

Hawaii Professional Services RD14

**HRS 103D-304
Hawaii County**

June 30, 2025



nextgen people

Submitted By:

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www.nextgenpeople.com/what

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COVER LETTER

June 27, 2025

Hawai'i County Department of Research & Development
Hilo, Hawai'i

RE: Statement of Qualifications – RD.14 Instructional Systems

Dear Evaluation Committee,

Nextgen People is pleased to submit our qualifications for Instructional Systems services under RD.14. Our team has decades of combined experience designing, developing, and delivering instructional systems grounded in adult learning theory, best practices in workforce development, and cultural responsiveness that aligns with the diverse communities of Hawai'i County.

We bring deep expertise in needs assessment, curriculum design, facilitation, and program evaluation, having partnered with public-sector agencies, nonprofits, and Fortune 500 organizations to build learning solutions that deliver measurable results. Our experience includes developing over 100 custom training modules, facilitating more than 250 leadership cohorts, and supporting large-scale instructional initiatives with hybrid and digital delivery. We understand the importance of integrating cultural values, accessibility, and equity considerations into every aspect of instructional design.

Our approach emphasizes collaboration with stakeholders, continuous improvement, and respect for local community needs. We apply evidence-based methods, incorporate the latest research on microlearning, scenario-based learning, and Universal Design, and leverage robust evaluation tools to ensure our programs create lasting impact.

We acknowledge receipt of all requirements for this solicitation. Should you require additional information, please contact me at

lepورا@nextgenpeople.com
770-367-5444

We look forward to the opportunity to serve Hawai'i County and contribute to building a stronger, more resilient workforce through high-quality instructional systems.

Sincerely,

Dr. Lepora Flournoy, PhD
President & CEO
Nextgen People
lepورا@nextgenpeople.com
770-367-5444

COMPANY OVERVIEW

Nextgen People is a trusted partner in instructional systems design, workforce development, and talent strategy, serving government agencies, nonprofits, and private-sector organizations nationwide. Our team brings decades of experience in designing, developing, and delivering high-impact learning solutions that are grounded in adult learning theory, culturally responsive practices, and rigorous evaluation methodologies.

We specialize in crafting instructional systems that build workforce capacity, enhance leadership capability, and foster inclusive, resilient organizational cultures. Our services include needs assessments, curriculum design, instructional delivery, coaching, facilitation, and the development of digital and hybrid learning solutions. We have developed over 100 custom training modules, facilitated more than 250 leadership cohorts, and delivered instructional systems that have reached thousands of learners across diverse sectors.

Nextgen People's programs are informed by cutting-edge best practices in microlearning, blended delivery, scenario-based and experiential learning, and Universal Design for Learning. We embed cultural relevance and equity into every stage of our process, engaging with community stakeholders and cultural advisors to ensure our materials reflect the values, norms, and lived experiences of the communities we serve. Our curricula are tailored to the real-world challenges of each client, combining interactive content, digital tools, and in-person facilitation to maximize learner engagement and retention.

Our leadership team holds advanced credentials in instructional design, executive coaching, adult education, change management, DEI facilitation, and data-driven workforce analytics. We are committed to continuous improvement, leveraging participant feedback, performance data, and industry benchmarks to refine our offerings and ensure measurable impact on individual growth and organizational performance.

At Nextgen People, we believe instructional systems are more than training—they are vehicles for transformation. We partner with clients to build learning cultures that drive innovation, improve service delivery, and create stronger, more connected communities. Our work with public-sector agencies and community organizations has helped improve retention, strengthen leadership pipelines, and enhance service quality, all while honoring the cultural richness and diversity of the populations we serve.

We look forward to the opportunity to bring this expertise to Hawai'i County, supporting your mission to build a thriving, future-ready workforce through high-quality instructional systems.

RELEVANT EXPERIENCE & PAST PERFORMANCE

Nextgen People has an extensive track record of delivering coaching, training, and facilitation services that create measurable impact in leadership development, organizational performance, and workforce transformation. Over the past three years, our team has designed and facilitated programs resulting in more than 250 leadership development cohorts, over 100 custom training modules, and multiple group coaching engagements supporting leaders and teams across sectors including healthcare, government, transportation, and technology.

Our experience includes partnering with Delta Air Lines on an enterprise-wide change management initiative that supported over 20,000 employees, delivering leadership coaching, facilitating team-based training, and integrating communication strategies to build alignment and improve readiness for change. We have also supported clients such as the City of Atlanta and Equifax in modernizing talent systems, providing customized coaching engagements for senior leaders, and facilitating retreats and workshops that align workforce goals with organizational strategy.

In the public sector, we have worked with municipal and regional agencies to design coaching and training programs that build leadership pipelines, improve performance management practices, and increase employee engagement. Our programs often combine individual coaching, cohort-based training, and facilitated group learning to deliver holistic development journeys. For example, we facilitated an inclusive leadership program for a large nonprofit coalition, resulting in stronger manager engagement scores and increased retention of high-potential staff.

Our past performance demonstrates our commitment to measurable results. Across engagements, clients have reported improvements in leadership capability, employee trust in organizational direction, and operational effectiveness. We employ rigorous evaluation and feedback processes—including pre- and post-program assessments, participant surveys, and stakeholder debriefs—to ensure our programs deliver tangible outcomes and inform continuous improvement.

We also bring expertise in culturally responsive facilitation, incorporating local context and community needs into coaching and training engagements. Our team has experience working with Native Hawaiian and Pacific Islander communities, embedding cultural values and practices into leadership development programs. During the COVID-19 pandemic, we rapidly transitioned training and coaching services to hybrid and virtual models, ensuring continued support for clients adapting to new operational realities.

Nextgen People's leadership team brings decades of combined experience in coaching, organizational development, instructional design, and workforce strategy. Our coaches and facilitators are certified professionals with advanced credentials in executive coaching, adult learning, change management, and DEI-focused leadership development. We are committed to partnering with Hawai'i County to build leadership capacity, foster team cohesion, and deliver programs that drive real, sustained impact in the workforce.



NEXTGEN PEOPLE

CAPABILITY STATEMENT

UEI: KLLQSAHVNZD6

770.367.5444
Work Area: Global

Lepora Flournoy, PhD: CEO

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www.nextgenpeople.com

About Nextgen People

Nextgen People is a cutting-edge AI enabled comprehensive talent management and consulting firm dedicated to modernizing organizations and their leaders. With a proven track record of aligning talent and business strategies, we deliver integrated HR solutions that enhance performance and maximize ROI. Our services include talent management, executive coaching, recruitment, AI HR consulting, facilitation, leadership development process improvement and more, all tailored to meet the unique needs of our clients.

Core Competencies

- Comprehensive Talent and Performance Management Solutions
- Artificial Intelligence (AI) HR Roadmap Strategy to Execution
- Change Management and Organizational Transformation
- Coaching and Assessments for C-Suite, Executive and other Leaders
- Leadership Development and Professional Training
- Best Practices & Efficiencies Process Improvement & Re-engineering
- Facilitation: Board, Strategic Planning, NLAs and other purposes
- Organization Design and Role Architecture
- M&A Due Diligence and Integration

Past Performance Achievements & Customers

- Streamlined Talent Management (Performance Management, Succession
- Planning etc.) at ManpowerGroup for improved employee-centric processes.
- Led Delta Air Lines' enterprise-wide Office 365 rollout, enhancing workforce productivity.
- Spearheaded Workday implementation at Equifax, saving \$325K annually.
- Automated time and attendance/payroll systems for the City of Atlanta, achieving \$2.5 million in savings.
- Delivered executive coaching and assessments leading to leader and organization ROI for Comcast, Allstate, Dick's Sporting Goods, etc.
- Managed extensive workforce expansion and reduction during pandemic-related growth at Cepheid.

Professional Certifications

- Society for Human Resources Professionals- Senior Certified Professional
- (SHRM-SCP)
- Senior Professional in Human Resources (SPHR)
- Six Sigma Master Black Belt
- Prosci Change Management
- Certified Scrum Master
- (PMP) Project Management Professional
- ICF Master & Professional Coaching Certification (MCCs) and PCCs)
- Team and Group Coaching Certifications
- Hogan Leadership Assessment Index
- Leadership Circle 360
- Center for Creative Leadership 360 Benchmarking Certification
- Gallup Clifton Strengths StrengthsFinders 2.0
- Patrick Lencioni- 6 Types of Working Genius Team Coaching & Facilitation
- (MBTI) Myers Briggs Personality Instrument
- DiSC Team and Behavioral Assessment
- Eq- i 2.0 Emotional Intelligence Assessment
- Masters & PhD level professionals
- Etc.

Business Certifications

- 8a- Minority-Owned Small Business
- (WOSB) Women-Owned Small Business
- (NMSDC) National Minority Supplier Development Council
- DBE- Disadvantaged Business Enterprise- GDOT

Differentiators

- Global Network of Highly Experienced Experts
- Proven ROI and Value to Clients
- Artificial Intelligence AI Strategies and Tools for Effectiveness and Efficiencies
- Innovative Application of Best Practices and Lessons Learned
- High-Quality, Credentialed Team, Modernizing Organizations and Leaders
- Comprehensive and Integrated Talent Management from Strategy to Implementation

DUNS NUMBER: 056191272

Company Codes

CAGE CODE: 7U9B1

NAICS CODES:

- 541611 – General Management Consulting Services
- 541612 – Human Resources Consulting Services
- 541614 – Logistics management consulting services
- 541618 – Other Management Consulting Services
- 541690 – Other Scientific and Technical Consulting Services
- 541720 – Research and Development in the Social Sciences and Humanities
- 541990 – All Other Professional, Scientific, and Technical Services
- 611430 – Professional and Management Development Training
- 624310 – Vocational Rehabilitation Services
- NIGP CODES: 91875, 95877, 96156



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APPROACH & METHODOLOGY

APPROACH & METHODOLOGY

At Nextgen People, we approach instructional systems design as a holistic, iterative process rooted in adult learning theory, cultural responsiveness, and evidence-based practices. Our methodology combines needs assessment, curriculum development, delivery strategy, and continuous evaluation to ensure training programs deliver measurable outcomes and build sustainable learning cultures across organizations.



Needs Assessment and Analysis:

We begin every engagement by collaborating with stakeholders to assess existing learning programs, identify skill gaps, and clarify organizational objectives. Through surveys, focus groups, interviews, and data review, we develop a clear picture of current challenges and future learning needs, ensuring all solutions are customized to the context of Hawai'i County's departments and workforce.



Curriculum and Content Development:

Based on assessment findings, we design curricula that are modular, flexible, and grounded in real-world application. We incorporate cultural values and local context to make content relevant and impactful. Our team leverages adult learning principles to create interactive materials that include scenario-based learning, role plays, case studies, and reflection exercises. We also build in digital assets such as eLearning modules and multimedia content where appropriate.

APPROACH & METHODOLOGY



Facilitation and Delivery Strategy:

Our instructional approach emphasizes experiential learning, coaching-style facilitation, and learner-driven dialogue. We offer in-person, virtual, and hybrid delivery models to increase accessibility and engagement. Facilitators are trained to adapt their style to different audiences, ensuring every session is inclusive, respectful, and tailored to diverse learning needs.



Evaluation and Continuous Improvement:

Nextgen People uses a multi-tiered evaluation process that measures participant satisfaction, learning gains, behavioral application, and organizational impact. We collect feedback at multiple points, including pre- and post-training surveys, session evaluations, and follow-up assessments. These insights inform continuous improvement, enabling us to adjust curricula, delivery methods, and facilitation practices to maximize effectiveness.



Cultural Integration and Equity Lens

Our instructional systems embed cultural awareness and equity considerations throughout. We engage with community stakeholders to incorporate cultural norms and values, adapt language and delivery methods for inclusivity, and ensure materials are accessible to learners with varying levels of digital literacy and English proficiency.

This integrated approach ensures every instructional system we deliver is not only technically sound and grounded in learning science, but also meaningful to the diverse communities Hawai'i County serves.

APPROACH & METHODOLOGY

Needs Assessment & Analysis

NEEDS ASSESSMENT & ANALYSIS

At the foundation of every successful instructional system is a comprehensive needs assessment and analysis process. At Nextgen People, we recognize that effective training begins with deep understanding: of the learner population, organizational context, operational challenges, and cultural dynamics that shape how knowledge is acquired and applied. Our needs assessment approach ensures that every learning solution is grounded in the specific goals, realities, and unique values of Hawai'i County's workforce and community.

Stakeholder Engagement and Discovery

We begin by collaborating closely with key stakeholders—including department leaders, supervisors, frontline employees, and community partners—to gather qualitative insights about existing challenges, organizational priorities, and skill gaps. This includes facilitated listening sessions, structured interviews, and small-group discussions designed to surface the perspectives of both leadership and staff. We pay particular attention to capturing voices from historically marginalized or underserved groups, ensuring the design process is inclusive and reflective of the County's diverse workforce.

Data Review and Analysis

Our team conducts a comprehensive review of existing data, including workforce surveys, performance evaluations, turnover and retention trends, prior training records, and any current instructional materials. We analyze this data to identify patterns, potential barriers to learning, and opportunities for alignment with broader County initiatives such as sustainability, economic development, or cultural preservation goals.

NEEDS ASSESSMENT & ANALYSIS

Competency Mapping and Gap Identification

Using frameworks grounded in industry best practices and adult learning theory, we map current employee skills, competencies, and behavioral indicators against the desired outcomes for each role or department. We identify where significant gaps exist—whether in technical proficiency, leadership skills, cultural competency, or customer service practices—and prioritize needs based on both urgency and potential impact.

Cultural Context and Sensitivity

Nextgen People understands that in Hawai'i, instructional systems must be designed with a respect for local culture, traditions, and the historical and social forces that shape workforce dynamics. Our team engages with cultural practitioners, local advisors, and community-based organizations to integrate cultural values into the needs assessment process. This ensures curricula and learning environments are not only technically effective, but also culturally affirming and relevant to Native Hawaiian and Pacific Islander communities, as well as to the County's broader population.

NEEDS ASSESSMENT & ANALYSIS

Reporting and Recommendations

At the conclusion of the needs assessment, we deliver a detailed report summarizing findings, including an analysis of current capabilities, prioritized training needs, cultural considerations, and recommended next steps. This becomes the blueprint for curriculum development, delivery planning, and the establishment of key performance indicators (KPIs) that will guide evaluation efforts throughout program implementation.

Continuous Dialogue

Needs evolve over time. We build into every engagement a process for continuous dialogue and re-assessment, ensuring that as County priorities shift or new challenges arise, our instructional solutions remain responsive, adaptable, and aligned with Hawai'i County's vision for a thriving, capable workforce.



