolution at Columbia University*

"Jennifer gave an insightful and inspiring presentation. It encouraged deep reflection among participants, which we rarely have the time or the inclination to do at the United Nations. Jennifer's work is so clear and appealing. We look forward to benefiting from her ongoing work in this emerging field."

– *Executive Secretary, Conflict Prevention at the United Nations*

"Jennifer had a profound influence on the way I view myself as a leader – and what leadership really means and entails. During our work together, I was awarded EDC's Leadership Award; I am certain this was due in no small part to the work I completed with her."

– *Jeffrey Nelson, EVP at the New York City Economic Development Corporation*

"Jennifer captivated our audience of Googlers in person and around the globe on our live stream site. Her high-energy presentation was bursting with extremely clear and practical advice on how to master even the most difficult conflicts. I recommend her to anyone planning an event anywhere."

– *Rachael O'Meara, Senior Account Manager at Google and author of Pause: Harnessing the Life-Changing Power of Giving Yourself a Break*