

# Boston 2018

## Jan 23: Powerful Communication: Craft and Deliver your Message with Authority and Authenticity

Effective communication can impress people but powerful communication can move people to action. This course identifies the elements of powerful communication and teaches the participants how to harness and utilize their own individual skills to become a communicator that persuades, inspires, and transforms. The course will be highly interactive with group exercises, skills assessment, demonstrations, critiquing and opportunity for on-site application.

Dr. Debbye Turner Bell is a veterinarian, journalist, minister, motivational speaker, wife, and mother. For three years, she served as the lead U.S. news anchor for Arise News, a global cable news network. She hosted a daily evening news broadcast called Arise America. Currently, she can be seen as an expert contributor to the show DOGS 101 on Animal Planet. For 11 years, Turner Bell enjoyed her role in broadcast journalism as a staff correspondent for CBS News starting in 2001. She covered a variety of subjects, and was from time to time called upon to cover breaking and developing news.

## Feb 28: Influence and Action: The Core of Leadership

As a leader, you will be expected to influence others, including your team, your superiors, and managers in different departments, as you build support for change and implement new programs. This seminar will examine the qualities and skills of leaders who get "extraordinary" things done under tight time and resource constraints. We will discuss how to get people to embrace change, how to build trust and credibility, how to manage the politics of relationships, and how to inspire those around you to follow your lead.

Dr. Robert J. Bies is Professor of Management and Founder of the Executive Master's in Leadership Program at the McDonough School of Business at Georgetown University. In addition, he is co-author of the book, *Getting Even: The Truth About Workplace Revenge - And How to Stop It*.

## Mar 15: The True Drivers of Performance: Work Smarter, Reduce Stress, Lead by Example

We all want to be more productive and deliver our best results. Managing it all is hard, and leading in today's hyper-paced world is even harder. Cut through the complexities and excuses to start realizing real gains simply by changing one thing: the way you make decisions. Quickly begin to use the time you have each day to move your business and life forward, make decisions that yield better results, waste less time, reduce stress and regain balance. Learn how great decision-making habits yield a lifetime of accomplishments.

Steve McClatchy is a keynote speaker, workshop leader and author of the New York Times bestseller *Decide: Work Smarter, Reduce Your Stress & Lead by Example*. Mr. McClatchy has spoken before thousands of audiences on the topics of leadership, performance, personal growth, and work/life engagement. He is a frequent guest lecturer in many of America's top business graduate schools including Harvard and Wharton and has been quoted in *The Wall Street Journal*, *WebMD Magazine*, *Fast Company*, *Oprah Magazine*, *Entrepreneur* and *Investors Business Daily*. He is best known for his passion, sense of humor and energetic personality.

## Apr 12: Motivation, Cooperation and Engagement: Reaching for the Next Level

Unlike most motivational programs that do little more than explain the why of human behavior, this program shows you the how. You will learn specific communication skills to inspire productivity in others, build their trust, fuel their accomplishment, and assure their peak performance. When you give people the care they need, they produce the results you want. The objectives for this program include: (1) learning to avoid practices that erode motivation; (2) learning to generate lasting enthusiasm in others; (3) mastering a communication system that brings out the best in others; (4) practicing feedback strategies that improve work processes, boost performance and change unproductive behavior; (5) learning to create an atmosphere of respect and trust in the workplace; (5) learning to increase employee investment in organizational success.

Dr. Alan Zimmerman is the founder and President of ZCN, a training and consulting firm. He has delivered more than 3,000 management development programs over the last 15 years to such clients as 3M, Ernst & Young, Prudential, Target, US Steel and numerous others. In addition he was recently inducted into the Speaker Hall of Fame, an honor bestowed on a small handful of people in the last 30 years, including Ronald Reagan, Colin Powell, Art Linkletter, Zig Ziglar and Norman Vincent Peale.

## May 15: Critical Thinking: Managing Uncertainty and Anticipating the Unexpected

The higher you are in the organization, the more complex problems become. This fast-paced class focuses on developing advanced skills in critical thinking and breakthrough problem-solving. Discover how to increase the quality of your decisions, and those of your team, with particular emphasis on the importance of critical thinking skills to mitigate the effect of our own cognitive biases, as well as an emphasis on making decisions with little or ambiguous information and deep uncertainty. This seminar will help you leverage your team's immense untapped wisdom to get better results. If you are responsible for improving productivity, strategy, quality, or safety you can't afford to miss this class!