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APPROACH & METHODOLOGY

Curriculum & Content Development



CURRICULUM & CONTENT DEVELOPMENT

At Nextgen People, we believe that impactful instructional systems are built on rigorous research, evidence-based practices, and culturally responsive design. Our approach to curriculum and content development blends proven adult learning methodologies, the latest innovations in instructional design, and deep community engagement to ensure training programs deliver measurable, long-term impact.

Grounded in Adult Learning Theory

Research consistently demonstrates that adults learn best when training is relevant, immediately applicable, and rooted in real-world scenarios. We draw from Malcolm Knowles' principles of andragogy, focusing on learner autonomy, experience-based knowledge, problem-centered approaches, and immediate practical utility. Our curricula are designed with these principles at the forefront, integrating opportunities for reflection, peer learning, and self-directed exploration.

Integrating Microlearning and Blended Modalities

Cutting-edge best practices show that retention and engagement increase when learning is delivered in short, targeted bursts (microlearning) combined with longer, facilitated sessions. Our programs incorporate microlearning modules—delivered via digital platforms or mobile devices—that reinforce core concepts between live training sessions. This blended approach, supported by research from the Association for Talent Development (ATD) and the Learning Guild, increases retention, reduces learner fatigue, and accommodates varied learning styles.

CURRICULUM & CONTENT DEVELOPMENT

Scenario-Based and Experiential Learning

According to studies by the Society for Human Resource Management (SHRM) and Harvard Business Publishing Corporate Learning, scenario-based learning increases transfer of knowledge to the workplace by as much as 40 percent. Our curricula embed case studies, role plays, simulations, and problem-solving exercises tailored to the Hawai'i County context. These methods allow learners to practice applying new skills in a safe environment, building confidence and competence before implementing changes on the job.

Cultural Relevance and Localization

Research shows that culturally relevant training leads to higher engagement, improved learning outcomes, and greater long-term application. We work with local stakeholders and cultural advisors to ensure our materials respect and reflect the traditions, values, and lived experiences of Hawai'i's diverse communities. This includes integrating native language terms, referencing local industries and challenges, and designing visuals and examples that resonate with local audiences.

Digital Learning Innovations

Our curriculum design leverages the latest digital tools, including interactive eLearning platforms, digital polling, and cloud-based collaboration spaces. We incorporate video, infographics, podcasts, and gamification elements—practices that, according to Brandon Hall Group's research, increase learner engagement by 50 percent compared to static content delivery. This hybrid approach ensures flexibility, accessibility, and continuity of learning regardless of location.

CURRICULUM & CONTENT DEVELOPMENT

Accessibility and Universal Design

Following best practices in Universal Design for Learning (UDL), our content accommodates diverse learning needs and preferences. Materials include multiple means of engagement, representation, and expression, ensuring accessibility for learners with varying levels of digital fluency, different language backgrounds, and differing abilities.

Rigorous Quality Assurance

Throughout the curriculum development process, we employ iterative testing, stakeholder review cycles, and pilot sessions. Using Kirkpatrick's Four-Level Model of Evaluation, we assess not only participant satisfaction, but also learning outcomes, behavioral change, and results. These data points inform ongoing refinement of content and delivery methods to ensure continuous improvement.

Outcome-Oriented, Data-Informed

Every curriculum includes clearly defined learning objectives aligned with organizational goals, competency frameworks, and evaluation metrics. We design accompanying instructor guides, participant workbooks, digital resources, and job aids to support application beyond the classroom.

By integrating the latest research on adult learning, digital delivery, and cultural relevance, Nextgen People ensures our curricula do more than transfer knowledge—they build lasting skills, foster collaboration, and strengthen the workforce capacity needed to advance Hawai'i County's strategic goals.



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APPROACH & METHODOLOGY

Facilitation & Delivery Strategy

APPROACH & METHODOLOGY

Facilitation & Strategic Planning

By engaging Nextgen People for facilitation and strategic planning, your organization will achieve:

- Greater alignment between leadership vision, operational priorities, and organizational culture goals.
- Clear, actionable strategic plans that are measurable, realistic, and community-centered.
- Stronger leadership collaboration, engagement, and ownership of strategic initiatives.
- Increased capacity to drive innovation, change management, and continuous improvement initiatives across the organization.
- A foundation of trust, transparency, and accountability supporting long-term success in service delivery and organizational growth.

Our skilled facilitators have a deep understanding of group dynamics and a focus on creating inclusive and productive environments. I am committed to helping your team achieve exceptional outcomes. Our facilitation services are designed to meet the specific needs and objectives of your organization. The key objectives of our facilitation services include:



Clarifying Goals and Objectives: Ensuring that all participants have a clear understanding of the purpose, goals, and desired outcomes of the facilitated sessions.



Enhancing Collaboration and Communication: Promoting open dialogue, active listening, and constructive communication among participants to foster collaboration and generate innovative ideas.

APPROACH & METHODOLOGY

Facilitation & Strategic Planning



Problem-Solving and Decision-Making: Facilitating structured processes to effectively analyze complex problems, explore potential solutions, and make informed decisions.



Conflict Resolution and Consensus Building: Creating a safe and inclusive environment to address conflicts, resolve differences, and facilitate consensus among participants.



Action Planning and Accountability: Facilitating the development of actionable plans with clearly defined responsibilities and timelines, ensuring follow-through and accountability.

APPROACH & METHODOLOGY

Facilitation & Strategic Planning

Our facilitation approach is tailored to create a supportive and inclusive environment where participants can freely express their ideas and perspectives. Key elements of our approach include:

Pre-session Preparation: Conducting in-depth discussions with key stakeholders to understand the objectives, desired outcomes, and specific challenges to design a customized facilitation process.

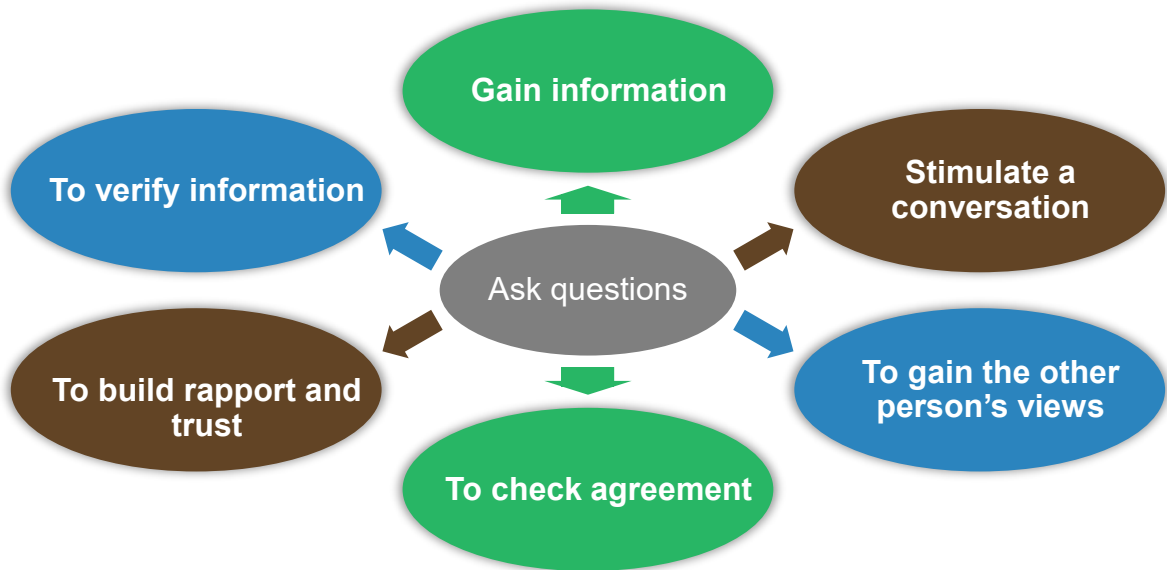
Structured Facilitation Techniques: Utilizing proven facilitation techniques, such as brainstorming, SWOT analysis, consensus building, and visual mapping, to guide discussions and activities.

Active Listening and Balanced Participation: Ensuring that all participants have an equal opportunity to contribute, while actively listening and encouraging diverse viewpoints.

Documentation and Follow-up: Capturing key insights, decisions, and action items during the facilitated sessions, and providing comprehensive documentation and follow-up support to ensure accountability and implementation.

TECHNICAL PROPOSAL Facilitation & Strategic Planning

Our Facilitation Discussion Model



Gain information — Information transfer depends on questions. Who, what, where, when, why, how, and how much are all staples of information gathering.

To stimulate conversation — "How are you?" "What did you think of...?" "How did you feel about...?" "What would make it better...?"

To gain the other's views — When you need to know what someone else is thinking, ask. "What do you think about...?" "Can you tell me how you feel about...?"

To check agreement — What does the other person think about what you have discussed? "How does your perspective differ?" "

To build rapport and trust — Rapport and trust are built by showing support for the other person's goals and objectives. "I understand why you would see it that way." "What would you like to accomplish?" Tell me about your priorities..."

To verify information — Sometimes what you hear is not what was meant. Asking for feedback is a critical part of the communication process. Did I understand you to mean...? Can I summarize this as...?

TECHNICAL PROPOSAL

Facilitation & Strategic Planning

Our Facilitation Trust-Building Model



APPROACH & METHODOLOGY

Facilitation & Strategic Planning

Our leadership visioning program is designed to achieve the following objectives:

1.

Inspiring Leadership: Igniting a sense of purpose and inspiration among leaders, enabling them to lead with passion and commitment.

2.

Strategic Clarity: Facilitating the development of a clear and compelling vision that aligns with the organization's values and strategic goals.

3.

Collaborative Engagement: Fostering collaboration and inclusivity among leaders, encouraging them to work together towards a shared vision.

4.

Innovation and Change: Encouraging leaders to think creatively, embrace innovation, and drive transformative change within the organization.

APPROACH & METHODOLOGY

Facilitation & Strategic Planning

Overview: Our leadership visioning program will be customized to meet the unique needs and culture of your organization.



Leadership Assessment and Preparatory Phase:

1. Conducting leadership assessments to gain insights into individual leadership styles, strengths, and development areas.
2. Preparing leaders for the visioning program through individual coaching and development activities.



Visioning Workshops:

1. Facilitating interactive workshops to guide leaders in exploring their personal and collective vision for the organization.
2. Utilizing proven techniques, such as storytelling, visualization exercises, and strategic thinking frameworks, to inspire and guide the visioning process.

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Strategic Alignment:

1. Facilitating sessions to align individual visions into a unified and coherent organizational vision.
2. Identifying key strategic priorities and goals that will enable the realization of the vision.

APPROACH & METHODOLOGY

Facilitation & Strategic Planning



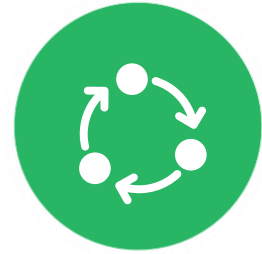
Leadership Development:

1. Providing leadership development opportunities and resources to equip leaders with the skills and mindset necessary to drive the vision forward.
2. Offering executive coaching and mentoring to support leaders in their personal and professional growth.



Communication and Engagement:

1. Developing a communication plan to effectively share the vision with employees and stakeholders, fostering understanding, and building buy-in.
2. Engaging leaders in cascading the vision throughout the organization and empowering employees to contribute to its realization.



Evaluation and Sustainability:

1. Establishing mechanisms to evaluate progress towards the vision and adapt strategies as needed.
2. Creating a framework for ongoing leadership development and support to ensure the sustainability of the vision.



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APPROACH & METHODOLOGY

Evaluation & Continuous Improvement

APPROACH & METHODOLOGY

Evaluation & Continuous Improvement

At Nextgen People, we recognize that the success of any instructional system depends not only on effective design and delivery but also on rigorous evaluation and continuous improvement. Our evaluation framework is grounded in best practices drawn from leading research in workforce development, adult learning, and organizational change. We apply a multi-tiered process that measures outcomes across four dimensions: participant satisfaction, knowledge acquisition, behavioral application, and organizational impact.

Multi-Level Measurement:

We begin by establishing clear learning objectives and key performance indicators (KPIs) aligned with Hawai'i County's workforce priorities. Using Kirkpatrick's Four-Level Model of Evaluation, we systematically measure: Level 1 (Reaction) through participant satisfaction surveys; Level 2 (Learning) via pre- and post-training assessments; Level 3 (Behavior) through on-the-job application surveys, supervisor observations, and focus groups; and Level 4 (Results) by tracking broader organizational metrics such as productivity, employee engagement, retention, and service quality indicators.

Continuous Feedback Loops

Throughout program delivery, we implement real-time evaluation practices such as digital polling during sessions, reflection journals, and facilitated debriefs to gauge participant engagement and learning transfer. Research by the Learning Guild and ATD shows that such embedded feedback loops increase training effectiveness by allowing facilitators to adapt content and delivery in real time.

Longitudinal Tracking

To measure long-term impact, we conduct follow-up assessments at 30, 60, and 90 days post-training. These touchpoints help us understand the durability of learning, identify obstacles to application, and provide coaching or refresher materials where needed. Best practice studies demonstrate that longitudinal evaluation significantly improves retention rates and helps organizations sustain cultural and behavioral change.

APPROACH & METHODOLOGY

Evaluation & Continuous Improvement

Data-Driven Refinement

Evaluation data is compiled and analyzed using both quantitative and qualitative methods. We generate comprehensive reports summarizing findings, trends, and participant stories, which we share with County stakeholders for transparency and shared learning. Based on findings, we adjust curricula, enhance facilitator training, update instructional materials, and refine delivery methods to maximize effectiveness.

Benchmarking and External Validation

We compare program performance data against national benchmarks and industry standards in workforce development and adult education. Leveraging insights from organizations like the International Society for Performance Improvement (ISPI) and the Association for Talent Development (ATD), we ensure our programs remain competitive, cutting-edge, and aligned with global best practices.

Commitment to Equity and Cultural Relevance

As part of our evaluation process, we include demographic data analysis and culturally specific feedback mechanisms to ensure our instructional systems serve all communities equitably. Research shows that inclusive evaluation practices lead to higher engagement and improved outcomes across diverse learner populations.

Ongoing Professional Development

In alignment with the best practice of continuous capacity building, we train our internal staff and facilitators regularly on emerging trends in instructional design, cultural competency, evaluation methodologies, and digital learning innovations. This investment ensures our programs evolve in step with changing needs and leading industry practices.

By embedding this comprehensive, data-driven, and culturally responsive evaluation process into every engagement, Nextgen People helps Hawai'i County not only measure impact but build a learning culture focused on continuous growth, accountability, and excellence.



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APPROACH & METHODOLOGY

Cultural Integration & Equity Lens

APPROACH & METHODOLOGY

Cultural Integration & Equity Lens

At Nextgen People, we believe that effective instructional systems must be rooted in the cultural realities and lived experiences of the communities they serve. Our approach to cultural integration and equity goes beyond superficial references to incorporate deep structural practices that make learning accessible, relevant, and empowering for all participants.

