



## John Jay Bonstingl

*Advisor in Quality Learning and Improvement.*

John Jay Bonstingl is regarded as a founder of the international Quality Learning movement and as one of the world's leading authorities on personal and systemic improvement through Quality principles and practices in healthcare, business, government, associations, and education. His work has a special focus on Quality-based strategic planning and the development of positive, innovative, long-term relationships with partners, suppliers, clients, and key stakeholder groups.

Jay Bonstingl has been a teacher, author, business owner, host of TV and radio news and current affairs programs, producer of educational videos, a popular and sought-after keynote speaker for conferences throughout North America and overseas, consultant to healthcare organizations, corporations, nonprofits, and school systems around the world, and advisor to more than twenty nations.

Jay began his service as a member of the Board of Examiners for the Malcolm Baldrige National Quality Award Program in 1994, with specialties in education and healthcare. He has also served as an examiner for the Baldrige-based Quality Award program of the American Health Care Association, the Maryland Performance Excellence Award, and the Washington State Quality Award program. In the mid-1990s, Jay's team helped the Baldrige Office to develop the pilot program in education and conducted the first site visit to a organization that was honored as the first recipient of the Baldrige Award in Education.

Jay has helped a wide range of organizations to build leadership and human relations skills necessary for success in the highly competitive, Quality-focused global economy. His work with the American Association of School Administrators, the Association for Supervision and Curriculum Development, and scores of other leading-edge organizations and school systems has enabled them to build leadership capacity at all levels, resulting in higher performance and greater productivity. He has also worked with his key clients to develop their capacity to substantially increase their achievement and productivity levels through innovative partnership development.

Jay's leadership retreats and workshops in appreciative inquiry and leadership development have enabled executive teams to benchmark best practices at award-winning companies and organizations, including the Baldrige Award-winning Ritz-Carlton Hotel Company, and the Chugach, Pearl River, and Jenks school systems, among others.

Through the use of Quality-focused, research-based education tools and strategies, Jay has helped administrators and teachers to develop leadership capacity at all levels of their organizations. His approach enables client organizations to build upon their people's existing strengths through data analysis and appreciative inquiry, as they explore opportunities for significant improvement. Every organization is potentially a high-quality organization, especially when leadership is dedicated to the core belief that *"right relationships create right results."*<sup>TM</sup> Jay's work is based on the idea that building leadership capacity and empowerment at all levels through co-creation of the organization's culture is the best way to fully optimize every person's fullest potential — and one of the best ways to prevent counterproductive negativity and victimhood from taking root in the culture.

Jay Bonstingl is the creator of a unique service-learning and leadership development project called ***Bonstingl Leaders for the Future***<sup>™</sup> -- a two-day program for students (grades 3 through 12) who are not the stars of their schools, but who could be. In two intensive and highly interactive days, student participants explore and discover their own strengths, building upon them as they learn essential tools and strategies to improve their academic performance and create original projects to “make their good schools even better.” Schools and students throughout North America and around the world have benefitted throughout the program’s twelve-year history.

Jay is the author of bestselling books on organizational development and effective teaching, learning, and instructional/training design. ***Schools of Quality***, his groundbreaking book on Quality in business and learning has become an international bestseller in four languages and eight editions, with more than a quarter-million copies in circulation. Jay's pioneering articles in the field of continuous quality improvement have been published in leading business and education journals including *Quality Progress*, *Leadership*, *The School Administrator*, *Educational Leadership*, and *Educational Perspectives*. His work has been featured on television and radio worldwide, including C-SPAN, CNN, and “Good Morning South Africa.”

Jay has served as director of education for the World Affairs Council and as an advisor for the U.S. Department of State in the Middle East, where he worked with Israelis and Palestinians on the development of problem-solving strategies. He has been a Fulbright Scholar to the Netherlands, Israel, and Hungary.

Jay Bonstingl is a frequent presenter at national and international conferences and has lectured at leading universities around the world, including Harvard, Princeton, Waseda (Japan), Charles (Czech Republic), Eötvös Loránd (Hungary), Makerere (Uganda), Bogazaçi (Turkey), Kathmandu (Nepal), Johannesburg (South Africa), Jaipuria Institute of Management (India) and City University of London (United Kingdom). He was called upon to share his ideas at the National Conference on Character-Building for a Democratic and Civil Society as chair of the International Taskforce on Character-Building for the Working World, sponsored by the White House and the United States Congress.

Among Jay's most requested topics for keynote addresses, workshops, leadership retreats, and private executive consultation and coaching are the following:

- Effective Teaching and Learning: *Fully Engaging Every Student's Potential for Success*
- Expanding Learning Potential: *Twenty Tools to Raise Every Student's Achievement*.
- The Richness of Difference: *Appreciating the Possibilities of Human Diversity*
- Right Relationships Create Right Results: *Creating a High-Performance Culture in Your School*
- Seven Keys to School Success: *Building a Sustainable Quality Culture of High Achievement for All*
- Quality As a Way of Life: *Seven Powerful Personal Practices at the Heart of Success*
- The Power of Personal Leadership: *Four Essential Qualities That Separate True Leaders From All the Rest*.
- Benchmarking the Best: *What We Can Learn from Baldrige Award-Winning Companies and Organizations*
- Building Upon Our Strengths: *Harnessing the Power of Our Own Possibilities for Success*

Jay Bonstingl’s academic degrees are in the fields of psychology, education, and history. His doctoral work was in systems analysis and organizational improvement at The City University of London.

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