Kathy Pearson, Ph.D. is Founder and President of Enterprise Learning Solutions, a firm focused on executive development and learning across industries. An award-winning educator, Kathy is heavily involved in Executive Education at The Wharton School and Duke CE. In addition to her executive development work, Kathy consults to senior leadership teams in the areas of strategic formulation, complex decision making under uncertainty, and strategic execution.

Kathy received her B.S. degree in theoretical mathematics from Auburn University, her M.S. degree in Decision Sciences from Georgia State University, and her Ph.D. in industrial engineering from Northwestern University.

## Jun 12: The Responsibility Process®: Unlocking Your Natural Ability to Live and Lead with Power

By the end of this workshop, participants will be able to: (1) Explain the importance of personal responsibility (ownership behavior) for success in any pursuit; (2) Provide at least one reason why good, smart people naturally avoid responsibility and why they take it; (3) State the stages within The Responsibility Process and how it works within the mind; (4) Self-apply The Responsibility Process to grow instead of cope when encountering minor frustrations; and (5) Describe why "giving advice" is one of the weakest strategies to guide others to take responsibility and explain at least one other alternative which would be more effective. Back at work, participants should be ready to put the following skills to use: (a) Explain the basic concepts of The Responsibility Process and the 3 Keys to Responsibility to those you lead (and coach); (b) Progressively apply the 3 Keys to Responsibility to your larger upsets; and (c) Apply the basic principles for teaching responsibility to those whom you lead (and coach).

Christopher Avery, Ph.D. "The Responsibility Process guy" is an award-winning developer of leaders and a reformed management consultant. Christopher is also the CEO of Partnerwerks, Inc., the leadership development firm. Wondering why so many smart people spend unhappy lives at work, he left a perfectly good job in his mid-twenties to return to school and earn a Ph.D. in organization science from the University of Texas at Austin. His new book *The Responsibility Process* offers practices gleaned from twenty-five years of applied research on responsibility-taking and leadership. He's the host of the multi-award-winning *The Leadership Gift Program* and its worldwide community of leaders and coaches who are mastering responsibility and producing results that matter.

## Jul 31: The SUMO Principles of Leadership

In this highly interactive and practical workshop, Mr. McGee will explore his main SUMO (Shut Up, Move On) principles and how they impact our ability to inspire others. His principles relate to any leader whose organization would benefit from taking a fresh look at the following five key areas; Change, Relationships, Attitude, Motivation and Stress. Building on his background in behavioral and social psychology, he will give us time to reflect upon our behavior and that of others and identify what hinders our effectiveness.

Paul McGee is an international speaker, best-selling author and creator of the brand "SUMO: Shut Up, Move On." His goal is simple. He wants to help people achieve better results in life and have more fun in the process, as he seeks to deliver a memorable, motivational, moving-on experience. He has spoken in over 750 organizations in 35 countries. He has appeared on BBC Breakfast television and is a regular contributor to Radio 5live.

## Aug 22: Executive Presence: Convey Confidence and Command Respect as a Leader

Executive presence means conveying confidence as a business leader, commanding respect, and having a professional magnetism that influences others. Executive presence trades passivity and self-doubt for self-assurance, decisiveness, and bold decision making. With this program, leaders will gain the tools to develop their executive presence and become the elite performers who influence outcomes, contribute to major decisions, and drive change for the betterment of the company. They will create a consistent view of themselves as a compelling force inside an organization. They will learn how to utilize executive presence to shape and positively affect the outcome of situations.

Joel Garfinkle is recognized as one of the top 50 executive coaches in the U.S., having worked with many of the world's leading companies. His clientele comprises a distinguished and diverse international client base, including Oracle, Google, Amazon, Deloitte, Ritz-Carlton, Bank of America, Starbucks, and many others.

## Sep 12: Leading for Creativity and Innovation

This high-energy session is designed to make creativity and innovation practical and accessible. Creativity and innovation are really about making positive change. Outside of new products and services, there are endless opportunities to change how we work every day in every area of the organization. In this seminar you will learn about leadership behaviors that support creativity and innovation, how to enhance your personal creativity, creativity tools, and how to embrace the role of learning and failure. Join Dr. Todd Dewett for this memorable day of discussion, activities, and breakthrough thinking sure to ignite your career.

