

## Directors Education Series

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*Paula Cope*

*President and CEO*

*Cope & Associates, Inc.*

*Shelburne, Vt.*

Paula Cope is President & CEO of Cope & Associates, Inc., a management consulting & training firm based in Burlington, Vermont since 1991. Paula is a consultant, facilitator, and trainer specializing in management and organizational development; succession planning; strategic planning, and project management. Since 1980, Paula has developed and presented a wide variety of programs including: succession planning; communications; process redesign, and managing change. She has led numerous teams in the completion of organizational assessments and survey research. Some of her clients include: IBM, Turner Broadcasting, The Vermont Captive Insurance Association, the State of Vermont, and the National Association of Social Workers Insurance Trust.

Paula earned two degrees from the University of Vermont, a Master of Education in Organization and Human Resources Development and a Bachelor of Science in Physical Therapy. She is a licensed instructor for Stuart Atkins, Inc. in LIFO (process communications and stress management). She also attended the Kellogg Graduate School of Management executive program in *Creating World Class Quality*.

Over the past 25 years, Paula has presented professional papers nationally, is a published author in health care, has chaired several statewide conferences on succession planning, economic development, and health care. In 2005, the Vermont Captive Insurance Association graduated its first class of newly designated Associates in Captive Insurance (ACI). Paula designed the International Center for Captive Insurance Education including its innovative model, curricula, professional designation, and business plan. In 2003, Paula was one of six recipients worldwide to be named an *Exemplar of Excellence* by Hillel International Center. In 2004, Paula and her family received the YMCA's *Character in Action Award*. In 2005, Paula was named *Small Business Woman of the Year* by the Small Business Administration. Since 2007, Paula has been a faculty member for NAMIC's Board of Director's Boot Camp teaching succession planning and has been a speaker at several of their conferences. In 2008, Paula was elected to the Board of Northeast Delta Dental as a Vermont Trustee. Her constant insomnia has allowed her to be involved in numerous other community activities and pen her first business fable.