We begin by engaging with community stakeholders, cultural practitioners, and local leaders to understand the historical, social, and economic contexts that shape learner experiences in Hawai'i County. This collaborative process ensures our curricula reflect local values, traditions, and perspectives, weaving in examples and case studies that resonate with learners' day-to-day realities and cultural heritage.

Our team adapts language and delivery methods to promote inclusivity, using plain language principles, bilingual materials where needed, and visuals that are culturally affirming. We apply best practices in Universal Design for Learning (UDL) to ensure accessibility for learners with differing levels of digital literacy, English proficiency, and varying physical and cognitive abilities. According to research from CAST and the National Center on Universal Design for Learning, such practices improve learner engagement and outcomes by meeting participants where they are.

We also embed equity considerations into our facilitator training and recruitment practices, ensuring our delivery team reflects the cultural and demographic diversity of Hawai'i's communities. We incorporate regular cultural competency training for facilitators, equipping them with tools to recognize bias, foster inclusive discussions, and navigate sensitive topics with respect and confidence.

Our evaluation process further includes culturally relevant feedback mechanisms—such as community listening circles, translated surveys, and small-group interviews—to ensure all voices are heard. This ensures our programs not only meet technical benchmarks but also build trust, respect, and community ownership of the learning journey.

Through this integrated, culturally responsive approach, Nextgen People delivers instructional systems that are technically rigorous, grounded in best practices in learning science, and truly meaningful to the diverse communities Hawai'i County serves.



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KEY PERSONNEL QUALIFICATIONS

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Role	Name	Summary Bio	Project Responsibilities
Program Director	Dr. Lepora Flournoy	20+ years in HR leadership, coaching, and organizational strategy. Led major change management and talent transformation initiatives.	Oversees overall program delivery, stakeholder engagement, quality assurance, and alignment with County objectives.
Training Lead	Janet Lockhart-Jones, EdD	25+ years in leadership coaching and training. Expert in leadership development, change management, and large-scale training initiatives.	Designs and leads delivery of training curricula, facilitates key sessions, mentors facilitators, and ensures alignment with best practices and County needs.
Instructional Design Lead	Lisa Hammonds, EdD	Specialist in instructional design, adult learning, and eLearning development. Deep experience in hybrid delivery, curriculum audits, and performance coaching.	Develops instructional materials, modules, and learning resources. Oversees content design, evaluation tools, and ensures curriculum aligns with learning objectives.
Participant Services Coordinator & Support Services Manager	Myah Johnson	10+ years in public sector project management, policy analysis, and compliance.	Manages participant enrollment, scheduling, logistics, and delivery of support services (childcare, transportation). Tracks participant data and assists with evaluation activities.

KEY PERSONNEL QUALIFICATIONS

Role	Name	Summary Bio	Project Responsibilities
Data and Evaluation Specialist	Georgia Edet	Workforce analytics expert with background in compensation strategy, data interpretation, and HR compliance.	Designs and manages data systems, analyzes participant outcomes, prepares evaluation reports, and advises on program adjustments.
Cultural Integration Advisor	Juliette Austin	20+ years in DEI consulting and intercultural leadership development. Led initiatives across global organizations.	Ensures cultural relevance and equity in curricula, coaches facilitators on inclusive delivery, and liaises with community advisors.
Coaches	Various	Certified professionals with experience in leadership coaching, organizational development, and talent strategy.	Provide individual and group coaching, track participant progress, deliver feedback, and align coaching plans with program goals.



Lepora Flourney Ph.D

Program Director

English • Spanish

Personal Summary

Dr. Lepora Flourney is a seasoned HR executive and certified executive coach with over 20 years of experience aligning talent and organizational strategy with business goals across government, transportation, healthcare, and corporate sectors. With advanced credentials including SHRM-SCP, SPHR, and Prosci, she brings a data-informed, people-centered approach to leadership development, workforce planning, and organizational change. Her work spans performance management redesigns, M&A change leadership, executive coaching, and culture transformation initiatives. Lepora has consulted with public and private organizations, including Delta Air Lines and the City of Atlanta, delivering measurable outcomes in leadership effectiveness, employee engagement, and operational efficiency, aligned with strategic goals.

Career Highlights

Dr. Lepora Flourney led an M&A change leadership development initiative with 96% adoption and improved succession readiness by 35% globally at Cepheid. At Equifax, she drove a talent transformation that increased succession pipeline health by 21% and generated \$325K in savings through enterprise change efforts. Lepora automated payroll and restructured processes at the City of Atlanta, resulting in \$2.5M in annual savings. She improved employee engagement from 26% to 73% in one year as Chief Procurement Officer at Hartsfield-Jackson Atlanta International Airport. Her work consistently delivers measurable impact through talent strategy, leadership coaching, DEI integration, and high-stakes facilitation supporting culture shifts and executive development.

Niche Areas of Expertise

- ❖ Executive and Leadership Coaching (ICF-PCC Certified)
- ❖ Succession Planning & Talent Pipeline Development
- ❖ Organizational Change & Culture Transformation
- ❖ Strategic Workforce Planning & Talent Gap Assessment
- ❖ Performance Management Process Redesign
- ❖ Diversity, Equity, and Inclusion Program Strategy
- ❖ 360 Feedback & Executive Assessment (Hogan, DiSC, CCL)

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- ❖ HR Process Automation & Operational Efficiency
- ❖ M&A Change Leadership and Integration
- ❖ Public Sector and Transportation Industry Consulting
- ❖ Leadership Development Curriculum Design
- ❖ AI Applications in HR Strategy
- ❖ Facilitation of Executive and Team Strategy Sessions
- ❖ Data-Driven Decision Making in Talent Strategy

Industry Experience

- ❖ Government
- ❖ Nonprofit
- ❖ Professional Services
- ❖ Foods and Beverage
- ❖ Health Care
- ❖ HR
- ❖ Telecommunications
- ❖ Air and Transport
- ❖ Financial Services
- ❖ Insurance
- ❖ Biotechnology

Education

- ❖ University at Albany, SUNY, PhD. Management and Organizational Behavior
- ❖ University of South Carolina, Clinical Psychology
- ❖ University at Buffalo, SUNY, BA, Psychology and Sociology

Certifications

- ❖ ICF PCC Professional Coaching Certification)
- ❖ ICF PCC Professional Coaching Certification
- ❖ Hogan Leadership Assessments
- ❖ Center for Creative Leadership (CCL)
- ❖ Leadership and Benchmarking Assessment
- ❖ AI Certifications
- ❖ Prosci Change Management
- ❖ Master Six Sigma Black Belt
- ❖ SHRM-SCP / SPHR
- ❖ PMP/ Certified Scrum Master (CSM)



Lisa Hammond Ed.D

Instructional Design Lead

Personal Summary

Dr. Lisa Hammonds has delivered impactful leadership training, workforce readiness initiatives, and train-the-trainer programs across higher education, government, and corporate sectors. She integrates instructional strategy, compliance training, and team-based learning to strengthen operations and leadership capacity. Lisa excels at coaching professionals to navigate conflict, improve team dynamics, and build confident leadership presence. Her expertise includes curriculum audits, eLearning design, and adult learning methodology that supports long-term growth and measurable change. As a HUB-certified consultant and trusted member of Nextgen People, Lisa brings deep knowledge of hybrid delivery, performance coaching, and equity-centered leadership facilitation. She is dedicated to building practical, results-focused learning programs that blend virtual and in-person delivery while fostering cultural alignment and continuous improvement.

Career Highlights

Dr. Hammonds has led leadership training, workforce readiness programs, and train-the-trainer initiatives for clients across higher education, government, and corporate sectors. She integrates instructional strategy, compliance training, and team-based learning to address operational needs and build leadership capacity. Lisa is particularly skilled at coaching professionals to navigate conflict, improve team dynamics, and strengthen leadership presence. Her work often includes eLearning design, curriculum audits, and adult learning methodologies to drive lasting impact. As a HUB-certified consultant and key member of Nextgen People, she brings extensive public-sector experience and a strong commitment to measurable, transformative learning that supports cultural alignment and continuous improvement.

Industry Experience

- ❖ Leadership Development for Mid-to Senior-Level Managers
- ❖ Train-the-Trainer Program Design and Delivery
- ❖ Public Sector Learning Initiatives
- ❖ Adult Learning Theory & Instructional Design
- ❖ Strategic Facilitation for Culture, Planning, and Process
- ❖ Executive & Leadership Coaching
- ❖ Workforce Development and Succession Planning
- ❖ Conflict Resolution and Compliance Training
- ❖ Equity-Centered Leadership and DEI Facilitation
- ❖ Curriculum Audits and eLearning Strategy
- ❖ 360-Degree Feedback Implementation
- ❖ Hybrid Learning Delivery (Virtual + In-Person)

Industry Experience

- ❖ Government / Public Sector
- ❖ Higher Education
- ❖ Healthcare & Health Sciences
- ❖ Labor & Workforce Training
- ❖ Corporate / Professional Services
- ❖ eLearning & Technology Enhanced Education

Education

- ❖ Texas Wesleyan University
Doctor of Education –EdD
- ❖ Capella University
Master of Science , Adult and Continuing Education and Teaching

Certifications

- ❖ HUB certified



Janet Lockhart-Jones, Ed.D

Training Lead

Personal Summary

Dr. Janet Lockhart-Jones is an accomplished leadership coach and consultant with more than 25 years of experience developing leaders across multiple continents. She is known for her ability to blend directive and non-directive coaching, helping leaders clarify their priorities, connect with their values, and strengthen the skills needed for ambitious goals. Her empathetic yet direct approach inspires clients to find clarity, build confidence, and drive real change. With a career that includes senior-level experience guiding leadership development, organizational change, and executive coaching, Janet is passionate about supporting individuals to lead with authenticity, resilience, and purpose. She also designs and delivers training curricula, facilitates impactful sessions, and mentors facilitators to ensure best practices and alignment with organizational needs.

Career Highlights

Dr. Janet Lockhart-Jones has over 25 years of experience driving leadership development, large-scale training initiatives, and change management efforts across industries. She has designed and led curricula that equip leaders with critical coaching and communication skills, launching programs that improve employee engagement and performance. Janet co-created and facilitated a "Manager as Coach" initiative, expanding it from the C-suite to leaders at every level. She also guided a successful digital transformation for a government agency, replacing outdated processes with an automated system that delivered significant cost savings. Janet excels at aligning leadership behaviors with organizational strategy, mentoring facilitators, and fostering accountability and growth to achieve lasting impact.

Niche Areas of Expertise

- ❖ Change Leadership & Management

- ❖ Leadership and Strategy
- ❖ Executive Presence
- ❖ Team Coaching
- ❖ Global Talent Management
- ❖ Human Resources
- ❖ Business Development

Industry Experience

- ❖ Professional Training & Coaching
- ❖ Mailing & Shipping Solutions
- ❖ Information Technology
- ❖ Management Consulting,
- ❖ Technology
- ❖ Business Services

Education

- ❖ University of San Francisco
Doctorate, Organization and Leadership
- ❖ Golden Gate University
M.S in Human Resources
- ❖ San Francisco State University
B.S in Business Administration

Certifications

- ❖ International Coaching Federation (ICF)
- ❖ Certified Professional Corporate Coach (PCC)
- ❖ DISC and EIQ-@ Certification
- ❖ Insights® Discovery Certification
- ❖ Stanford Certified Project Manager



Juliette Austin

Cultural Integration Advisor

English • French

Personal Summary

Juliette Austin is a seasoned HR consultant and DEI specialist with over 20 years of experience leading organizations through transformative cultural change. Combining a background in Industrial-Organizational Psychology with expertise in organizational development and intercultural frameworks, Juliette creates inclusive, adaptable solutions that strengthen leadership, improve talent systems, and embed equity across recruitment, performance, and engagement processes. She partners with senior leaders to build cultures that foster belonging, mitigate bias, and drive sustainable results in complex global environments. Splitting her time between New York and Accra, Juliette brings a uniquely global perspective to her work, grounded in evidence-based practice and deep cultural understanding. Her approach cultivates workplaces where human potential thrives, supporting business alignment and long-term success.

Career Highlights

Juliette Austin has led DEI and employee engagement strategies for renowned organizations, driving systemic change and measurable improvement. At Zillow, she overhauled DEI strategy, building executive councils and embedding DEI partners into core functions. At Presidio, she launched inclusive leadership programs, and at the Gates Foundation, she spearheaded cross-cultural initiatives. Juliette has restructured employee resource groups, facilitated data-driven decision-making with tools like the IDI, and advised on leadership alignment and onboarding practices. As an independent consultant and coach, she partners with firms in the U.S. and Africa on leadership development, inclusive hiring, and organizational design. Her work consistently strengthens engagement, deepens leadership capability, and delivers transformative results that build cultures where people and businesses thrive.

Niche Areas of Expertise

- ❖ Organizational Development
- ❖ Diversity, Equity, Inclusion &

- ❖ Belonging (DEIB)
- ❖ Cross-Cultural Competency
- ❖ Inclusive Hiring Practices
- ❖ Employee Engagement Strategies
- ❖ Leadership & Team Learning Development
- ❖ Executive Coaching
- ❖ Intercultural Development Inventory (IDI) Facilitation
- ❖ Strategy & Change Management
- ❖ Talent Management Systems
- ❖ Culture Diagnostics & Assessments
- ❖ ERG & DEI Council Development
- ❖ Global People Analytics
- ❖ Appreciative Inquiry Facilitation

Industry Experience

- ❖ Government-related partnerships (nonprofit affiliates)
- ❖ Technology
- ❖ Philanthropy & Nonprofit
- ❖ Professional Services & Consulting
- ❖ Media & Digital Publishing
- ❖ Higher Education
- ❖ Imaging & Electronics

Education

- ❖ Hofstra University — Master of Arts in Industrial/Organizational Psychology
- ❖ University of Massachusetts, Amherst — Bachelor of Arts in Psychology

Certifications

- ❖ Certified Intercultural Development Inventory (IDI), IDI LLC
- ❖ Certified Global Competency Practitioner, Global Leadership Excellence
- ❖ Cornell University – Organization Design for Global Growth
- ❖ Leading Leaders (Leadership Practices Inventory - LPI)
- ❖ Thayer Leadership Development Program
- ❖ Holistic Health Certification, Institute for Integrative Nutrition (IIN)



Myah Johnson

Participant Services Coordinator &
Support Services Manager

Personal Summary

Myah Johnson is a public administration expert with over a decade of experience in policy analysis, compliance, project management, and government relations. She has led large-scale initiatives in both the public and private sectors, consistently delivering measurable outcomes through strategic planning, stakeholder engagement, and operational oversight. Known for managing high-performing teams and improving organizational systems, she brings deep expertise in goal alignment, program evaluation, and ethical leadership. Myah holds a Master of Public Administration and is certified in systems administration and organizational leadership. Her track record in performance oversight and public-sector consulting positions her to drive results in complex, high-accountability environments.