Dr. Dewett is one of the world's most followed leadership personalities. He is an expert on authenticity, a best selling author at LinkedIn Learning and Lynda.com, a TEDx speaker, and an Inc. Magazine Top 100 leadership speaker. Todd is a former award-winning professor whose speaking clients include: ExxonMobil, General Electric, State Farm, and many more. He has been quoted widely, including the New York Times, BusinessWeek, TIME, and Forbes. After beginning his career with Andersen Consulting and Ernst & Young he completed his PhD in Organizational Behavior at Texas A&M University. He has since delivered over 1000 professional speeches and created a body of work that has motivated millions of professionals around the world.

## Oct 10: The Changing Rules of Strategy: New Mindsets for a New World

In this session, Professor Hewitt will present a practical model of "disruptive foresight". This will enable participants to do five key things: (1) spot and decipher early signals of competitive disruption in their industry; (2) analyse the forces driving disruption and their likely consequences; (3) consider realistic strategic options to benefit from disruption; (4) ensure the organization acquires the capabilities to handle game-changing challenges; (5) drive a deep mind set shift throughout the organization, well beyond the legacy of traditional change management models.

Professor Gordon Hewitt is widely acknowledged as one of the world's leading authorities on the challenge of competing and creating value in dynamic, complex markets. He has been involved in major strategy and top leadership development programs for corporations such as Pfizer, Sony, Honeywell, Time Warner and IBM. In addition, he has chaired meetings of European and American CEOs and Board Chairmen to discuss the future of corporate strategy and governance.

## Nov 06: Dealing with Difficult People: Bringing Out the Best in Others

Dr. Brinkman says, "Communication is like a phone number, you need all the correct digits and in the right order." Dr. Rick will share his proven strategies to handle: Whining, Negativity, Attacks, Tantrums, Snipers, Know-it-Alls, Think-They-Know-it-Alls, as well as Yes, Maybe and Nothing people. The examples and practical skills in this seminar will immediately transform behaviors that used to strain all relationships, both business and personal! It will even include special contexts like email communications, phone and meetings.

Dr. Rick Brinkman is the developer of Conscious Communication seminars and the principal of Rick Brinkman Productions, Inc. He has performed over 4000 programs in 18 countries. In addition, he is co-author of numerous books including the international bestseller, *Dealing With People You Can't Stand*, *How to Bring Out the Best in People at Their Worst*, which has been translated into 25 languages. His clients have included Pepsico, LucasFilm, IBM, the VA, the Astronaut Corps, the FBI and Sony Pictur.

## Dec 11: When Leaders Speak: How to Get Heard, Get Remembered and Get Results

Sharpen your leadership communication-and boost your career-with 3 strategies: 1) focus, 2) variety, 3) executive presence. With focus, you'll make your messages stick, using the methodology Paul uses with leadership teams & individual executives. Variety means to be slightly different. With variety, you'll make routine info. come alive, and you'll engage others with smart questions. Presence matters because part of the message is you. Strengthen your presence with 10 actions. Learn how to get heard, get remembered & get results-every time you speak.

Mr. Paul Hellman has worked with leading organizations in the U.S. and abroad, including Aetna, BIC, Biogen, Boeing, MFS Investment Management, NASA, Sanofi, State Street, United Technologies. His columns have appeared in the New York Times, Wall Street Journal, Washington Post, Boston Globe, San Francisco Chronicle, and regularly on the back page of (the former) Management Review where he was a contributing editor for 10 years. CNBC.com has run over 100 of his fast tips. He is the author of *You've Got 8 Seconds: Communication Secrets for a Distracted World*, *Naked at Work*, and *Ready, Aim, You're Hired*. Mr. Hellman has appeared multiple times as a commentator on CNN's "Business Unusual" and on Public Radio's "Marketplace." He has led workshops at MIT's Sloan School during their innovation week, and taught management courses at Northeastern University and Bentley College. Mr. Hellman received an MBA from MIT's Sloan School of Management, as well as undergraduate and graduate degrees in psychology. He graduated Phi Beta Kappa from Clark University.

## Jan 29: Managing & Leading: Strategies to Help You Excel at Both

This session will explore the essential strategies and techniques required to powerfully lead and manage simultaneously from the same role. Being a manager is one of the most arduous and yet most valuable roles in any organization. The challenge lies in dealing with the expectations of those above and below you while also contributing to people's success around you. When you master this, you will discover how to impact any organization from the middle. You will leave this class with the skills needed to powerfully evolve into a successful Manager.

