Off-Grid Resolution

How people learn to change what happens next.

Better decisions. Stronger teams. Better business.

High-performance leadership, conflict resolution and organizational development — from frontline operations to the C-suite.

Built on three decades of practice, Off-Grid Resolution develops teams that make sound decisions, resolve differences and deliver together when it matters most.



Powerful leadership teams

Strengthen judgment, accountability and manager capability.

Stronger profitability

Reduce avoidable conflict, rework and costly escalation.

Capacity for growth

Accelerate decisions, coordination and reliable execution.

TRUSTED BY Selected professional roles & engagements

Peace Corps Virtual Service Pilot Program · ICF International Community Foundation · Alumbra innovations Foundation · TEACH FOR AMERICA · SCHOLASTIC · Environmental Defense Fund de México · NOLS

Turn collective capability into business value.

Agree the priority business outcome and baseline with the sponsor before the engagement.

BUSINESS PRIORITY	WHAT CHANGES IN THE WORK	HOW TO TRACK VALUE
P&L and productivity	Teams resolve issues earlier, clarify decision rights and reduce repeated conversations, rework and escalation.	Hours recovered × loaded hourly cost (capacity value); rework and escalation costs.
Retention and absence	Managers practise addressing tension, giving feedback, negotiating needs and creating workable agreements.	Voluntary turnover, avoidable absence, engagement indicators; replacement costs.
Execution and growth	Leaders make timely decisions, clarify ownership and coordinate dependencies across teams.	Decision cycle time, on-time delivery, cost of delay and margin where attributable.
Leadership capability	People learn to assess the situation, adapt their response and improve shared conditions without relying on an external facilitator.	Observed practice, follow-through, manager assessment and recurrence of issues.

THE METHOD BEHIND THE RETURN

Understand the situation

Notice people, purpose, power and place.

Create another possibility

Change conditions; experience and rehearse alternatives.

Build the capacity to act

Practise, understand, adapt and review.

Connected movements, not fixed steps. Choose whether to change a response, change shared conditions, or refuse or protect. What we change reshapes the next encounter.

Change the encounter. Change what follows.

Three connected movements, not fixed steps. The situation determines where we begin, revisit or adapt.

Understand the situation

People, purpose, power and place.

Assess what is happening
Notice the task, relationships, assumptions and context. Separate observation from interpretation. Identify who has information, authority and the ability to act.

Create another possibility

Change the conditions of the encounter.

Experience an alternative
Change the invitation, arrangement, language, challenge or support. Demonstrate and rehearse another way of participating; observe what becomes possible.

Build the capacity to act

Practise, adapt and review.

Make learning transferable
Understand what made the difference. Practise choosing and adapting responses in other situations; review the result. Build judgment beyond the facilitator.

JUDGMENT: WHICH RESPONSE DOES THIS SITUATION REQUIRE?

Change our response

Choose a different action.

Change shared conditions

Revise agreements, resources or practices.

Refuse or protect

Set boundaries or escalate appropriately.

What we change reshapes the next encounter.

More capable people. More possibilities for organizational growth.

Move the chairs. Change the field of view.

The physical setting is part of the learning environment. The work makes learning observable, then usable.



Rearrange the chairs.
Go outside.
Literally shift perspective.

Change the arrangement, the language or the invitation. Use a perspective-shifting exercise, a short breathing practice or supported rehearsal where appropriate. Help people notice why a change works, so they can adapt it themselves.



The same arrangement can reproduce the same patterns of participation and authority.

A different arrangement opens the possibility of different interactions; observe what actually changes.

ILLUSTRATIVE ORGANIZATIONAL APPLICATION

Reliable coordination across teams

Bring the actual handoff into the room. Map who holds information and decision rights; rehearse the conversation under a revised protocol. Compare what changes. Agree who owns the next decision and how it will be reviewed.

What travels: a shared practice for assessing the situation, testing a response and making a better decision without needing the facilitator to be present.

Intelligence in context

Self, one another and the organizational ecosystem are simultaneous relationships — not three stages.



Start at the encounter

People arrive with different experiences, assumptions and degrees of authority. The setting, culture and history shape what is possible.

Experience ↔ understanding

We do something, notice what happens and examine why. Metacognition makes the learning available for deliberate use and adaptation.

GQ / Global Intelligence

A developing concept combining geographic and ecological awareness with intellectual and emotional understanding, including how physical state and stress affect attention, judgment and action.

What we do together changes what happens next. Shared practices can change the conditions of future encounters; lasting change also needs resources, authority and follow-through.

Intellectual reference points: experiential and constructivist education; Daniel Goleman (emotional intelligence); Theory U / u.lab; Kelvy Bird (generative scribing).

Off-grid is lived knowledge.