Career Highlights

Myah Johnson has led strategic initiatives in public administration, managing complex government and nonprofit projects with a focus on policy compliance, performance improvement, and stakeholder alignment. She brings over a decade of experience overseeing multimillion-dollar programs, facilitating cross-functional collaboration, and guiding teams through structured goal-setting and evaluation cycles. Her work includes enhancing regulatory systems, streamlining operations, and strengthening transparency in public sector performance. With a solid foundation in project management, community engagement, and leadership development, she has consistently improved program outcomes and organizational effectiveness. Myah's background in government relations and public policy supports her ability to advise on evaluation standards and align initiatives with strategic goals.

Niche Areas of Expertise

- ❖ Public Administration
- ❖ Policy Analysis and Development
- ❖ Government Relations
- ❖ Compliance Oversight
- ❖ Project and Program Management
- ❖ Strategic Initiative Implementation
- ❖ Performance Improvement Processes
- ❖ Cross-Functional Team Leadership
- ❖ Community and Economic Development
- ❖ Talent Development and Supervision
- ❖ Organizational Systems Design
- ❖ Stakeholder Engagement
- ❖ Ethics in Public Leadership
- ❖ Public Sector Operations
- ❖ Community Outreach and Constituency Services

Industry Experience

- ❖ Government
- ❖ Political Consulting
- ❖ Healthcare
- ❖ Information Technology
- ❖ Financial Services

Education

- ❖ Clayton State University – Master of Public Administration
- ❖ Georgia State University – Bachelor of Arts in Political Science

Certifications

- ❖ Tech Bridge Technology Career Program – Certified System Administrator
- ❖ Team Arena – Organizing Director Certification



Gergia Edet

Data and Evaluation Specialist

Personal Summary

Georgia Edet is a strategic HR consultant with over five years of experience in compensation, workforce analytics, and job evaluation. Her expertise lies in building equitable, market-aligned pay structures and applying data-driven insights to guide human capital decisions. Grounded in industrial-organizational psychology, Georgia excels at translating workforce data into actionable strategies that improve organizational effectiveness. Her proficiency with tools like Workday, Salesforce, and Excel supports her ability to deliver precision-driven HR solutions. Known for her analytical rigor and professionalism, Georgia brings a thoughtful, stakeholder-oriented approach to coaching and consulting engagements—an ideal fit for supporting MBA students pursuing leadership growth and career advancement through individualized coaching pathways.

Career Highlights

Georgia Edet has led initiatives in compensation strategy, salary benchmarking, and pay structure design across public and private sector clients. She has advised leadership on FLSA and EEO compliance, developed incentive plans grounded in workforce analytics, and contributed to strategic workforce planning. Her ability to synthesize complex HR data into clear insights has enabled organizations to enhance internal equity while maintaining market competitiveness. Georgia has delivered consultative support in fast-paced, compliance-driven environments including government, healthcare, and staffing sectors. Her strong foundation in I/O psychology informs her coaching and consulting style, making her well-suited to empower high-performing professionals seeking personal development and leadership growth.

Niche Areas of Expertise

- ❖ Compensation Strategy & Job Evaluation
- ❖ Salary Benchmarking & Pay Equity Analysis
- ❖ Workforce Analytics & Data Interpretation
- ❖ HR Policy & Compliance (FLSA, EEO)
- ❖ Talent Planning & Staffing Strategy
- ❖ Workday & Salesforce HRIS Proficiency
- ❖ Stakeholder Engagement & Advisory
- ❖ Industrial/Organizational Psychology Applications
- ❖ Strategic Coaching for Professional Growth

Industry Experience

- ❖ Federal Government / Public Sector
- ❖ Healthcare / Staffing & Workforce Solutions
- ❖ Consulting / Professional Services

Education

- ❖ University of Maryland, College Park, MD - Master of Professional Studies in Industrial/Organizational Psychology (2020)
- ❖ Bowie State University, Bowie, MD - Bachelor of Science in Psychology (2017)

Certifications

- ❖ SHRM-CP



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REFERENCES

REFERENCES

REFERENCE #1:

Company Name	HR Business Solutions & Harvard Group, Intl.
Contact Name	Clem Johnson, Managing Director
Address, City, State, Zip	5806 State Bridge Rd #159, Johns Creek, GA 30097
Phone Number	678.429.6299
E-mail Address	cjohnson@harvardsearch.com
Types of Services Provided 2022-20203	Dr. Lepora Flournoy led executive coaching and HR consulting for nonprofit clients, focusing on leadership development, talent strategy, and building inclusive culture frameworks.
Date:	2024

REFERENCE #2:

Company Name	City of Atlanta - Fulton County Government
Contact Name	Lateef Ashekun, Deputy CIO
Address, City, State, Zip	141 Pryor Street, SW, Atlanta, GA 30303
Phone Number	301.332.1703
E-mail Address	lateefashekun@yahoo.com
Types of Services Provided 2022-20203	Dr. Lepora Flournoy led HR consulting and training services including organizational assessments, talent management system design, and delivery of customized training programs to public sector teams.
Date:	2024

REFERENCES

REFERENCE #3:

Company Name	University of North Texas Health Science Center
Contact Name	Desiree Ramirez, Executive Vice President
Address, City, State, Zip	3500 Camp Bowie Blvd, Fort Worth, TX 76107
Phone Number	817.735.5131
E-mail Address	desiree.ramirez@unthsc.edu
Types of Services Provided 2022-20203	Dr. Lisa Hammonds, Ed.D served as lead for training and instructional design engagements, including curriculum development, hybrid delivery planning, and facilitation of leadership development programs. Services also included design of evaluation systems and creation of digital training resources.
Date:	2021

REFERENCE #4:

Company Name	Delta Air Lines
Contact Name	Mahesh Sogal, Managing Director
Address, City, State, Zip	1030 Delta Boulevard, Atlanta, GA 30354
Phone Number	404.715.2600
E-mail Address	mahesh.sogal@delta.com
Types of Services Provided 2022-20203	Dr. Lepora Flournoy provided HR and change management consulting, including development and implementation of enterprise-wide change initiatives, leadership coaching, and employee engagement strategies.
Date:	2021



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ADDITIONAL TEAM BIOS



Nadine Doyle

Facilitator • Trainer

Personal Summary

Nadine Doyle is a skilled facilitator and coach dedicated to fostering growth, enhancing communication, and driving meaningful change. With a passion for designing interactive training experiences, she specializes in guiding individuals and teams through structured learning, problem-solving, and decision-making processes. Her approach blends deep expertise in human behavior with proven methodologies to create engaging, results-driven sessions that inspire action. As a Certified Master Facilitator, Nadine ensures active participation and tailored learning, equipping professionals with the skills they need to lead confidently and collaborate effectively. Her experience spans strategy, leadership development, and capacity-building across diverse industries. Whether facilitating workshops, coaching executives, or streamlining complex initiatives, Nadine empowers clients to translate insights into impactful solutions. With a background in communications and program management, she brings clarity, structure, and a commitment to continuous improvement—helping organizations and individuals achieve lasting success.

Career Highlights

With over 15 years of experience in facilitation, coaching, and strategic leadership, Nadine Doyle has guided teams and individuals through transformational growth. She has designed and led high-impact training programs, empowering professionals to develop critical skills in leadership, problem-solving, and effective collaboration. Her expertise spans strategic planning, stakeholder engagement, and capacity-building, ensuring tailored learning experiences that drive real-world results. As a master facilitator, Nadine specializes in creating interactive environments where participants actively engage, gain valuable insights, and translate knowledge into action. Her background in communications and program management enhances her ability to simplify complex ideas, foster meaningful dialogue, and drive continuous

improvement. From coaching executives to facilitating high-stakes planning sessions, she equips clients with the tools to navigate challenges with confidence. Nadine's work is driven by a commitment to skill development, impactful learning, and long-term success.

Niche Areas of Expertise

- ❖ Facilitation & Effective Communication
- ❖ Strategic Thinking
- ❖ Coaching and Mentoring
- ❖ Decision-Making and Problem-Solving

Industry Experience

- ❖ Government & Policy
- ❖ Public Health
- ❖ Nonprofit Sector
- ❖ Corporate Communications
- ❖ Facilitation & Consulting
- ❖ Education & Training
- ❖ Community Engagement & Advocacy
- ❖ Strategic Partnerships & Development

Education

- ❖ University of Georgia – Bachelor of Arts in Journalism (Public Relations), Bachelor of Arts in Speech Communication
- ❖ Georgia State University – Master of Public Administration (Nonprofit Management)

Certifications

- ❖ Certified Master Facilitator (CMF)
- ❖ Certified Virtual Facilitator (CVF)
- ❖ Certified Professional Facilitator (CPF)



David Waggoner,

PhD, MCC

Coach

Personal Summary

David Waggoner, PhD, MCC, is a globally experienced executive and team coach with over 28 years of expertise in leadership development, human behavior, and organizational transformation. He empowers leaders and teams to navigate complex realities through self-awareness, executive presence, and strategic influence. David blends scholarly insight with practical experience, drawing on deep knowledge of interpersonal effectiveness, change management, and systems thinking. His facilitative and coaching style fosters reflection, growth, and measurable improvement in individual and organizational performance. With clients spanning six continents and a portfolio of Fortune 500 organizations, he creates tailored, evidence-based solutions that elevate leadership impact and cultural alignment in dynamic environments.

Career Highlights

David has shaped global leadership strategies at Sony Pictures and ViacomCBS, launched coaching and development platforms across multiple business units, and consulted with clients like Google, Boeing, Mastercard, Netflix, and the U.S. Air Force. His work integrates coaching with organizational design and culture transformation. He served as Executive Director at Sony Pictures, where he led talent development initiatives across North America, Asia-Pacific, Latin America, Europe, and the Middle East. David has amassed over 6,000 coaching hours and maintains long-standing partnerships with global coaching networks such as BTS, Ezra, and Partners International. His presentations and workshops consistently strengthen leadership capacity and drive sustainable growth.

Niche Areas of Expertise

- ❖ Executive and Team Coaching
- ❖ Leadership Development Strategy
- ❖ Organizational Culture & Change
- ❖ Executive Presence & Communication
- ❖ Performance & Talent Management
- ❖ Conflict Resolution & Influence Skills
- ❖ Systems Thinking & Strategic Alignment
- ❖ Coaching Across Cultures
- ❖ Facilitation of Experiential Learning

- ❖ Presentation and Public Speaking Coaching
- ❖ Assessment-Based Development (360s, EQ, Hogan, DiSC, etc.)
- ❖ Navigating Organizational Complexity
- ❖ Political Savvy and Impression Management
- ❖ Cross-Functional Stakeholder Engagement

Industry Experience

- ❖ Government & Public Sector
- ❖ Media & Entertainment
- ❖ Technology
- ❖ Financial Services
- ❖ Healthcare & Life Sciences
- ❖ Consumer Products
- ❖ Retail
- ❖ Aerospace & Defense
- ❖ Education

Education

- ❖ University of Colorado, Denver – MA, Counseling Psychology and Counselor Education
- ❖ University of California, Los Angeles (UCLA) – BA, Political Science

Certifications

- ❖ Master Certified Coach (ICF)
- ❖ EQ-i 2.0 & EQ 360 (MHS)
- ❖ Hogan Leadership Forecast & Hogan 360
- ❖ Korn Ferry Leadership Architect, 360, Interview Architect
- ❖ Everything DiSC (Wiley) – Work of Leaders Specialization
- ❖ Situational Leadership II (Blanchard)
- ❖ Zenger/Folkman – Extraordinary Leader 360
- ❖ Birkman – Career Planning, Essentials, 360
- ❖ Kilmann – Conflict Mode Instrument
- ❖ MindGym – Distinguished Facilitator
- ❖ Gallup – StrengthsFinder
- ❖ Lean Capabilities (GE)
- ❖ Team Diagnostic Survey (Six Team Conditions)
- ❖ The Five Dysfunctions of a Team (Lencioni)



Tijen Genco, MCC

Coach • Facilitator • Consultant •

Trainer

English • German • Turkish

Personal Summary

Tijen Genco is a seasoned executive coach, organizational transformation leader, and thought leader in leadership development. With extensive expertise in emotional intelligence, diversity, equity, and inclusion (DEI), and effective communication, she empowers leaders and teams to achieve excellence. Her holistic coaching approach integrates innovative methodologies to address complex challenges in business environments, fostering growth and alignment between individual potential and organizational goals. Fluent in multiple languages, Tijen delivers tailored workshops and executive coaching sessions globally, seamlessly transitioning between virtual and in-person engagements. Her passion for cultivating leadership through experiential learning and dynamic workshops reflects her commitment to creating sustainable organizational success. Tijen's impact resonates across diverse industries, making her a valuable partner for organizations seeking to elevate their leadership capabilities and navigate transformative change.

Career Highlights

Tijen Genco is an executive coach and leadership development expert, specializing in organizational transformation. She has worked with Fortune 500 companies, integrating emotional intelligence, diversity, equity, and inclusion into strategic decision-making. Fluent in multiple languages, Tijen leads impactful workshops and coaching sessions worldwide, tailoring innovative methodologies to diverse cultural contexts.

Her expertise spans designing and executing DEI strategies, improving communication dynamics, and fostering high-performing teams. Tijen helps leaders navigate complex challenges, align personal growth with corporate goals, and drive transformative change. Known for bridging individual potential with organizational objectives, she continues to influence global organizations, creating sustainable growth and fostering resilience in leaders and teams alike.

Niche Areas of Expertise

- ❖ Change Management
- ❖ Cross-Cultural Communication
- ❖ Culture Change and Assessment
- ❖ Diversity and Inclusion
- ❖ Executive Coaching
- ❖ Executive Wellness Coaching

Industry Experience

- ❖ Aerospace & Defense
- ❖ Military & Veterans
- ❖ Arts & Culture
- ❖ Manufacturing
- ❖ Financial Services
- ❖ Pharmaceuticals and Biotechnology
- ❖ Retail

Education

- ❖ Universidad del Salvador
Medical Degree
- ❖ Instituto Universitario "Escuela de Medicina del Hospital Italiano"
Specialization in Psychiatry
- ❖ Universidad Abierta Interamerica
Executive Program In HR Strategy

Certifications

- ❖ Professional Certified Coach (PCC) - ICF
- ❖ EQ - I 2.0/EQ 360 Certified
- ❖ Managing Conflict & Enriching Relationships (MCA)



Carl Jefferson, PhD

Coach • Facilitator • Trainer • Consultant

Personal Summary

Dr. Carl C. Jefferson is an accomplished organizational behaviorist, psychometrician, and personality assessor with over 25 years of experience improving leadership and organizational outcomes. He created the Performance Heuristic Framework, boosting leaders' change capabilities by 45% through curiosity, connectedness, and capacity-building. Dr. Jefferson's expertise includes executive coaching, leadership facilitation, and cultural strategy, having worked with notable organizations and held senior roles like Chief People Officer and CHRO. He specializes in employee engagement, change management, and leadership development. With five academic degrees, including a Ph.D. in Organizational Leadership, Dr. Jefferson integrates insights from Industrial and Positive Psychology to advance human performance. A leader in innovative methodologies, he continues to drive meaningful organizational transformation and elevate leadership effectiveness.