Ms. Ann Tardy, a former Silicon Valley corporate attorney and a current leadership expert, speaker, and author, Ann has been studying how people impact organizations from the middle for over 25 years. As the author of four books, Ann serves as the Founder and CEO of LifeMoxie Mentoring & Leadership and the Founder and Director of The Mentoring Council. She has cycled from San Francisco to New Jersey and down each coast in a quest to discover what people love about their jobs. Her documentary *Work Matters* captured the interviews she conducted on the bike.

## Feb 26: Breakthrough Ideas: How to Become a More Strategic Thinker

Intended for leaders who currently work with strategy, the focus of this session is on the learning aspect of strategic thinking: what it is and how to strengthen your own strategic thinking and energize the strategic capability of your organization. Being strategically competitive in today's chaotic and complex global environment requires a different way of looking at how we approach strategic thinking. Leaders who are tasked with strategic responsibility must be attentive, agile, adaptive and innovative thinkers. Four key issues are addressed in this session: Why do organizations need strategic thinkers? What is strategic thinking? Who is a strategic thinker? How can strategic thinking be developed?

Dr. Julia Sloan, author of the definitive book *Learning to Think Strategically*, is widely recognized for her pioneering work in the application of complex cognitive theory to everyday global strategic thinking practice. Her work draws upon more than two decades of her own expatriate corporate experience working on strategy to align the business agenda with prevailing economic, cultural and social issues.

## Mar 12: Effective Coaching Techniques for Busy Managers

In this highly interactive program participants will: (1) Learn how to create ownership and urgency from those they lead; (2) practice specific coaching skills and tools to bring out the best in others; (3) learn keys and a format to managing their coaching time; (4) explore a 12-minute coaching model that creates positive accountability and results; (5) coach each other on real issues that impact their business; (6) work with specific tools to help blocked or stuck employees; and (7) learn how to coach different personalities on their team.

Dr. Tim Ursiny, founder of Advantage Coaching & Training Inc., is a speaker and certified business coach specializing in helping individuals reach peak performance and life satisfaction. His areas of expertise include communication skills, team building, confidence, coaching skills and dealing with change. He has written or co-written 13 books including *The Cowards Guide to Conflict* which is in its fourth printing. Dr. Tim is a frequent speaker on a variety of topics that benefit individuals in the workplace and personal life. He has spoken for firms such as Wells Fargo Advisors, Raymond James, Morgan Stanley Wealth Management, UBS, LPL, and Invesco. Tim has been interviewed and appeared in *The Bottom Line*, *The Chicago Tribune*, *People Magazine*, *Readers Digest*, *First for Women* and other periodicals. He has also appeared on CNN radio news, VH-1 News, and Total Living.

## Apr 25: Developing Your Intelligence to Lead Change and other Critical Initiatives

From emerging technologies to competitive threats to increasingly demanding customer expectations to new generations entering the workforce, businesses today are bombarded with never-ending change. Are you frustrated that no matter what you try, your change initiatives seem to either fail outright or produce gains that don't last? The reality is that most changes do fail.

Barbara A. Trautlein, PhD is author of the best-selling book *Change Intelligence: Use the Power of CQ to Lead Change that Sticks*, principal and founder of Change Catalysts, and originator of the CQ System for Developing Change Intelligent Leaders and Organizations. For over 25 years, Barbara has coached executives, trained leaders at all levels, certified change agents, and facilitated mission-critical change management initiatives - achieving bottom-line business and powerful leadership results for clients.

## May 17: Boosting Productivity: Gaining Back Time for Yourself and Your Team

Do you have employees or colleagues with access to your schedule who turn your calendar into a circus? Do you or your team ever have to put in frantic hours to finish projects at the last minute? Have you ever muttered a phrase like, I didn't get anything done today or I wish I had more time? Busy professionals lose up to three hours per day from time leaks. Interruptions, procrastination, distractions, putting out fires, and battling overwhelm are all slow leaks that steal your time when you're not looking. In the business world, this adds up to over ten thousand dollars of lost time per employee each year. In your personal world, this equates to more stress and less quality time with your loved ones. This interactive seminar will give you a crash course on the strategies and tactics that you can implement immediately in order to improve your negotiations with time, plug these time leaks, and tell your time what to do!

