

**JACKIE RADFORD**



Jackie Radford is an executive coach and leadership consultant with a broad range of experience in coaching executives and management teams to next-level effectiveness and higher performance aligned with organizational and business goals. She believes in the use of a holistic approach that allows clients to broaden their perspectives, explore practical choices, move to action, release old stories and patterns that give way to new possibilities, practices and sustainable change, and ultimately more self awareness and personal satisfaction. Her operations and human resource background enable her to guide business leaders and their teams to create and implement successful business strategies. Jackie's coaching enables her clients to enhance their ability to lead, manage the complexities of change and achieve breakthrough results. Her experience allows her to powerfully engage leaders at all levels within the organization.

Jackie held leadership positions in Johnson & Johnson for over 20 years in both Operations and Human Resources. She has extensive business experience that includes managing people and resources, leading diversity and culture/change management initiatives, and labor and employee relations. While at J&J, Jackie worked as an internal Coach Leader and led a team of Coaches/Managers to design and implement a development planning process for over 400 manufacturing associates – both professional and line operators. She also designed and implemented the change process to support the implementation of lean manufacturing, Six Sigma. The results were increased efficiency.

Jackie has partnered with executives and teams across company divisions at the following levels to positively impact performance, culture, and the bottom line: CEO, General Manager, Vice President, and Director. A partial list of companies she has partnered with includes: Bayer, AstraZeneca, Johnson & Johnson, Novartis, National Safety Council, Daiichi Sankyo, Merck. Jackie is also an Executive Coach in the Rutgers Executive Leadership Program for Women and in the Wharton Executive MBA program.

Jackie holds a B.S. in Psychology and a M.S. in Human Resources from Webster University and a M.S. in Organization Development from American University/NTL. She obtained her Executive Coaching Certification from The Hudson Institute of Santa Barbara, an International Coach Federation (ICF) accredited program. She is also a Somatic Coach from Strozzi Institute. She is certified in several leadership assessment tools, including the Hogan, Myers-Briggs Type Indicator, Firo-B, DISC, FEBI, and Emotional Intelligence assessment tools.

**REPRESENTATIVE ASSIGNMENTS:**

**CEO (Healthcare Industry):** Coached to develop interpersonal skills and emotional intelligence, improve communication, and strategic thinking needed to respond to current business challenges and employee needs.

**Medical Director (Healthcare Industry):** Coached to adapt to cultural nuances of corporate environment, be more adaptive, self-aware and flexible with leadership style, align team around goals and objectives, and create and implement a change management strategy.

**Vice President of Operations and Team (Fortune 100 Healthcare Company):** Coached to develop and drive change strategy for business under consent decree with FDA. Also coached the leadership team to be more collaborative and aligned to more effectively address business opportunities and challenges.