

CARLANN FERGUSON, M.A.

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PROPELLING LEADERS AND BUSINESSES FORWARD

Executive coach, consultant, and trusted advisor who transforms leaders into passionate and purposeful business and social leaders. Past Senior Global Leader with both line and staff experience. Behavioral and skill competency coach and trainer. Solutions and change management expert who quickly gets to the root cause of a problem, recommends the right course of action, and builds consensus among stakeholders to achieve goals. Bottom-line focused, with an exceptional ability to deliver practical, insightful solutions that improve the business, culture, and leadership team.

*Websites & Client Testimonials: www.propelforward.com www.theinsightfulleader.com

*LinkedIn Profile & Recommendations: www.linkedin.com/in/carlannferguson

LEADERSHIP, EXPERTISE & CREDENTIALS

- Expert coach, consultant, and facilitator with guaranteed results even in last chance situations
 - Over 25 years' experience in corporate management with 6 years at the executive level
 - Amazing track record of business turnarounds where others have struggled
 - Adjunct Faculty, Northwestern University, Leadership Certificate Program
 - Author, The Insightful Leader: Find Your Superpowers, Crush Limiting Beliefs and Abolish Self-Sabotaging Behaviors
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BUSINESS CONSULTING EXPERIENCE & CLIENT SUCCESSES

Owner, Propel Forward LLC, Orlando, FL

2012 – Present

Clients include Charles River Laboratories, Sitel Group, Greater Orlando Aviation Authority, Varian Medical Devices, Microsoft and many others. Coach to a variety of Fortune 500s directly and as Master Certified Coach for Truscore <https://www.truscore.com/company/about-us.php#team>

Selected Case Studies & Results:

Behavioral change and competency development of bright executives.

- Permanent behavioral change of executives perceived as arrogant, demanding, bullying, know-it-alls, meek, condescending, overly-sensitive etc.
- Preparation of high potentials and successors in the competencies, values and behaviors required for next level executive positions. 100% placed into targeted positions.
- Mentored executives on vision creation, strategic planning, talent management, organizational design, culture change and various other aspects of executive leadership.

Grew Stagnated Business Revenue and Markets to All Time High.

- Partnered with CEO and Executive Team to deliver clear vision, strategies, success measures, values, and behaviors; aligned & energized team.
- Identified 3 key growth areas, allowing company to achieve their best financial year in 6 years.
- Coached and mentored 3 key leaders on critical skills and personal insights to accelerate results.
- One-year post implementation, revenue at all time high with several new markets.

Customized Creation of Leadership and Executive Development for Clients

- Created development models with defined competencies and proficiency levels that were comprehensive yet practical.
- Designed development roadmap including assessments, action-learning opportunities, training, and unique experiences. Experiences included action learning workshops, blended approaches using real work and mentoring, and out-of-the-box experiences such as culinary classes using the company's products to understand product features, customer needs and gain broader knowledge of the industry.

Prepared Organization to Grow Globally.

- Assisted Executive Director with cultural considerations for growing business internationally.
- Provided in-depth consultation, preparation and training on working with the Middle East, Great Britain, South Africa and Asia.
- Results included strong relationships across cultures and signed contracts for future business.

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SUMMARY OF CORPORATE WORK HISTORY

Senior Director, Talent Development & Organizational Capability

- **Culture:** Facilitated culture change to one promoting teamwork, ownership, and maximized synergy across 200 Midwest superstores and 60,000 employees.
- **Organizational Design & Change Management:** Increased efficiency and eliminated waste through significant process flow improvements, clear accountabilities and shared goals.
- **Talent Management Turnaround:** Overhauled organizational structure, retooled staff in criterion reference and instructional design and hired key leaders. Drove 50%+ reduction in training hours while increasing scores on tests of knowledge and skills and overall performance improvement.

Press Ganey Associates (Healthcare), South Bend, IN

2008 – 2011

Senior Director, Organizational Development

- **Strategic Planning:** Coached CEO on vision creation. Switched corporate planning from function led tactical MBOs to non-conflicting strategies. Formed a cross-functional corporate communications team to reinforce strategic direction.
- **Organizational Design:** Transitioned organizational structure to market segment alignment supporting increased diversification. Shifted culture to an innovative, professional service company.
- **Business Modeling:** Created consulting model and trained consultants in custom solutions delivery; efforts earned the team an “Innovation Award” for impact to revenue.

Visteon Corporation (Automotive), Van Buren Township, MI

2006 – 2008

Global Director, Organizational & Leadership Development

- **Organizational Resizing:** Led design efforts enabling company to recover from economic downturn.
- **Operations Turnaround:** Drove improvements in global manufacturing processes and leadership to increase quality, productivity and reduce costs.
- **Succession Planning:** Designed new process resulting in 92% of open positions with successors.

Intel Corporation (High-Tech), Santa Clara, CA

1995 – 2006

Held 5 core management roles in 11 years, culminating with Senior Manager.

- **Intel University Leadership Facilitator (12 years):** Served as a lead facilitator to offsite, 2-week corporate leadership programs. Included leading, debriefing and coaching learning experiences including both indoor and outdoor activities and simulations. Received the Intel University Achievement Award and numerous Outstanding Instructor Awards.
- **Senior Manager, Organizational Development:** Oversaw Organizational Development, management development, technical training, and Technical Fellows program spanning 13,000 employees across 7 countries. As coach to the executive team, provided OD expertise relating to strategic planning, scenario planning, organizational growth, process changes, reorganizations, mergers, and closures.
- **Strategic Planning Manager:** Facilitated factory and site strategic planning through vision creation, SWOTTA analysis, environmental scans, scenario planning, competitive analysis, strategies development & communications.
- **Manufacturing Manager:** Positioned a 4-shift, 750-person clean room to become a “best in class” example company-wide. Led factory to highest productivity and quality, reduced costs by 37%, and received the highest survey scores in trust in management history. Managed \$144M budget.
- **Change/Transition Manager:** Orchestrated merge of 2 factories into one fully functioning factory. Earned “Intel Quality Award” for “best in class” transition of factory personnel and operations.
- **Organizational Development Manager:** Drove redesign of Corporate Services into a global function. Conducted senior team sessions to build cultural understanding and respect. Provided executive coaching globally. Played key role in seamless integration of company acquisitions.

EDUCATION

Master of Arts, Industrial-Organizational Psychology, Southern Illinois University, 1983
Bachelor of Science, Psychology, University of Maryland, 1981