By teaching go-getters how to improve their efficiency, Time Management Fixer Helene Segura, MA Ed, CPO helps companies and agencies lower employee stress levels, decrease absenteeism, improve retention and leadership, and increase revenue. Known for her thought-provoking, yet entertaining time management keynotes and seminars that teach practical productivity tools, Helene delivers an experience that resonates deeply and inspires change. Helene has been the featured organizational expert in more than 150 media interviews and is the author of three books - two of which were Amazon best-sellers. Her latest book, *The Inefficiency Assassin: Time Management Tactics for Working Smarter, Not Longer* (New World Library), is the go-to time management resource for thousands of professionals around the world.

## Jun 06: How to Reach, Teach and Engage Various Generations in the Workplace

Sheer demographics suggest that, in the very near future, we will feel strain on our generational talent pools and, consequently, organizational productivity. This seminar will provide leaders with insights and strategies for attracting, engaging and developing talent from all generations, as well as for enhancing intergenerational communication, productivity and results.

Dr. Jan Ferri-Reed is a seasoned consultant and President of KEYGroup, a 28-year Pittsburgh-based speaking, education and assessment firm. She has presented a variety of programs to thousands of managers and employees in a diverse range of organizations across the globe. She provides guidance, wisdom and wit to leaders who want to create productive and profitable workplaces.

## Jul 11: Take Your High-Performance Leadership Thinking to the Next Level.

High-Performance Leaders are achievement oriented. They are visionary, purposeful, decisive and they get results. At the same time, they relate well to people. They are compassionate, authentic and courageous. But what sets them apart is they have great self awareness and systems awareness. This enables them to effectively navigate stress and change. As High Performance Conscious Leaders, they have the capacity to create highly engaged cultures that drive greater business performance and thriving enterprises. Through a mix of groundbreaking science, story, and experiential learning, you'll learn a powerful neuroscience and mindfulness-based 4-step system to learn new ways to master stress, transform your mindset, take your leadership to the next level and make an even bigger difference in the lives of those who you serve.

Dr. Daniel Friedland, is an expert on the science and practice of High-Performance Conscious Leadership and author of *Leading Well from Within: A Neuroscience and Mindfulness-Based Framework for Conscious Leadership*. Dr. Danny helps leaders and their organizations leverage neuroscience and mindfulness-based skills and practices to better navigate stress, clarify vision and purpose, and create high performing teams and thriving cultures to multiply their success and positive impact in the world. His expertise from publishing one of the early textbooks on Evidence-Based Medicine has enabled him to apply science-based solutions to leadership growth and development. He not only understands the science of leadership, but having served as the Founding Chair of the Academy of Integrative Health and Medicine and Co-Chairman of the San Diego Chapter of Conscious Capitalism, intimately understands the blessings and challenges of leadership, and the growth it asks. He serves as the CEO of SuperSmartHealth, where he provides keynote addresses, workshops and executive coaching to cultivate High Performance Conscious Leadership. He speaks at national and global conferences and his clients include Fortune 500 companies and healthcare systems.

## Aug 20: The Manager's Toolkit: Proven Techniques to Effectively Lead Others

Employees who are deservingly promoted into managerial positions because they do well in their current jobs often need additional support and better preparation if they're to successfully manage and/or lead others. This session will focus on equipping managers with the knowledge and tools they need to effectively manage people and increase productivity in their areas of responsibility. Participants will explore basic managerial concepts, discuss common situations and challenges, and learn how to apply specific strategies and tools to successfully manage people.

Dr. Ellen Burts-Cooper is the senior managing partner of Improve Consulting and Training Group, a firm that provides personal and professional development training, coaching and consultation. She is also an adjunct professor at Case Western Reserve University in the Weatherhead Executive Education Program and author of the book *Canine Instinct: A Guide to Survival and Advancement in Corporate America*. Dr. Burts-Cooper also recently published *aMAZEing Organizational Teams: Navigating the 7 Critical Attributes for Cohesion, Productivity and Resilience*, a guide for improving group workplace dynamics. The book is based on the aMAZEing Team Building Experience centered in Cleveland, Ohio where teams navigate through a maze of highly interactive indoor mental challenges based on seven attributes of healthy, productive teams. Dr. Burts-Cooper earned a Ph.D. in organic/polymer chemistry at Virginia Tech and holds a Lean Six Sigma Master Black Belt certification from 3M Company.