Career Highlights

Dr. Carl C. Jefferson brings over 25 years of expertise in HR, talent management, and organizational development. As a senior leader and board member, he has driven initiatives in employee engagement, leadership development, and change management. He created the Performance Heuristic Framework, enhancing leaders' change effectiveness by 45% through principles like curiosity and capacity-building. Dr. Jefferson has designed leadership workshops and advanced organizational culture, focusing on executive coaching, conflict resolution, and process improvement. With a Ph.D. in Organizational Leadership and a foundation in Industrial and Positive Psychology, he integrates evidence-based practices to foster impactful leadership and culture transformation. As Founder of The Performance Principles, LLC, and a national leader in professional development, he continues to support individuals and organizations in achieving lasting growth and success.

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Niche Areas of Expertise

- ❖ Performance Heuristic Frameworks
- ❖ Development
- ❖ Executive Coaching & Leadership
- ❖ Development
- ❖ Change Management & Organizational
- ❖ Transformation
- ❖ Human Performance Technologies
- ❖ Culture Strategy & Engagement
- ❖ Process Improvement

Industry Experience

- ❖ Government & Public Sector
- ❖ Nonprofit
- ❖ Aerospace & Defense
- ❖ Hospitality
- ❖ Business Consulting
- ❖ Technology

Education

- ❖ University of Maryland, Eastern Shore
Ph.D. in Organizational Leadership
- ❖ The Johns Hopkins University
Master of Business Administration
Master of Science in Organization Development & Human Resources Management
Post Baccalaureate Degree in Leadership Development
- ❖ University of Baltimore
Bachelor of Arts in Psychology

Certifications

- ❖ Professional Certified Coach (PCC)
- ❖ Certified by ICF



Sharma Graham

Coach

Personal Summary

Sharma Shackleford is an accomplished executive coach, leadership development facilitator, and curriculum designer with over 15 years of experience guiding individuals and organizations toward impactful, values-based leadership. As co-creator of the Courageous Personal Leadership model, she blends research-driven methodology with lived experience to foster growth in areas like executive presence, communication, self-awareness, and DEI. Sharma partners with Fortune 500 companies, nonprofits, and public agencies to design experiential learning programs and deliver results-driven coaching. Her facilitative style empowers participants to lead authentically, navigate complex change, and cultivate influence with purpose. A trusted thought partner and certified coach, Sharma is passionate about helping leaders transform from the inside out for sustainable organizational and personal impact.

Career Highlights

Sharma has facilitated leadership development for clients such as Google, Lenovo, Slack, IDEO, Deloitte, and Altria. She co-developed the Courageous Personal Leadership model and delivers impactful programming across corporate and nonprofit sectors. As a senior executive coach with Bravanti and former Director at Teach For America, she led DEI efforts and talent strategies that significantly improved retention and engagement. Her work includes coaching hundreds of leaders through executive transitions, career growth, and leadership identity formation. Sharma has also advised on strategic human capital initiatives and led diversity-focused coaching frameworks that elevated cultural competence across senior leadership teams.

Niche Areas of Expertise

- ❖ Health Equity Strategy
- ❖ Public Health Consulting
- ❖ Executive Coaching
- ❖ Leadership Development
- ❖ Self-Awareness & Emotional Intelligence
- ❖ Career Development & Transitions

- ❖ Executive Presence
- ❖ Strategic Vision & Influence
- ❖ Diversity, Equity, and Inclusion
- ❖ Change Management
- ❖ Professional Branding
- ❖ Coaching Culture Development
- ❖ Risk-Taking & Decision-Making
- ❖ Talent Development
- ❖ Authentic & Purpose-Driven Leadership

Industry Experience

- ❖ Government & Public Sector
- ❖ Nonprofit
- ❖ Technology
- ❖ Advertising & Media
- ❖ Consulting & Professional Services
- ❖ Transportation
- ❖ Education
- ❖ Consumer Products
- ❖ Telecommunications

Education

- ❖ University of Central Florida - Master of Arts, Mass Communication
- ❖ Florida State University - Bachelor of Arts, Communication; Minor: African American Studies

Certifications

- ❖ Professional Certified Coach (PCC), International Coach Federation
- ❖ Co-Active Coaching Core Curriculum, Co-Active Training Institute (CTI)
- ❖ Certified Professional Coach (CPC), Center for Coaching Certification
- ❖ Certified Leadership and Talent Management Coach (CLTMC), Workplace Coach Institute
- ❖ Risk Type Compass® Certification, Psychological Consultancy Ltd (2025)
- ❖ The Five Behaviors® Certification, Wiley Workplace Learning (2024)
- ❖ Everything DiSC® Certification, Wiley Workplace Learning (2024)
- ❖ Qualified Administrator, Intercultural Development Inventory® (IDI) (2020)
- ❖ Human Capital Strategist Certification, Human Capital Institute (2012)



Amy Tuccio, MCC

Coach • Facilitator • Trainer

English • Japanese

Personal Summary

Amy Tuccio is a results-oriented executive and leadership coach specializing in resiliency and emotional intelligence. With an MS in Organizational Leadership from Quinnipiac University and 15+ years of corporate experience, she has excelled in leadership, program management, and key account oversight for multi-million-dollar accounts in the aerospace industry. Certified in Project Management (PMP), change management (Prosci), and diversity, Amy has managed teams of over 30 professionals, driven process improvements, and fostered cross-location cultural alignment. As a certified Co-Active coach (CPCC), trauma-informed coach (TICC), and Master Certified Coach (MCC) with 2,500+ coaching hours, she delivers impactful individual and group coaching in emotional intelligence, communication, and leadership. Based in Connecticut, Amy is deeply service-oriented. She mentors Women in Animation leaders, serves on the ICF Philadelphia Chapter board, and has spearheaded equity, diversity, and inclusion initiatives, including creating scholarships and leading teams that have raised over \$200K for charities.

Career Highlights

Amy is a Master Certified Coach (MCC) with over 15 years of senior-level business and leadership experience in aerospace and startups, where she specialized in driving strategy and process improvement. Since 2017, she has coached executives worldwide across sectors including aerospace and engineering, education, law firms, healthcare, technology, and manufacturing. In addition to her coaching work, Amy has facilitated trainings for corporate groups globally, serving clients in higher education, media, nonprofits, tech services, financial technology, law firms, product and service industries, and engineering.

Niche Areas of Expertise

- ❖ Organizational Leadership
- ❖ Change Management

- ❖ Emotional Intelligence
- ❖ Training and People Development
- ❖ Culture Sculpting
- ❖ Excellent Time Management Skill
- ❖ Performance Cultivation
- ❖ Business Vision & Strategy
- ❖ Innovation Leadership
- ❖ Strategic Relationship Building Skills
- ❖ Team Building Leadership
- ❖ Executive Coaching

Industry Experience

- ❖ Executive Consulting & Strategy
- ❖ Education And Training Service
- ❖ Aerospace & Defense
- ❖ Sales & Account Management

Education

- ❖ Quinnipiac University
Master of Business Administration
Master of Organizational
Leadership

Certifications

- ❖ Master Certified Coach (MCC),
International Coaching Federation
- ❖ Certified Professional Co-Active
Coach (CPCC)
- ❖ Trauma-Informed Coaching
Certification (TICC)
- ❖ Certified Diversity Professional
(CDP)
- ❖ Project Management Professional
(PMP)
- ❖ Change Management Practitioner



Cherie Silas, MCC

Coach • Facilitator • Trainer

Personal Summary

Cherie Silas, MCC, is an Executive and Organizational Effectiveness Coach and CEO of Tandem Coaching. With over 5,000 hours of coaching experience, she partners with executives and leadership teams to drive strategic transformation, cultural change, and organizational effectiveness. She specializes in leadership development, executive coaching, and agile transformation, helping leaders identify and resolve challenges in people, processes, and culture. Cherie has led coaching initiatives at major organizations like Cox Automotive, Intuit, and American Airlines, and serves as Executive Director at the Center for Non-Profit Coaching. A certified ICF Master Coach and ORSC practitioner, she brings deep expertise in developing high-performing leaders and teams across industries. Her work empowers organizations to innovate, grow, and succeed through intentional leadership.

Career Highlights

Cherie Silas is an accomplished executive coach and leadership advisor with a proven track record of guiding organizations through transformation and growth. With thousands of coaching hours under her belt, she has helped senior leaders elevate performance, improve team dynamics, and navigate complex change. Cherie brings deep expertise in leadership development, agile transformation, and organizational effectiveness. She has coached executive teams through strategic realignment, cultural shifts, and large-scale initiatives, consistently driving measurable results. Known for her direct yet compassionate style, she challenges leaders to uncover blind spots, build stronger connections, and lead with clarity. Her work spans industries and geographies, making her a trusted partner to those seeking lasting impact through intentional leadership and a focus on continuous growth.

Niche Areas of Expertise

- ❖ Executive Leadership Coaching

- ❖ Agile Transformation Coaching
- ❖ Leadership Development for Senior Leaders
- ❖ Team Dynamics & Collaboration
- ❖ Organizational Effectiveness & Change Navigation
- ❖ Strategic Alignment Coaching
- ❖ Leadership Mindset Shifts
- ❖ Coaching Leaders Through Complex Change
- ❖ Emotional Intelligence in Leadership
- ❖ Blind Spot Identification & Feedback Integration
- ❖ Cross-Cultural Leadership Coaching
- ❖ High-Performance Team Coaching
- ❖ Scaling Leadership Capabilities
- ❖ C-Suite Communication Coaching
- ❖ Personal Mastery & Leadership Presence

Industry Experience

- ❖ Government
- ❖ Human Resources
- ❖ Change Management
- ❖ Professional Services
- ❖ Healthcare
- ❖ Technology
- ❖ Leadership Development

Education

- ❖ Pepperdine University -Master's in Organization Development
- ❖ University of California, Berkeley - Bachelor's degree in Psychology and Organizational Behavior

Certifications

- ❖ International Coaching Federation (ICF) Accredited Coach
- ❖ Organization and Relationship Systems Coaching (ORSC) Certification
- ❖ Certified ScrumMaster (CSM)
- ❖ Emotional Intelligence (EQ-i 2.0) Certification
- ❖ Leadership and Organizational Development Certifications
- ❖ Co-Active Coaching (CTI) Certification
- ❖ Neuro-Linguistic Programming (NLP) Practitioner Certification
- ❖ Texas HUB certification



Eric Hicks, PhD

Coach • Trainer • Coach • Facilitator

English • Japanese

Personal Summary

Eric Hicks, PhD, is a seasoned executive coach who partners with leaders to elevate their personal and professional effectiveness. With a global client base that spans from North America to Asia and Europe, Eric works with directors, VPs, senior executives, and C-suite leaders across a wide range of industries. He draws on a deep background in leadership development, having previously served in senior roles for multinational corporations and taught in Executive MBA and university programs. Eric is a board-certified coach with extensive training in emotional intelligence, learning agility, and personality assessments. He co-authored *Accelerating Leadership*, a resource for leaders looking to build in-house coaching cultures. Outside of coaching, Eric enjoys seasonal adventures with his wife—spending winters skiing and hiking in Utah, and summers exploring the mountains of Montana. His approach is both practical and insightful, grounded in research and real-world leadership experience.

Career Highlights

Eric Hicks, PhD, is a distinguished executive coach specializing in enhancing leadership effectiveness. As the founder of an executive coaching firm, he collaborates with leaders globally, including directors, VPs, and CEOs, to unlock their full potential. His extensive experience encompasses senior leadership development roles in multinational corporations, focusing on talent and organizational growth across the United States, Asia, and Europe. Eric has also contributed to academia by teaching leadership courses in Executive MBA programs and business schools. He co-authored *Accelerating Leadership*, providing insights into integrating executive coaching within organizations. Holding a PhD in Human Resource Development and Organizational Leadership, a Master's in Instructional Systems Technology, and a Bachelor's in Communications, Eric combines academic rigor with practical expertise to foster transformative leadership development.

Niche Areas of Expertise

- ❖ Executive Coaching for Senior Leadership Development Strategy
- ❖ Global and Cross-Cultural Leadership Coaching
- ❖ Emotional Intelligence Coaching (EQ-I 2.0 / 360)

- ❖ Hogan Personality Assessment & Debriefing
- ❖ Learning Agility & Potential Assessment (via EDGE)
- ❖ Team Alignment and Executive Facilitation
- ❖ Coaching Program Design for Organizations
- ❖ Leadership Transition and Onboarding Support
- ❖ Accelerated Leadership Growth & Development

Industry Experience

- ❖ Executive Coaching
- ❖ Corporate Learning and Development
- ❖ Cross-Cultural and Global Business Expertise
- ❖ Consulting and Organizational Strategy
- ❖ Education and Academia

Education

- ❖ Brigham Young University – BA in Communications
- ❖ University of Indiana – MS in Instructional Systems Technology
- ❖ University of Louisville – PhD in Organizational Behavior

Certifications

- ❖ Professional Coaching Certification (PCC) – International Coaching Federation
- ❖ Advanced Personal and Certified Executive Coach (ACPEC) – College of Executive Coaching
- ❖ Board-Certified Coach – Center for Credentialing and Education
- ❖ Intelligent Leadership Executive Coach Certification
- ❖ Laser-Focused Coaching – Marion Franklin coursework
- ❖ Certified Facilitator – Hogan Personality Inventory, Development Survey, and Motives, Values, Preferences Inventory
- ❖ Certified Facilitator – via EDGE Learning Agility Assessment
- ❖ Certified Facilitator – Emotional Intelligence Inventory: EQ-I 2.0 and EQ-I 360



Wendy Moats

Coach • Facilitator • Consultant • Trainer
English • Mandarin • Cantonese

Personal Summary

Wendy Moats-Hood is an accomplished executive coach and former senior leader with over 30 years of experience across iconic global brands like Starbucks, Chipotle, and Barnes & Noble. Known for her empathetic and results-oriented coaching style, Wendy partners with leaders to develop emotional intelligence, communication, and leadership skills. Her specialties include career advancement, team building, and change agility. As the CEO of Leadership for the Future, she combines her practical "boots-on-the-ground" business experience with a passion for leadership development to help clients achieve their goals and transform their teams. Wendy holds ICF certifications (ACC, PCC) and is a strong advocate for creating engaging, high-performing work environments that inspire both personal and professional growth.

