



## Jean Wright, PCC, CPRC

**Certified Leadership Coach • Certified Professional Retirement Coach**

With over forty years of experience in human resources, organizational development, emergency services, systems analysis, and coaching, I provide a comprehensive perspective on organizational life and human dynamics. I help leaders enhance their ability to manage complex situations, build trust with diverse individuals, assess sensitive issues, diagnose gaps, and collaboratively develop practical, innovative solutions.

### Experience

#### Organizational Development and Change Management

- Collaborate with executives and leaders to provide expertise on various organizational and human capital topics, developing tailored solutions such as individual and organizational assessments, organizational design, change management, employee engagement, and organizational culture
- Provide leaders with data and processes to make and implement strategic decisions that promote engagement, accountability, effectiveness, and the adoption of change
- Design and implement organizational and team interventions based upon organizational assessment
- Design and facilitate work sessions across all organizational levels, encompassing stakeholder analysis, organizational assessment, and transition management
- Create and execute organizational programs that support strategic initiatives related to succession planning, performance management, leadership development, and enterprise change management
- Collaborate with management and union leadership within a collective bargaining unit setting
- 2020 OCC Leadership Award recipient; 2015 OCC Customer Service Award recipient

#### Coaching Individuals, Teams, and Coaches

- Coach public and private executives and managers to become more aware of their leadership approach, navigate complexity and conflict, and achieve greater results and effectiveness
- Coach teams toward improving team cohesiveness and addressing team challenges using tools that support working together in a manner that creates shared understanding and increases effectiveness to meet team goals
- Facilitate coach growth and coach competency development, including assessing and providing feedback based upon the International Coach Federation (ICF) behavioral markers
- Mentor experienced and aspiring coaches (group and individual)
- Contributed to *Developing Your Conflict Competency: A Hands-On Guide for Leaders, Manager, Facilitators, and Teams*, Wiley & Sones, Inc. (2010).

#### Coaching Services

**LeadershipCoaching911.com**

*Executive Coaching*

*Leadership Coaching*

*Conflict Coaching*

*Mentor Coaching for Coaches*

**LighttheFireWithin.me**

*Retirement Coaching*

### Coaching Philosophy

I collaborate with leaders and teams who are committed to enhancing their capacity for impactful leadership in complex environments by exploring new possibilities during pivotal moments. These challenging situations present an opportunity to build resilience, achieve balance, attain fulfillment, and foster growth. I partner with leaders to navigate through the intricacies and uncertainties of change, aiming to derive value from turbulent times. This crucial individual development work supports both personal and professional leadership growth and fulfillment. Utilizing vertical and horizontal development frameworks, coupled with neuroscience research, I assist leaders in achieving clarity, overcoming internal resistance, and progressing more effectively than before.

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## Current Roles

- President and Certified Coach, [www.leadershipcoaching911.com](http://www.leadershipcoaching911.com) and its subsidiary [www.lightthefirewithin.me](http://www.lightthefirewithin.me)
- Co-Director of Assessments/Adjunct Faculty, Georgetown Univ., Leadership Coaching Program
- Coach and Mentor Coach, Treasury Executive Institute



## Past Roles

- Organizational Development Consultant, Office of the Comptroller of the Currency, Washington, DC
- Research Fellow Engagement Institute (The Conference Board)
- Program Manager for Leadership Development and Performance Mgmt, Labor and Employee Relations, Office of Thrift Supervision, Washington, DC
- Manager of Training, Education, and Development, Naval Space and Warfare Command, Washington DC
- Strategic Planning Coordinator, Naval Computer & Telecommunication Center, Washington, DC
- Computer Systems Analyst, Naval Computer & Telecommunication Center, Washington, DC
- Paramedic, Charles County MD Department of Emergency Services
- Assistant Chief, Charles County Mobile Intensive Care Unit, White Plains, MD (Volunteer)



## Education and Credentials

- B.S. in Information and Technology Science, University of Maryland University College
- M.S. in Human Resources Management, University of Maryland University College
- Certified Prosci Change Management Experienced Practitioner
- Coach Education
  - Certificate in Leadership Coaching, Georgetown University
  - Certified Professional Retirement Coach
  - ICF-trained PCC Coaching Competency Assessor
  - Trained in Brain-Based Results Coaching by NeuroLeadership Institute
  - Advanced training in conflict coaching, team development and coaching
- Coach Affiliations: International Coach Federation (ICF) Professional Certified Coach (PCC) (initially certified since 2008), Retirement Coaches Association (RCA)
- Certified Immunity to Change (ITC) facilitator
- Individual and 360° Assessments: Certified in Leadership Practices Inventory (LPI) 360, Hogan, Enneagram and Aephoria Identity Map (Vertical Development Assessment), Korn/Ferry's viaEDGE Learning Agility, Center for Creative Leadership (CCL) 360 and individual assessments, Team Conversational Norms Diagnostic, 360 and individual Conflict Dynamic Profile (CDP), What Motivates Me, and Emotional and Social Competency Inventory (ESCI) 360, OPM 360.
- Nationally Certified Paramedic, National Registry of Emergency Medical Technicians
- Certified Level II Instructor, Maryland Fire and Rescue Institute, College Park, MD



## Client Organizations

Georgetown University McDonough School of Business, Human Technology (assigned to Centers for USDA, Medicare & Medicaid Services, FAA), Educe Partners (assigned to McKinsey and Company), The Cadmus Group (assigned to Dept. of Commerce), Treasury Executive Institute, EPA, NASA, U.S. Naval Academy, T. Rowe Price, Federal Election Commission, Department of Homeland Security, Federal Home Finance Agency, Commonwealth of Virginia, Bristol-Myers Squibb, Charles County MD Government, Prosperity Home Mortgage, Washington Area Metropolitan Area Transit Authority (WMATA), various US federal government agencies, government contractors, and non-profit organizations

## At Play

I have a deep appreciation for the simple pleasures in life, such as nature, culture, and adventure. You may find me hiking, paddle boarding, cooking, gardening, bicycling, golfing, reading, and traveling to rural areas. I value meaningful conversations with good company and my Labrador retrievers. I hold a profound respect and live in awe of the journey of human development.