## Sep 18: Championing Your Ideas at Work: Becoming Your Own Best Advocate

Successful advocates know how important it is to clearly communicate their ideas, how their reputations shape how people respond to their ideas, how they need to build partnerships and alliances with others in getting ideas adopted, how they must "pre-sell" any idea long before formal meetings, and how to be persuasive and influential in meetings. We will discuss new research on each of those topics - research that offers you interesting and surprising ways to champion innovations in your organization.

Dr. John Daly is the Liddell Professor in the College of Communication, Distinguished Teaching Professor, and TCB Professor of Management at the University of Texas at Austin. He teaches graduate and undergraduate courses on topics such as interpersonal communication, organizational behavior, and advocacy and persuasion. He has won every major undergraduate teaching award at the University of Texas. He has published more than one hundred scholarly articles, and completed nine books, including, most recently, *Advocacy: Championing Ideas and Influencing Others* (Yale) as well as *The SAGE Handbook of Interpersonal Communication*. He has served as President of the National Communication Association and on the Board of Directors of the International Communication Association and the International Customer Service Association. His work has appeared in major popular outlets like the *Washington Post*, *Wall Street Journal*, *New York Times*. He has worked with Goldman Sachs, Morgan Stanley, Marriott, American Airlines, Roche, Amgen, Pfizer, Astra-Zeneca, State Farm, Kraft, ExxonMobil, Shell, Texas Instruments, UPS, FedEx-Kinkos, 3M, Dell, IBM, AT&T, USAA, Prudential, and Samsung, among many others.

## Oct 08: Moving from Operational Management to Strategic Leadership

This seminar provides a practical framework for thinking and leading strategically in the new market landscape. Through expert content, carefully curated case examples, captivating leadership portraits, insightful strategic dialogue, and impactful development tools, Dr. Kuhn will lead participants through an engaging exploration of the fundamental shifts in mindset, language, and lens needed to break the shackles of short-termism and incrementalism and cross the chasm from operational management to strategic leadership.

Dr. Jeffrey Kuhn is a distinguished thinker, author, strategy advisor, and speaker with expertise uniquely positioned at the intersection of strategy, innovation, growth, and organizational renewal. His work centers on helping senior leaders elevate their thinking during times of transformation and capitalize on emerging growth opportunities. He is the founder of KuhnStrategic, a New York-based strategy and executive development consultancy that works with business leaders worldwide to build the organizational mindset and muscle to unlock new market growth. He holds a doctorate from Columbia University, and has served as an adjunct professor at Columbia Business School, and Teachers College, Columbia University. He is a founding member of the London-based Strategic Management Forum, and is a Fellow at the Royal Society of Arts. He is the author of *Beyond the Mirage: Thinking and Leading Strategically in the New Market Landscape* (in press, LID Publishing, 2017).

## Nov 07: Speak to be Heard: Influencing Others to Take Action

Stacey Hanke will help you eliminate the static that plagues communicative delivery - to persuade, sell your ideas, motivate and influence others to act on what you have to say. She will explain the positive actions you can take to increase your impact and value to your peers, clients and teams. This highly interactive session will show you how to immediately implement the influence skills and techniques you learn to your day-to-day conversations. (NOTE: Participants should bring a smartphone or iPad with them to the session.)

Stacey Hanke is co-author of the book *Yes You Can! Everything You Need From A To Z To Influence Others To Take Action*. Her second book, *Influence Redefined*, will be released in early 2017. Stacey is founder of Stacey Hanke Inc. She has trained over 15,000 people to rid themselves of bad body language habits and choose words wisely.

## Dec 05: From Player to Coach: Making the Successful Transition to Management

The transition from star player to team coach is a tremendous leap. All too often new managers are thrown into challenging circumstances with limited support and resources. With increasing globalization and the move to virtual environments, managing is more complex than ever before. As an organizational psychologist, Dr. Woodward believes that effective management is rooted in understanding the psychology of human nature.

Dr. Michael Woodward is a certified professional coach who works with both private and corporate clients on building management/leadership capacity and the psychology of career engagement in the New Economy. He is the founder and president of Human Capital Integrated (HCI) and is author of the Amazon.com top selling job book "The YOU Plan: A 5-step guide to Taking Charge of Your Career in the New Economy".

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