A body of practice spanning expedition leadership, organizational responsibility and the design of learning environments.



Judgment under real conditions

At NOLS México, directed a literal off-grid institution, responsible for operations, curriculum, field logistics, facilities and land management. Across 115 field weeks, taught leadership, environmental ethics, risk judgment and shared responsibility.



Change the learning landscape

At EPI México, expanded opportunities for students to demonstrate and share scientific learning through a multidisciplinary festival. A leader Elizabeth hired and later coached now advances work involving UNESCO Learning Cities, where Elizabeth also facilitated a gathering of collaborators.



Capability without a template

At the state university (UABCS), designed and taught sailing and navigation without beginning with sailboats or a budget. Constructivist learning turned the challenge into opportunities for learners to develop competence. The work is about what people can subsequently do.

$8M
Corporate budgets up to
Scholastic, project leadership

$2.5M
Annual operating budget
NOLS México, director

115
Field weeks
Wilderness education

9.3
157 evaluations
Historical corporate facilitation

"All of the students were able to vocalize the leadership lessons they had learned and spoke passionately about how they will transfer those lessons to future challenges."
— NOLS instructor-team evaluation

Sources: 2026 CV and by-the-numbers materials; testimonials (pp. 6–8, 87–94); practitioner accounts. Photos from the professional archive.

What changes when people work differently.

Selected evidence from prior professional engagements and client records.

15% / 28%

Revenue growth

Executive client Michelle reorganized teams around strengths and development needs. Case notes report 15% revenue growth in the first quarter and 28% the next.

20%

Reducing overdelivery

Marketing entrepreneur Alicia implemented a repeatable structure for reducing delivery by 20%, addressing overdelivery and clarifying work commitments.

9.3 / 157

Corporate evaluations

Average score of 9.3 across 157 evaluations from frontline and senior managers at a global Fortune 500 company.

In their own words

"The approach blends insightful leadership principles with personalized strategies, encouraging self-reflection and actionable growth."

Aines Castro · leadership coaching

"She has a unique ability to respond to people's needs, weaving together playful and innovative techniques."

Marlu Robledo · Program Director, EPI México (translated excerpt)

"Liz came across as a professional, honest and pro-active person."

NOLS performance review · India 2012, addressing an instructor conflict

"Everyone genuinely thanked each other for the feedback."

Kurt H. · NOLS instructor debrief, following a difficult team conversation

Sources: Testimonials_Elizabeth 2026, pp. 5–7, 20, 45, 47, 88, 93. Financial and delivery figures are historical case records, not audited results or guarantees. Coaching testimonials are individual feedback.

TOSEA. Leadership in practice.

Todos Santos Eco Adventures | November 2024 | One-day, co-facilitated leadership workshop in Spanish

100%

Workshop productivity

All eight respondents rated the workshop very productive.

100%

Authentic participation

All eight felt very comfortable contributing their perspectives.

+30%

Leadership comfort

Average self-rated comfort rose from 3.75 to 4.88 out of 5.

What the team practised

A six-hour agenda spanning self-leadership, performance, active listening, communication styles, conflict approaches, scenario practice, I-messages and peer accountability. Small-group exercises and peer coaching connected learning to actual challenges.

What participants said

“It made me see recurring situations I’ve experienced in a different way.”

“I learned new, practical tools to use in my day-to-day life.”

“It would be good to do this with the entire TOSEA team.”

A case for continued development

Participants described problem-solving, greater connection with colleagues and the confidence to speak. They also recommended extending the training to the wider team and company management.

Source: TOSEA workshop agenda and participant evaluations, 7 Nov 2024; original eight-response SurveyMonkey export, pp. 1, 3, 5–6. Quotes translated from Spanish responses dated 7 Nov 2024. Immediate self-reported outcomes, not measured operational productivity. The later nine-response dataset includes a March 2025 submission and is not combined here.

Leadership is something people practise.

TOSEA / Todos Santos Eco Adventures / November 2024



Learning together, in the room.

A co-facilitated workshop connecting leadership concepts with collaborative exercises, communication and reflection.

I-message practice was led by a facilitating colleague.



Hands-on learning: Cardumen Moves.



The team considers its next move.

Elizabeth C. Hammond

Founder and creator of Off-Grid Resolution | Writer, educator and organizational advisor

Elizabeth builds the human capability behind exceptional organizations.

Three decades of leadership across sectors, cultures and high-consequence environments inform her work. At Scholastic, she directed educational technology projects with budgets up to $8 million. At NOLS México, she led an off-grid school of about 30 year-round staff and up to 85 peak-season instructors, with an annual operating budget of about $2.5 million. She teaches leadership to frontline and senior managers of a global Fortune 500 company through a London-based consultancy in Mexico City, Buenos Aires and Boston.

