

# ActionLearning



**L. Scott Miller**  
Senior Partner  
& Principal  
Action Learning Associates

“I believe that most of the really important things in life -- self-awareness and the ability to get along with others -- are learned from direct experience. Learning to do more with others may be the most important thing an executive can do to increase their value and their sense of effectiveness”

- L. Scott Miller

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**Action Learning Associates (ALA)**, founded in 1989, is an international consulting firm dedicated to helping organizations achieve competitive advantage through educational programs that link team and leadership development to business strategy. ALA is recognized as the worldwide leader in the design and delivery of dynamic, high involvement, experiential learning environments for the purposes of executive development.

**Scott Miller** is a Senior Partner and Principal at Action Learning Associates (ALA). Scott designs and delivers programs that skillfully blend relevant classroom content with experiential learning, psychological and behavioral assessments, and various forms of peer and observer feedback. He is particularly focused on translating program experiences into sustained, long term behavioral change through peer coaching and follow-up. In other words, the end of the program is not the finish line.

With over 16 years of experience working with global executives across a variety of industries and in over 20 countries, Scott has particular skills and interests in building and coaching high performance teams, leadership development, action learning, and service learning. Additionally, he has created a number of tools and processes to help organizations harness the “wisdom of the crowds” and to drive large scale change and innovation. A sampling of current consulting engagements follows:

**Dow Chemical Company - H.H. Dow Academy--Creating our Future, 2005-Present:** Sponsored by Dow’s CEO, Andrew Liveris, Dow Academy utilizes an action-learning approach to engage its high potentials selected from the top 1% of the company. As a team coach, Scott jumpstarts the project teams by introducing a blend of personality assessment tools and experiential activities. He assists the participants in establishing both their individual learning goals as well as the team’s rules of the road or operating principles. As the team coach, he facilitates weekly team sessions as the action-learning team navigates the learning journey and works toward their deliverable to the Office of the Chief Executive (OCE).

**National Australian Bank (NAB Group) - Enterprise Leadership Program, 2008-Present:** Sponsored by NAB’s CEO, Cameron Clyne, the Enterprise Leader Program (ELP) is aimed at developing the leadership mindsets and behaviors of the top executive talent from the NAB Group. Participants are gathered from multi-business units all across the globe into a small cohort group of thirty for this two week program. For the ELP, Scott designed, developed and delivers a leadership simulation that clearly highlights the power of enterprise thinking and enterprise behavior as a platform for competitive advantage through the simulation and Scott’s facilitation, NAB leaders explore such topics as leading laterally, leading without formal authority, and leading beyond one’s sphere of control in order to win as an enterprise. Starting with the CEO and the Senior Team, the ELP will be rolled out to the top 150 global leaders over the course of 2009-2010.

**University of Southern California - Marshall School of Business - IBEAR (International Business Education and Research) MBA program, 1995-Present:** Comprised of one of the most diverse selection of students from around the world, the IBEAR program is a unique MBA aimed at an international (non-US) population. Over the past fourteen years, Scott’s work with IBEAR has afforded him the opportunity to explore how experiential learning methods intersect with the challenges of cross-cultural diversity. Scott works closely with Dr. Jack Lewis, the Chair of the IBEAR MBA program and Dr. Morgan McCall, the Leadership in Organizations professor, to design a curriculum aimed at building unity and cross cultural competence within this multi-cultural, multi-lingual, and international community.

Scott lives with his wife Kara, 8 year old son Nathan and 6 year old daughter Sierra in Shanghai, China. In addition to learning everything they can from living in the worlds fastest growing economy, Scott is working to develop and grow the Action Learning business in Asia.