Career Highlights

Wendy Moats-Hood is a seasoned leader with over 30 years of experience driving operational success and leadership development. She has consistently achieved exceptional results by implementing innovative strategies that enhance customer satisfaction, reduce turnover, and optimize profitability. Wendy's dedication to fostering growth led her to found initiatives supporting leadership development and empowering individuals to reach their potential. As a Professional Certified Coach (PCC) through the International Coaching Federation, Wendy combines her extensive corporate experience with a results-driven, empathetic coaching style. She specializes in enhancing emotional intelligence, communication, and team-building skills to support transformative growth for leaders at all levels.

Wendy's expertise spans leadership development, operational strategy, change management, and diversity and inclusion. Her ability to deliver measurable results while empowering others defines her lasting impact on teams and organizations.

Niche Areas of Expertise

- ❖ Leadership Development
- ❖ Career Advancement
- ❖ Change Management
- ❖ Team Building
- ❖ Customer Experience Improvement
- ❖ Operational Excellence
- ❖ P&L Management
- ❖ Coaching & Mentoring
- ❖ Digital Transformation

Industry Experience

- ❖ Retail
- ❖ Hospitality
- ❖ Food & Beverage
- ❖ Franchise Management
- ❖ Coaching & Professional Development
- ❖ Change Management & Transformation
- ❖ Catering & Off-Premises Services
- ❖ Digital Sales & Technology

Education

- ❖ Truman State University
B.S in Clothing & Textiles Retailing -
Minor in Business

Certifications

- ❖ Professional Certified Coach (PCC)
- ❖ Associate Certified Coach (ACC)
- ❖ Current ICF Member
- ❖ Situational Leadership Certification
- ❖ Servant Leadership Certification



Chloe Tseung

Coach • Facilitator • Trainer

English • Japanese

Personal Summary

Chloe is an executive leadership coach and skilled facilitator with over 20 years of experience transforming leaders and teams. Chloe works with C-suite executives and emerging leaders to refine their leadership effectiveness, enhance executive presence, and develop client relationships. Her unique approach blends intellectual curiosity with practical, behavior-based methods to drive meaningful results. Chloe's coaching style is clear, direct, and non-judgmental, creating space for leaders to reflect, gain perspective, and take impactful action. She is also an engaging facilitator, known for fostering dialogue and delivering memorable experiences in high-stakes strategy sessions. Certified in tools like The Extraordinary Leader™ 360 Assessment and MBTI®, Chloe brings depth and precision to her work. Fluent in Mandarin and Cantonese, Chloe finds inspiration in art and nature, calling the San Francisco Bay Area home.

Career Highlights

With 20 years of experience in talent development, strategic change, and organizational development, Chloe is a dynamic executive coach and facilitator. She helps senior and emerging leaders boost effectiveness, build strong relationships, and lead high-performing teams. Known for combining intellectual curiosity with practical, behavior-based approaches, she's delivered impactful leadership programs across industries. Chloe guides leaders through career growth, change management, and culture transformation. As a trusted advisor, she partners with executives in the private sector, non-profits, and start-ups to strengthen leadership and team dynamics. Whether virtual or in-person, her engaging workshops empower individuals and organizations to thrive in today's complex business environment.

Niche Areas of Expertise

- ❖ Organizational Development
- ❖ Strategic Change Management

- ❖ Talent Management
- ❖ Facilitation & Training
- ❖ Program Design & Management
- ❖ Diversity, Equity, and Inclusion (DEI)
- ❖ Client Relationship Management
- ❖ Psychometric Assessments and Tools
- ❖ Corporate Training Solutions
- ❖ Performance Coaching
- ❖ Executive Coaching
- ❖ Leadership Development

Industry Experience

- ❖ Non-Profit & Government
- ❖ Consulting & Professional Services
- ❖ Technology & SaaS
- ❖ Financial Services & Banking
- ❖ Healthcare & Life Sciences
- ❖ Retail & Consumer Goods
- ❖ Education & Higher Learning Institutions
- ❖ Telecommunications
- ❖ Real Estate & Property Management
- ❖ Manufacturing & Industrial
- ❖ Media & Entertainment
- ❖ Pharmaceuticals & Biotech

Education

- ❖ Columbia University, Teachers College, New York - M.A in Social-Organizational Psychology
- ❖ Hong Kong University of Science and Technology, Hong Kong - BBA, Finance Major

Certifications

- ❖ The Extraordinary Coach Facilitatory Certification
- ❖ MBTI Certified
- ❖ Neuro Linguistic Programming (NLP) Coach Practitioner
- ❖ The Extraordinary Leader 360 Assessment Certification
- ❖ Certified Dare to Lead - Daring Way Facilitator
- ❖ Mindfulness-Based Stress Reduction



Sue Fox Schwartz

Coach • Facilitator • Consultant • Trainer

Personal Summary

Sue Fox Schwartz is an accomplished leadership coach and facilitator with over 30 years of experience spanning Global Fortune 500 companies, startups, and nonprofit organizations. As an ICF PCC-certified coach, she blends her extensive corporate background with over two decades of transformation training, focusing on leadership development, team performance, and communication effectiveness. Sue's expertise lies in fostering psychological safety, enabling agile work cultures, and guiding leaders through complex challenges with positive, emotional, and conversational intelligence.

Her clientele includes prominent names like HSBC, Merck, Frito-Lay, and the Dallas Bar Association. Passionate about developing emerging leaders, Sue also collaborates with Rice University's Doerr Institute for New Leaders. She is the founder of "Fortifying U," a coaching initiative supporting individuals at pivotal life milestones. Sue holds an MBA from the University of Texas at Austin and a BA in International Relations from the University of Michigan. Her certifications further exemplify her dedication to impactful coaching.

Career Highlights

Sue Fox Schwartz is a seasoned leadership coach with over 30 years of experience guiding individuals and teams across diverse industries. An ICF PCC-certified coach, she focuses on leadership development, enhancing team performance, and cultivating psychologically safe, high-performing cultures. Sue's coaching integrates principles of positive, emotional, and conversational intelligence, fostering meaningful transformation for her clients. Her career spans significant contributions to agile transformation, employee engagement, and conflict resolution, where she has equipped leaders with tools to navigate complex challenges effectively. In addition to her work with organizations, Sue has coached emerging leaders in higher education, supporting them in developing confidence and clarity in their personal and professional growth.

As the founder of "Fortifying U," Sue empowers individuals to navigate life's milestones with purpose. She holds an MBA from the University of Texas at Austin and a BA in International Relations from the University of Michigan.

Niche Areas of Expertise

- ❖ Leadership Development
- ❖ Team Performance
- ❖ Communication Effectiveness
- ❖ Agile Transformation
- ❖ Agile Transformation
- ❖ Psychological & Employee Engagement
- ❖ Conflict Management ❖ Change Management
- ❖ Corporate & Executive Coaching
- ❖ Program Design & Facilitation

Industry Experience

- ❖ Business Consulting & Services
- ❖ Technology & Communication
- ❖ Sales & Marketing

Education

- ❖ University of Texas at Austin – Master of Business Administration
- ❖ University of Michigan – B.A with Distinction in International Relations
- ❖ University of Wisconsin, Platteville Education Abroad Program

Certifications

- ❖ Professional Certified Coach (PCC) - ICF
- ❖ EQ - I 2.0/EQ 360 Certified
- ❖ Managing Conflict & Enriching Relationships (MCA)



Fiona Bhattacharya

Coach

English • Hindi

Personal Summary

Fiona Gomes Bhattacharya is an executive coach, talent strategist, and culture builder dedicated to helping leaders grow with clarity, confidence, and purpose. With over 25 years of global experience in Talent, HR, and Operations across Fortune 500 companies, Fiona brings a systems-thinking lens grounded in real-world business outcomes. As a Professional Certified Coach (ICF PCC) with over 1,000 hours of executive and team coaching, she specializes in unlocking authentic leadership, navigating career transitions, and cultivating impactful presence. Fiona's coaching and facilitation style blends empathy with insight, creating space for transformation in individuals and teams. She is a certified assessor in Hogan, Gallup Strengths, and Emotional Intelligence, and leads with a deep commitment to personal development and sustainable growth.

Career Highlights

Fiona has coached C-level executives and high-potential leaders across tech, consulting, and media sectors. As Founder of FBG Consulting and former Coach Trainer at Accenture, she has delivered 250+ hours of executive coaching and mentored aspiring coaches. During her 20-year tenure at Accenture, she led global Talent & HR operations, built HR outsourcing practices, managed multi-regional transitions, and held client P&L ownership. Fiona is known for architecting people strategies that drive organizational transformation, organic growth, and cultural alignment. Her career reflects a unique blend of operational rigor, coaching excellence, and global leadership that empowers individuals and teams to lead with authenticity and impact.

Niche Areas of Expertise

- ❖ Executive & Leadership Coaching
- ❖ Systemic Team Coaching
- ❖ Career Transitions & Authentic Leadership
- ❖ Leadership Assessment (Hogan, Strengths, EI, NLP)
- ❖ Talent & HR Strategy
- ❖ Organizational Culture Transformation
- ❖ Coach Mentoring & Coach Training
- ❖ Internal Coaching Program Design

Industry Experience

- ❖ Technology
- ❖ Consulting
- ❖ Media
- ❖ Outsourcing / Shared Services
- ❖ Professional Services

Education

- ❖ Jesus & Mary College, Delhi University, India – Bachelor of Commerce (Hons)

Certifications

- ❖ ICF Professional Certified Coach (PCC)
- ❖ ICF Advanced Team Coach (ACTC)
- ❖ EMCC Senior Practitioner
- ❖ Hogan Leadership Assessor
- ❖ Certified Mentor – IMC
- ❖ NLP Practitioner
- ❖ CBT Practitioner
- ❖ Emotional Intelligence Certification
- ❖ Positive Psychology
- ❖ Gallup Strengths Coach
- ❖ ICF PCC Assessor



Tommy Chan

Coach • Trainer

English • Mandarin • Cantonese

Personal Summary

Dr. Tony Chan is a seasoned executive coach, corporate psychologist, and leadership expert with over 25 years of experience. Renowned for his empathetic and results-driven approach, Dr. Chan has worked with professionals across industries, from law and finance to engineering and technology. Specializing in executive coaching, culture transformation, and leadership development, he leverages his expertise to help leaders navigate complex challenges, embrace change, and unlock their full potential. Dr. Chan combines a deep understanding of human behavior with business acumen, utilizing a range of psychometric tools to deliver tailored insights and actionable strategies. His cross-cultural fluency and commitment to fostering growth have made him a trusted partner to leaders worldwide. Whether guiding executives through transitions or empowering teams to thrive, Dr. Chan's approach is grounded in a belief in the power of leadership to transform organizations and inspire lasting success.

Career Highlights

With over 25 years of expertise in leadership development, executive coaching, and organizational psychology, Tony Chan has empowered leaders across industries to navigate transitions and drive growth. He specializes in coaching senior executives to enhance presence, align behaviors with organizational goals, and foster effective leadership. Tony has led impactful culture transformation initiatives and implemented innovative strategies that integrate emotional intelligence and actionable insights to enable teams and individuals to thrive. Known for his cross-cultural expertise, he has guided professionals in diverse global markets to address challenges and unlock their potential. Using a strengths-based approach, Tony blends behavioral science with practical strategies to deliver measurable results. His ability to equip leaders with tools for resilience, adaptability, and success has made him a trusted partner for organizations aiming to inspire meaningful change and achieve sustainable outcomes.

Niche Areas of Expertise

- ❖ Transformational Leadership
- ❖ Gravitas & Executive Presence
- ❖ Transition and Change
- ❖ Culture Transformation
- ❖ Persuasive Communication
- ❖ Mindset Growth
- ❖ EQ Skills
- ❖ Succession Planning
- ❖ Entrepreneurship
- ❖ Managing International Business
- ❖ Diversity, Equity & Inclusion
- ❖ Motivation
- ❖ Occupational Health

Industry Experience

- ❖ Finance & Investment
- ❖ Legal and Professional Services
- ❖ Healthcare and Life Sciences
- ❖ Consumer Goods and Retail
- ❖ Technology and Engineering
- ❖ Consulting and Workforce Solutions
- ❖ Automotive and Emerging Industries

Education

- ❖ Michigan State University
Ph.D. and M.A in Psychology
- ❖ University Of Hawaii
B. A Psychology

Certifications

- ❖ ICF PCC Professional Coaching Certification)
- ❖ ICF PCC Professional Coaching Certification
- ❖ Hogan Leadership Assessments
- ❖ Center for Creative Leadership (CCL)
- ❖ Leadership and Benchmarking Assessment
- ❖ AI Certifications
- ❖ Prosci Change Management
- ❖ Master Six Sigma Black Belt
- ❖ SHRM-SCP / SPHR
- ❖ PMP/ Certified Scrum Master (CSM)



Jesus Maximoff

**Coach • Consultant •
Facilitator • Trainer**

Personal Summary

Jesus is a seasoned global executive coach, with over 15 years of practice in complex environments. As a credentialed coach, Jesus partners with individuals and Teams in a thought provoking and creative process that generates insights and actions inspiring them to achieve what they truly want, at work and in life. His clients appreciate his use of no-nonsense, direct yet compassionate and evidence-based approach, to help leaders and teams be more effective and human at work. He's an advocate for improving your thinking, refining the effectiveness of your daily conversations, and getting results that matter.

Career Highlights

His approach is informed by over two decades of experience as a Fortune 50 senior executive, where he sat at the table in areas ranging from operations, engineering, marketing, sales, M&As and government affairs to corporate strategy and product development. In his most recent position, before becoming an Executive and Team Effectiveness Coach, Jesus worked as President and General Manager for Intel Corporation in Latin America where he oversaw the chipmaker's most significant growth expansion years. Prior to that, he served as Chief of Staff to Intel's Executive Vice President for Sales & Marketing, as the organization navigated one of its largest global restructurings and as Intel's Managing Director for the south of Europe. Before entering the technology field, Jesus was an innovative entrepreneur and had runs at both the tourism and advertisement industry.

He experienced working with individuals operating at the C-level, divisional and regional level of organizations. He's lived in 8 different countries and has had the privilege to coach leaders and teams from over 38 different countries in North America, Europe, Latin America, Africa, and Asia

across wide variety of industries and issues.

