



Pfeiffer Partner Program

Michael H. Smith, Ph.D.

Michael H. Smith, Ph.D., is an Oakland-based organization consultant, speaker and trainer for the past 39 years, specializing in resolving organizational conflicts, building teams and coaching managers and directors. His clients include: high tech, medical practices and law firms.

Professional Expertise/Services

Dr. Smith enters organizations when situations are tense, defensiveness is high and productivity is often suffering as a result. Employees usually manifest their concerns indirectly in increased use of sick leave, higher turnover and sometimes litigation. Some productivity measures that indicate problems are missed deadlines and increased customer complaints. He uses individual coaching and third-party facilitation techniques to resolve interpersonal and team issues.

Dr. Smith also trains and facilitates some of the very tough organization issues that are strong precursors to litigation such as difficult customers, sexual harassment, workplace violence, poor management skills and boundary and self-control issues such as anger.

Dr. Smith is the author of the book, Management Techniques That Really Work. He's also been published in Cal Law Recorder, Complete Lawyer, California Society of Association Executives Update and Northern California Human Resources Association Bulletin and other management and trade journals on topics such as managing change, team management and visionary leadership.

He has been interviewed in newspapers such as the Wall Street Journal, San Francisco Business Times and the Sacramento Business Journal. He has also appeared on numerous radio and television programs such as Michael Krasny's FORUM (KGO/ABC), "Daybreak" (KRON/NBC, San Francisco, CA) and "People Are Talking" (KPIX/CBS, San Francisco, CA).

Dr. Smith is an Adjunct Professor in the College of Professional Studies, University of San Francisco. He is also a member of the San Francisco Bar Association, Northern California Human Resources Association (NCHRA), and the American Society for Training and Development (ASTD).

Recent Assignments

- Major Construction Corp: Facilitate conflict resolution between two Senior VP's
- Real Estate Agency: Coach partner in anger management reduction
- High School: Coach Head Of School in improved leadership
- Medical Practice: Facilitate conflict resolution and rebuild office team

Education and Professional Affiliations

- Ph.D. University of Southern CA
- MA Goddard College
- Qualified in Mitchell Trauma model

Contact Information

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