Her work brings together operational leadership, rigorous experiential education and the ability to help people address difficult situations and act together.

Cross-sector practice

Her bilingual work extends from frontline supervisors to executive teams across corporate, nonprofit, education and industrial settings, including Action Resources. She works in English and Spanish, whichever language your team leads in.

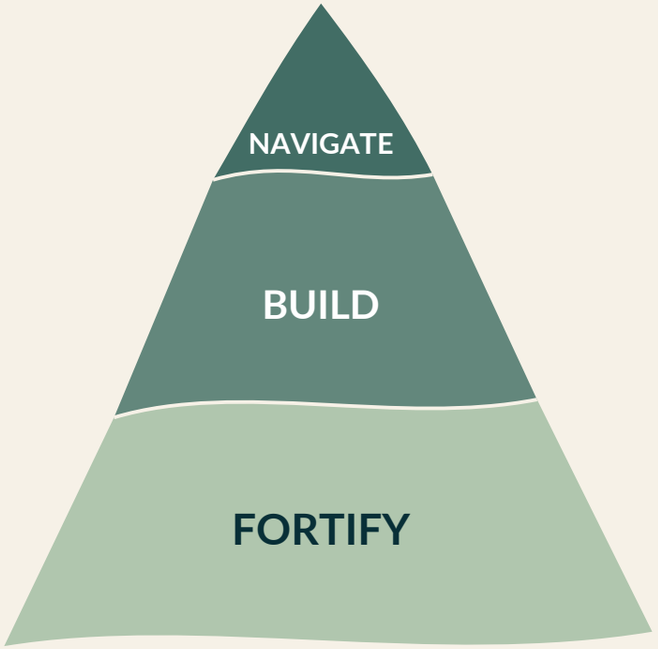
From operational responsibility to transferable capability

Through Off-Grid Resolution, Elizabeth translates her experience into practical development of judgment, communication, coordination and collective performance. She works in English and Spanish and is developing the wider Build Something Better initiative.

Sources: CV and By-the-Numbers; historical professional records; founder's account of 2026 Action Resources engagement.

Three entry points. One methodology.

Prevent recurring difficulties, develop ongoing capability, or intervene when an important situation is already unfolding.



One engagement, a lasting capability.

The point is not simply to resolve an immediate issue. It is to equip people with a shared way of assessing situations, choosing responses and reviewing results that they can continue to use.

Different organizational moments, not a hierarchy or a required sequence.

03 / Navigate the Critical Moment

Address a consequential situation, clarify perspectives and boundaries, rehearse responses and establish decisions.

Documented actions, owners and review criteria. Restore coordination and protect productive time.

02 / Build Collective Capacity

Practise communication, feedback, judgment and coordination through real work. Review and refine shared practices.

A transferable repertoire and agreed practices. Stronger managers, reliable execution and retention.

01 / Fortify the Foundations

Identify recurring patterns, operational friction and decision bottlenecks. Clarify what the team can change.

Shared diagnosis, prioritized changes and baseline. Fewer avoidable escalations and delays.

Measure what matters. Establish the baseline and review agreed indicators with the sponsor. Connect observed improvements to operating costs and business performance where measurable.

Off-Grid Resolution

Cómo aprendemos a cambiar lo que sucede después.





Build Something Better

Construir un mundo donde la vida florezca, el poder se comparta con mayor equidad y la inteligencia humana esté al servicio de nuestro futuro colectivo.

Una metodología de aprendizaje experiencial que desarrolla equipos capaces de tomar mejores decisiones, resolver conflictos y actuar de manera coordinada ante retos complejos y condiciones cambiantes. Los equipos aprenden a sostener y adaptar lo que funciona.

Prevención y diagnóstico

Identificar tensiones recurrentes y condiciones que obstaculizan la coordinación, antes de que los problemas escalen.

Desarrollo continuo

Fortalecer prácticas de comunicación, criterio y toma de decisiones a partir de retos reales de la organización.

Intervención ante una situación crítica

Acompañar conflictos, transiciones o dificultades de coordinación; definir acciones viables, responsabilidades y límites.

Trabajemos en equipo.

Diseñamos intervenciones a la medida de los retos de tu organización, desde la operación y la supervisión hasta los equipos directivos.

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Build a better team.

From frontline supervisors to the C-suite.

Bring us the business challenge that matters most. We design the engagement around your people, your operating conditions and the results you need.

FORTIFY

Prevent recurring friction and clarify priorities.

BUILD

Develop leadership capability across the organization.

NAVIGATE

Address a critical situation and establish a way forward.

Let’s talk about your team.

Elizabeth C. Hammond | Founder & Principal

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