Niche Areas of Expertise

- ❖ Business Development
- ❖ Team Coaching
- ❖ Management Consulting
- ❖ Industrial Marketing

Industry Experience

- ❖ Business Consulting and Services
- ❖ Manufacturing

Education

- ❖ Harvard School of Business - Executive Program for Leadership Development
- ❖ University of London - M.A Industrial & Organizational Psychology
- ❖ University of Miami - Certified Professional Coach
- ❖ University of Virginia Darden - Executive Leadership Training
- ❖ INSEAD - Industrial Marketing Program
- ❖ University of Cambridge - HND Computer Science

Certifications

- ❖ Professional Certified Coach (ICF)
- ❖ Team Coach Practitioner Cert. (EMCC)
- ❖ Hogan Profiles Certified
- ❖ Leadership Circle Certified
- ❖ ExPI Executive Presence Certified
- ❖ Team Effectiveness (TDS) Certified



Tasha Peck

HR Consultant

Personal Summary

Tasha Peck is a dynamic human resources leader with more than 20 years of experience transforming HR functions across healthcare, manufacturing, legal, and energy sectors. She is known for developing people-first strategies that enhance workforce engagement, streamline operations, and support organizational growth. With expertise spanning inclusive recruitment, employee relations, policy development, and multi-state compliance, Tasha has consistently driven measurable outcomes for large, complex organizations. Her strength lies in translating business needs into effective HR programs that improve retention, modernize processes, and elevate workplace culture. Trusted by executive teams, she combines strategic insight with hands-on execution to build resilient and scalable HR infrastructures.

Career Highlights

Tasha has led HR transformation initiatives for associate populations ranging from 135 to over 3,000 across 30+ locations. She redesigned over 200 leadership and operational job requisitions to increase applicant diversity and strengthen hiring pipelines. Her previous roles have included managing employee relations for long-term care facilities, overseeing payroll and benefits across multi-state teams, and supporting both unionized and non-unionized workforces. Tasha has played a key role in standardizing progressive discipline frameworks, resolving complex workplace investigations, and launching retention strategies that support workforce stability. Her ability to guide organizations through change while maintaining compliance and employee trust sets her apart as a results-driven HR professional.

Niche Areas of Expertise

- ❖ HR Operations & Compliance
- ❖ Employee & Labor Relations
- ❖ Inclusive Recruitment Strategy
- ❖ Organizational Restructuring
- ❖ Workforce Planning & Retention
- ❖ Multi-Site, Multi-State HR Management

- ❖ Policy Design & Implementation
- ❖ Workplace Investigations & Corrective Action
- ❖ Performance Management
- ❖ Benefits & Compensation Administration
- ❖ Staffing Services
- ❖ Executive Advisement
- ❖ Talent Optimization
- ❖ Payroll Systems (e.g., ADP)
- ❖ HR Department Startup & Expansion

Industry Experience

- ❖ Government & Public Sector (via certifications)
- ❖ Legal Services
- ❖ Healthcare & Long-Term Care
- ❖ Power & Energy (Plant Operations)
- ❖ Consumer Products Manufacturing (Georgia-Pacific)
- ❖ HR & Talent Solutions (Consulting)
- ❖ Technology & Engineering Services

Education

- ❖ Keller Graduate School of Management (DeVry University)
Master of Human Resources Management (MHRM)
- ❖ DeVry University
Bachelor of Science in Business Administration (BSBA), Human Resources Management

Certifications

- ❖ Women Owned Small Business (WOSB) – U.S. SBA
- ❖ Women's Business Enterprise (WBE) – WBENC
- ❖ Disadvantaged Business Enterprise (DBE) – Georgia DOT
- ❖ Local Small Business Enterprise (LSBE) – DeKalb County
- ❖ Small Local Business Enterprise (SLBE) – Clayton County
- ❖ Woman Owned Business – State of Tennessee DBE
- ❖ Goldman Sachs 10,000 Small Businesses Alumni



Dr. Brandi R. Muñoz

Coach

Personal Summary

Dr. Brandi R. Muñoz is an ICF-certified Executive Coach (PCC) with over 15 years of experience advancing leadership development, career strategy, and organizational transformation. With a doctorate in Organizational Leadership and certifications spanning HR, coaching, and conflict resolution, she brings a powerful combination of analytical insight and human connection. Brandi empowers senior leaders to navigate complex transitions, build resilient teams, and lead with inclusive purpose. Her approach blends cognitive-behavioral science, strategic talent development, and evidence-based methodologies to deliver measurable impact for individuals and organizations. A trusted advisor and dynamic facilitator, she fosters growth mindsets and sustainable leadership practices that unlock potential and fuel long-term success.

Career Highlights

Dr. Brandi R. Muñoz is a seasoned executive coach and talent strategist with over 15 years of experience driving leadership transformation across Fortune 500 companies, higher education, and professional services. At Ernst & Young, she led strategic coaching and talent initiatives for senior leaders, enhancing succession pipelines and leadership effectiveness. She has coached MBA students at the University of Texas and designed inclusive leadership programs at Korn Ferry. Brandi integrates cognitive-behavioral science with evidence-based assessments to accelerate growth, resilience, and performance. Her expertise spans DEIB, conflict resolution, and organizational change—empowering leaders to thrive in complexity while aligning personal growth with business outcomes.

Niche Areas of Expertise

- ❖ Executive & Leadership Coaching
- ❖ Career Strategy & Personal Branding
- ❖ Organizational Development
- ❖ Conflict Resolution & Change Management
- ❖ Diversity, Equity, Inclusion & Belonging (DEIB)
- ❖ Cognitive-Behavioral Coaching Methodologies
- ❖ Talent Pipeline & Succession Planning

- ❖ Emotional Intelligence & Leadership Assessments
- ❖ Learning & Development Strategy
- ❖ Executive Transition Coaching
- ❖ Remote & Hybrid Workforce Coaching
- ❖ Facilitation of DEI and Leadership Training
- ❖ Coaching Program Design & Implementation
- ❖ Cross-Cultural Competency & Global Leadership

Industry Experience

- ❖ Government and Nonprofit
- ❖ Professional Services
- ❖ Higher Education
- ❖ Leadership Consulting
- ❖ Oil & Gas / Energy
- ❖ Architecture & Design
- ❖ Financial Services
- ❖ Coaching & HR Consulting

Education

- ❖ University of Texas at Arlington – Bachelor of Arts in Criminal Justice, Minor in Psychology

Certifications

- ❖ ICF Professional Certified Coach (PCC)
- ❖ SPHR (Senior Professional in Human Resources)
- ❖ Certified Professional Diversity Coach (CPDC)
- ❖ Certified Online Profile Expert (NCOPE)
- ❖ Certified Professional Résumé Writer (CPRW)
- ❖ Certified Master of Career Services
- ❖ Certified MBTI Facilitator
- ❖ Thomas-Kilmann Conflict Mode Facilitator
- ❖ Crucial Conversations Facilitator
- ❖ DiSC, Birkman, TRACOM Leadership, Leadership Intelligence 2.0
- ❖ Strong Interest Inventory, CliftonStrengths, Model-Netics



Marvin Chamber

Coach

Personal Summary

Marvin Chambers is a passionate Executive Coach, Talent Strategist, and Speaker dedicated to helping leaders unlock their full potential. With a mission to empower individuals to lead with authenticity, Marvin supports executives in navigating transformational change, strengthening their personal brand, and creating inclusive cultures. He draws from over 25 years of experience across industries and integrates best practices in leadership development, emotional intelligence, and motivational psychology to guide leaders toward breakthrough results. Marvin's approach encourages leaders to embrace their unique voice, break through barriers, and become confident, dynamic forces for positive change in their workplaces and communities. Driven by a belief in human potential, Marvin focuses on helping leaders build trust, foster meaningful connections, and achieve sustainable success in an ever-evolving world.

Career Highlights

Marvin Chambers has over 25 years of experience as an Executive Coach, Talent Strategist, and Leadership Consultant, helping leaders drive transformational change and achieve extraordinary results. He has coached high-potential leaders and C-suite executives across diverse industries, empowering them to strengthen their leadership presence, build inclusive cultures, and improve performance. Marvin's career highlights include guiding executives through complex organizational changes, facilitating leadership development programs, and helping leaders align strategy with purpose. He has worked globally across Africa, Asia, Europe, and Latin America, bringing a multi-cultural perspective to his coaching practice. Marvin holds certifications in Hogan Assessments, Energy Leadership, and Neuro-Linguistic Programming, enabling him to address key leadership challenges. His commitment to helping leaders unlock their potential and make a lasting impact is the foundation of his work.

Niche Areas of Expertise

- ❖ Business & Culture Transformation
- ❖ Strategic Planning & Performance
- ❖ Management
- ❖ Stakeholder Analysis & Management
- ❖ Managing Difficult Work and Personal
- ❖ Relationships
- ❖ Strategic Change & Communication
- ❖ Management
- ❖ Building Cross Organizational Alignment
- ❖ Building Diverse, Inclusive, & Equity Centric Cultures

Industry Experience

- ❖ Information Technology & Professional
- ❖ Services
- ❖ Healthcare & Life Sciences
- ❖ Consumer Products
- ❖ Financial Services
- ❖ Education & Non-Profits
- ❖ Manufacturing

Education

- ❖ The George Washington University
Master of Business Administration (MBA) –Human Resources Management
- ❖ James Madison University
Bachelor of Business Administration (BBA) – Finance

Certifications

- ❖ Professional Certified Coach (PCC)
- ❖ Certified Professional Coach (CPC)
- ❖ Energy Leadership Index Master Practitioner (ELI-MP)
- ❖ Three Brains Coach Certification
- ❖ Hogan Leadership Assessments (HPI, HDS, MVPI)
- ❖ Neuro-Linguistic Programming (NLP) Certified Practitioner
- ❖ PRISM Assessment Certification



Lori Ennis

Facilitator • HR Consultant

Personal Summary

Lori Ennis is a seasoned HR leader, executive coach, and trainer with a passion for helping individuals and organizations thrive. With deep expertise in talent strategy, leadership development, and performance management, she brings over two decades of experience driving results across industries including healthcare, manufacturing, retail, and aviation. Lori is known for aligning people, processes, and policies to deliver business outcomes, whether building new programs from the ground up or transforming existing systems. She is a certified coach, behavior assessment expert, and facilitator with a dynamic, people-centered approach. Her ability to partner with executives, empower teams, and navigate complex change makes her a trusted advisor for those seeking to elevate both individual performance and organizational culture.

Career Highlights

Lori Ennis has led impactful human resources initiatives across large, multi-site organizations, supporting teams of thousands and managing complex talent strategies. She has launched performance management frameworks, built shared service centers, and implemented employee engagement and recognition programs with measurable success. Known for her ability to lead through change, Lori has overseen large-scale restructures, opened new training facilities, and improved talent pipelines through succession planning and executive assessments. Her leadership consistently results in reduced turnover, enhanced workforce alignment, and stronger leadership bench strength. Lori's career reflects a blend of strategic insight and operational excellence, making her a valued partner to senior leaders seeking sustainable growth through people-first strategies.

Niche Areas of Expertise

- ❖ Human Resources Strategy
- ❖ Employee Relations
- ❖ Learning and Development
- ❖ Talent Development and Succession Planning
- ❖ Legal Compliance
- ❖ Performance Management
- ❖ Standard Operating Procedures
- ❖ Policies Aligned with Business and Culture

Industry Experience

- ❖ Retail
- ❖ Manufacturing
- ❖ Healthcare
- ❖ Aviation/Airport Services
- ❖ Public Sector/Government Support
- ❖ Consulting/Professional Services

Education

- ❖ Master of Business Administration | Belmont University | Nashville, TN
- ❖ Bachelor of Arts in Speech Communication | University Of Tennessee | Knoxville, TN

Certifications

- ❖ SHRM-CP
- ❖ Maxwell Coach, Trainer, Speaker
- ❖ Behavior Assessments including Maxwell DISC



Diane Scarborough

HR Consultant (former CHRO)

Personal Summary

Diane Scarborough is a dynamic HR leader and consultant with a proven track record of driving impactful people strategies across global organizations. With deep expertise in talent management, leadership development, and employee engagement, she excels at building high-performing teams and fostering positive workplace cultures. Diane has successfully led HR transformations, managed complex acquisitions, and navigated organizational change with a strategic and results-driven approach. She is known for her ability to attract, develop, and retain top talent while optimizing HR operations to support business objectives. A skilled executive coach, she partners with leadership teams to enhance performance, streamline processes, and implement best practices that create lasting value. Diane is passionate about creating exceptional employee experiences and driving business success through people.

Career Highlights

Diane Scarborough is a seasoned Human Resources executive with over three decades of experience leading HR functions across diverse industries. Throughout her career, she has demonstrated expertise in talent management, leadership development, and employee engagement. Diane has a proven track record of successfully integrating acquisitions, enhancing organizational performance, and fostering positive workplace cultures. Her strategic approach to human capital management has consistently resulted in improved employee satisfaction and operational efficiency. Diane holds a Bachelor of Arts degree from Miami University and has been recognized as a Senior Professional in Human Resources (SPHR) since 2002.

Niche Areas of Expertise

- ❖ HR Strategy & Transformation
- ❖ Executive Coaching
- ❖ Mergers & Acquisitions Integration
- ❖ Change Management
- ❖ Talent Management & Succession Planning
- ❖ Employee Experience & Retention
- ❖ Workforce Planning & Optimization
- ❖ HR Operations & Compliance
- ❖ Compensation & Benefits Strategy
- ❖ HR Technology Implementation

Industry Experience

- ❖ Technology
- ❖ SaaS (Software as a Service)
- ❖ Healthcare
- ❖ Financial Services
- ❖ Retail
- ❖ Manufacturing
- ❖ Telecommunications
- ❖ Consulting
- ❖ Private Equity
- ❖ Crisis & Reputation Management

Education

- ❖ Miami University, Oxford, Ohio
Bachelor of Arts, Political Science;
Minor in Sociology

Certifications

- ❖ Senior Professional in Human Resources (SPHR)
- ❖ The Science of Well-Being



Christine Grebenc

HR Consultant (former CHRO)

Personal Summary

Christine Grebenc is a seasoned global HR executive with a proven track record of leading large, complex organizations through periods of growth, transformation, and change. With experience across industries including retail, manufacturing, and consumer products, she excels at building strategic people initiatives that align with business goals and deliver measurable results. Christine is known for her ability to lead through complexity, develop high-performing teams, and foster cultures where employees thrive. Her expertise spans talent strategy, organizational development, HR technology, and executive coaching. With deep experience in both domestic and international markets, Christine brings a practical, business-minded approach to human resources leadership and is passionate about helping organizations scale while supporting the people who drive success.

Career Highlights

One of Christine Grebenc's standout career highlights includes leading the full HR integration of a global organization following a major acquisition. She successfully aligned talent strategies, systems, and processes across multiple countries while maintaining employee engagement and business continuity. Christine also played a key role in scaling operations by implementing global HR systems and payroll strategies, ensuring efficiency and consistency across the organization. Additionally, she oversaw the development and launch of a global performance management system and leadership development program, enabling stronger succession planning and talent growth. Her ability to navigate complex organizational change while fostering collaboration and delivering measurable business results showcases her strategic leadership and deep expertise in transforming HR into a true business partner.

