

Beverly L. Norwood
Director of Leadership Programs
U.S. Government Accountability Office
norwoodb@gao.gov
(202) 512 -6512

Beverly Norwood has been with the U.S. Government Accountability Office (GAO) for 17 years and is the Director of Leadership Programs. She is responsible for developing and delivering leadership programs for GAO staff at all levels. In addition, she is a member of 13L, a group of mid-career federal employees who are passionate about leadership and promote effective leadership in the federal government. She is also certified in the Myers-Briggs Type Indicator and Center for Creative Leadership 360 Instruments. Beverly also developed a series of core analytic courses for analysts; facilitated leadership transition seminars for staff moving into supervisory positions; and co-led the GAO effort to develop a consensus on the critical skills and behaviors of leaders at GAO.

Prior to joining GAO's Learning Center, Beverly was an Assistant Director and led numerous reviews of the Federal Aviation Administration's efforts to modernize the nation's Air Traffic Control System and improve airliner cabin safety (she is a former instrument-rated private pilot). Her 13+ years as analyst were divided between aviation and environmental protection issues, including work on the acquisition of software-intensive systems to improve the management of air traffic, the environmental effects of airport operations, and environmental infrastructure needs in the U.S.-Mexico border region.

Beverly is a trained facilitator and has led numerous GAO-wide initiatives in this capacity for more than a decade, including the development of GAO's Agency Protocols and International Protocols. She has multiple GAO-wide awards, including two for Excellence in Human Capital Management. Prior to joining GAO, she taught secondary Social Studies and worked in the private sector for an environmental monitoring firm. She has a B.S. in Business Administration and History from Lewis and Clark College in Portland, Oregon and a M.P.A. from the University of Wyoming.