Niche Areas of Expertise

- ❖ Strategic HR Leadership
- ❖ Talent & Organizational Development
- ❖ Talent Acquisition & Retention
- ❖ HR Technology & Systems
- ❖ Compensation & Total Rewards
- ❖ Change Management & Culture Building
- ❖ Operational HR Excellence

Industry Experience

- ❖ Toys & Consumer Products
- ❖ Beauty, Wellness & Direct Selling
- ❖ Fashion & Apparel
- ❖ Retail – Women's Fashion & Accessories
- ❖ Furniture & Home Furnishings
- ❖ Technology & Home Services Marketplace
- ❖ Retail – Off-Price Department Stores
- ❖ Sporting Goods & Specialty Retail

Education

- ❖ University Of Pittsburgh, Pittsburgh, Pennsylvania - B.A., Communications

Certifications

- ❖ Global Professional in Human Resources (GPHR)
- ❖ Senior Professional in Human Resources (SPHR)
- ❖ Society for Human Resources Management – Senior Certified Professional (SHRM-SCP)
- ❖ Certified in Investigations, Wicklander-Zulawski
- ❖ Certified in Korn Ferry Leadership Architect
- ❖ Certified in Korn Ferry 360 Degree Feedback



nextgen people

BUSINESS CERTIFICATION & DOCUMENTS



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
03/21/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER NUTMEG INS AGENCY INC/PHS 76210781 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78251	CONTACT NAME:	
	PHONE (A/C, No, Ext): (888) 925-3137	FAX (A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
INSURED Nextgen People LLC 653 KING SWORD CT SE MABLETON GA 30126-6436	INSURER A: Property and Casualty Insurance Company of Hartford	NAIC# 34690
	INSURER B: Nutmeg Insurance Company	39608
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/Y YYYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY			76 SBU BR3FVF	03/21/2025	03/21/2026	EACH OCCURRENCE	\$2,000,000
	CLAIMS-MADE ☒ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
	General Liability						MED EXP (Any one person)	\$10,000
							PERSONAL & ADV INJURY	\$2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	\$4,000,000
	☒ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	\$4,000,000
	OTHER:							
A	AUTOMOBILE LIABILITY			76 SBU BR3FVF	03/21/2025	03/21/2026	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
	ANY AUTO						BODILY INJURY (Per person)	
	ALL OWNED AUTOS		SCHEDULED AUTOS				BODILY INJURY (Per accident)	
	HIRED AUTOS	☒	NON-OWNED AUTOS				PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB EXCESS LIAB						EACH OCCURRENCE	
							AGGREGATE	
	DED		RETENTION \$					
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			76 WEG BR3FVG	03/21/2025	03/21/2026	☒ PER STATUTE ☐ OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N					E.L. EACH ACCIDENT	\$1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE -EA EMPLOYEE	\$1,000,000
							E.L. DISEASE - POLICY LIMIT	\$1,000,000
A	Professional Liability			76 SBU BR3FVF	03/21/2025	03/21/2026	Each Claim Limit	\$1,000,000
							Aggregate Limit	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations.

CERTIFICATE HOLDERFor Informational Purposes
653 KING SWORD CT SE
MABLETON GA 30126-6436**CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan L. Castaneda

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**Request for Taxpayer
Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.) Nextgen People	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☒ C corporation ☐ S corporation ☐ Partnership ☐ Trust/estate ☒ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐	
	5 Address (number, street, and apt. or suite no.). See instructions. 653 King Sword Court 6 City, state, and ZIP code Mableton, GA 30126	7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number								
			-					
or								
Employer identification number								
3	8	-	3	9	9	5	6	3 1

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person 	Date 4/3/2025
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they



NEXTGEN PEOPLE LLC

Unique Entity ID KLLQSAHVNZD6	CAGE / NCAGE 7U9B1	Purpose of Registration All Awards
Registration Status Active Registration	Expiration Date Dec 10, 2025	
Physical Address 653 King Sword CT SE Mableton, Georgia 30126-6436 United States	Mailing Address 653 King Sword CT SE Mableton, Georgia 30126-6436 United States	

Business Information

Doing Business as (blank)	Division Name (blank)	Division Number (blank)
Congressional District Georgia 13	State / Country of Incorporation Georgia / United States	URL www.nextgenpeople.com

Registration Dates

Activation Date Dec 12, 2024	Submission Date Dec 10, 2024	Initial Registration Date Mar 22, 2017
--	--	--

Entity Dates

Entity Start Date May 1, 2005	Fiscal Year End Close Date Dec 31
---	---

Immediate Owner

CAGE (blank)	Legal Business Name (blank)
------------------------	---------------------------------------

Highest Level Owner

CAGE (blank)	Legal Business Name (blank)
------------------------	---------------------------------------

Executive Compensation

Registrants in the System for Award Management (SAM) respond to the Executive Compensation questions in accordance with Section 6202 of P.L. 110-252, amending the Federal Funding Accountability and Transparency Act (P.L. 109-282). This information is not displayed in SAM. It is sent to USAspending.gov for display in association with an eligible award. Maintaining an active registration in SAM demonstrates the registrant responded to the questions.

Proceedings Questions

Registrants in the System for Award Management (SAM.gov) respond to proceedings questions in accordance with FAR 52.209-7, FAR 52.209-9, or 2. C.F.R. 200 Appendix XII. Their responses are displayed in the responsibility/qualification section of SAM.gov. Maintaining an active registration in SAM.gov demonstrates the registrant responded to the proceedings questions.

Exclusion Summary

Active Exclusions Records?

No

SAM Search Authorization

I authorize my entity's non-sensitive information to be displayed in SAM public search results:

Yes

Entity Types

Business Types

Entity Structure Corporate Entity (Not Tax Exempt)	Entity Type Business or Organization	Organization Factors (blank)
Profit Structure For Profit Organization		

Socio-Economic Types

Minority-Owned Business

Self Certified Small Disadvantaged Business

Economically Disadvantaged Women Owned

Small Business

Women-Owned Small Business

Women-Owned Business

DOT Certified DBE

Black American Owned

SBA-Certified Economically Disadvantaged Women-Owned Small Business

Entrance Date: Jun 21, 2021

Exit Date: (blank)

SBA Certified 8(a) Program Participant

Entrance Date: Aug 20, 2021

Exit Date: Aug 19, 2030

SBA-Certified Women-Owned Small Business

Entrance Date: Jun 21, 2021

Exit Date: (blank)

Check the registrant's Reps & Certs, if present, under FAR 52.212-3 or FAR 52.219-1 to determine if the entity is an SBA-certified HUBZone small business concern. Additional small business information may be found in the SBA's Dynamic Small Business Search if the entity completed the SBA supplemental pages during registration.

Financial Information

Accepts Credit Card Payments

Yes

Debt Subject To Offset

No

EFT Indicator

0000

CAGE Code

7U9B1

Points of Contact

Electronic Business

 Lepora Flournoy, CEO
 653 King Sword CT SE
 Mableton, Georgia 30126
 United States

Government Business

 Lepora Flournoy, CEO
 653 King Sword CT SE
 Mableton, Georgia 30126
 United States

Service Classifications

NAICS Codes

Primary	NAICS Codes	NAICS Title
Yes	541612	Human Resources Consulting Services
	541611	Administrative Management And General Management Consulting Services
	541614	Process, Physical Distribution, And Logistics Consulting Services
	541618	Other Management Consulting Services
	541690	Other Scientific And Technical Consulting Services
	541720	Research And Development In The Social Sciences And Humanities
	541990	All Other Professional, Scientific, And Technical Services
	561312	Executive Search Services
	611430	Professional And Management Development Training
	624310	Vocational Rehabilitation Services

Product and Service Codes

PSC	PSC Name
R422	Support- Professional: Market Research/Public Opinion
R699	Support- Administrative: Other
R702	Support- Management: Data Collection
R708	Support- Management: Public Relations
U001	Education/Training- Lectures
U002	Education/Training- Personnel Testing
U004	Education/Training- Scientific/Management
U006	Education/Training- Vocational/Technical
U008	Education/Training- Training/Curriculum Development
U009	Education/Training- General

Disaster Response

Yes, this entity appears in the disaster response registry.

Bonding Levels	Dollars
(blank)	(blank)

States	Counties	Metropolitan Statistical Areas
Any	(blank)	(blank)

THIS CERTIFIES THAT

Nextgen People, LLC



* Nationally certified by the: **GEORGIA MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541612; 541611; 541618; 541614; 611430; 541990; 541613

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

05/28/2025

Issued Date

AT241937

Certificate Number

05/31/2026

Expiration Date

A handwritten signature in black ink, appearing to read "Ying McGuire", is positioned above the name and title of the NMSDC CEO and President.

Ying McGuire
NMSDC CEO and President

A handwritten signature in black ink, appearing to read "Stacey Key", is positioned above the name and title of the NMSDC President and CEO.

Stacey Key, President and CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

GEORGIA BUSINESS CERTIFICATION PROGRAM

CERTIFICATE

ISSUED TO



Certified Small Minority-Owned

ISSUE DATE

EXPIRATION DATE
72 of 76

A handwritten signature in black ink, reading "Rebecca Sullivan".

REBECCA SULLIVAN
COMMISSIONER, DOAS

CERTIFICATE NUMBER



www.sba.gov/wosbready

Women Owned Small Business Federal Contracting Program | 409 Third St. SW | WDC 20416

6/21/2021

Lepora Flournoy
RESULTS CONSULTING COMPANY, LLC
653 KING SWORD CT SE
MABLETON, GA

Dear Lepora Flournoy:

Congratulations! Your firm has been certified as an Economically Disadvantaged Women-Owned Small Business (EDWOSB) by the U.S. Small Business Administration (SBA) for the Women-Owned Small Business Federal Contract Program (WOSB Program), as set forth in Title 13, Part 127 of the Code of Federal Regulations (CFR).

In order to maintain your certification, your firm is required to annually attest to meeting the WOSB Program requirements set forth in 13 CFR Part 127. This annual attestation must be submitted within 30 days of the anniversary date of your certification, which is the date on this letter. Additionally, your firm must undergo a program examination every three years conducted by SBA or a third-party certifier. Instructions for maintaining EDWOSB certification are available at 13 CFR 127.400 and at <https://beta.Certify.sba.gov>.

Your firm must immediately notify SBA of any material changes that could affect its eligibility. 13 CFR 127.401. This notification must be in writing and must be uploaded into the firm's profile in beta.Certify.sba.gov. Your firm must not misrepresent its EDWOSB certification status to any other party, including any local or State government contracting official or the Federal government or any of its contracting officials.

As a certified EDWOSB, there are valuable free resources available to you. These include:

- SBA Resource Partners: For general assistance on various topics, information on SBA programs, and upcoming small business events in your area. You can find your local resource partner by visiting: <https://www.sba.gov/tools/local-assistance>.
- WOSB website: For specific resources on government contracting and the WOSB Federal Contracting Program, please visit: <https://www.sba.gov/wosbready>.
- SBA's 7(j) Program: EDWOSB firms may also be eligible for 7(j) management and technical assistance by contacting their local SBA district office please visit: <https://www.sba.gov/tools/local-assistance>.

As a EDWOSB certified firm in the WOSB Federal Contracting Program, **you CAN** use the [EDWOSB Icon](#) on your business' website, business cards, social media profiles, and in your capability statements and proposal bids. However, **you CANNOT** use the digital icon to express or imply endorsement of any goods, services, entities, or individuals. Thus, **the digital icon CANNOT be used** on a company's letterhead, marketing materials or advertising, whether paid or public service announcement (PSA), traditional or digital. The following are instructions to access your digital icon:

1. Visit the following link: <https://www.sba.gov/brand/for-partners/resource-partners-grantees/>;
2. Under General Materials, click on "Decals and Web Icons";
3. The Icons should download on your computer; select "Open File"; and
4. Select/use only the Icon(s) that reflect the Program(s) in which you are currently certified

If you have general questions regarding the WOSB Program, you may submit them to the SBA via the help tab at <https://beta.certify.sba.gov/help> or check the SBA web site, www.sba.gov/wosbready.

Wishing you much success!

Sincerely,

Thomas J. McGrath

Thomas McGrath
Deputy Director
Office of Government Contracting



Russell R. McMurtry, P.E., Commissioner
One Georgia Center
600 West Peachtree Street, NW
Atlanta, GA 30308

March 11, 2025

AMENDED

Dr. Lepora **Flournoy**, President/CEO
Nextgen People, LLC
653 King Sword Court
Mableton, GA 30126

ANNIVERSARY DATE: Annually on April 19th

Dr. Lepora **Flournoy**:

The Georgia Department of Transportation reviewed your Georgia Uniform Certification Disadvantaged Business Enterprise (DBE) application. Our evaluation of the information submitted with your request for certification indicates that your firm meets the criteria outlined in Federal Regulations 49 CFR, Part 26.

DBE Certification is continuous; however, it is contingent upon the firm maintaining its eligibility annually through this office. You will receive an Annual Affidavit for Continuing Eligibility (AACE) and request for Personal Financial Statement (PFS) approximately thirty days prior to your firm's certification anniversary date. **The Annual Affidavit for Continuing Eligibility document must be completed, signed, and returned to our office before your anniversary date to continue your firm's eligibility as a DBE.**

Your firm will be listed in Georgia's UCP DBE Directory which can be accessed through the Department's website: www.dot.ga.gov. Prime contractors and consultants can verify your firm's DBE certification status and identify the work area(s) for which the firm is DBE eligible through this Directory.

Your GDOT Vendor ID Code is: 11798

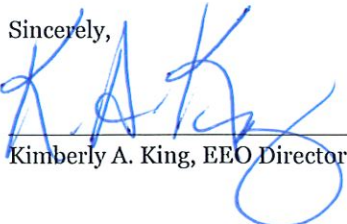
Your firm has been certified to provide the following services as outlined in the North American Industry Classification System (NAICS):

541611	Administrative Management and General Management Consulting Services
541612	Human Resources Consulting Services
561312	Executive Search Services

It is your obligation to notify GUCP of any changes in ownership and/or control of your company. If at any time during the year there is a change in ownership and/or control of your firm, you are required to notify this office of such change in writing by sworn affidavit and with supporting documents within thirty (30) days. Changes also include but are not limited to officers, directors, management, key personnel, scope of work performed, daily operations, ongoing business relationships with other firms or individuals, or the physical location of your firm. Failure to do so will be deemed a failure, on your part, to cooperate and will result in immediate actions to remove DBE certification in accordance with **49 CFR Part 26, Section 16.109 (c)** of the Federal DOT Regulation.

Questions and concerns should be directed to this office by mail or telephone. Our telephone number is (404) 631-1972. Our fax number is (404) 631-1943.

Sincerely,



Kimberly A. King, EEO Director



nextgen people

THANK YOU

Dr. Lepora, SHRM-SCP, SPHR, PCC, CCL, Prosci, SSBB,
CSM,PMP

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