

Staci M. Collins
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A **Talent Development Coach and Consultant** with 19 years extensively coaching management from entry-level to executive to develop the management tools, leadership skills, self-awareness, and authentic communications to drive retention and high-performance. Since graduating with honors from Harvard, I have consulted and coached over 500 managers and their teams through 360° performance reviews, career changes and organization development programs. MBTI-qualified, a DDI Certified Trust Trainer, I've spent my career developing all levels of modern business leaders and teams, personally and professionally.

Education

1995 **Master of Business Administration, emphasis in Organizational Behavior**
Haas School of Business, University of California at Berkeley.
Winner of 1995 Miles Organizational Behavior Case Competition
Co-founder of Organizational Behavior Club

1985 **Bachelor of Arts in Anthropology, cum laude**, Harvard University.
Harvard College Scholar, Harvard College Dean's List

Experience

2000 - present **[Staci Collins Consulting](#)** Berkeley, CA
Coach and consult leaders and teams on hard and soft processes that build performance with an authentic, measurable and inspired edge. Design, develop and deliver programs and processes from organization values creation to balanced scorecard, recruiting, performance management, leadership training and development coaching programs to all levels from vice presidents and team leaders to nurse educators, lawyers and judges, Ph.D. candidates, undergraduates and professors, from organizations such as Ameriprise, Venture Strategies, and the Institute for International Education, Future Women Leaders, UCSF, Berkeley Air and UC Berkeley's Haas School of Business.

2000 **Vitalz.com** Oakland, CA
Director for People Austin, TX
Recruited to build leading edge People programs, policies and procedures for e-health start-up run by one of 2% of women entrepreneurs to receive venture funding. Designed and implemented all people practices from recruiting to performance reviews. Trained team in authentic, ethical and effective persuasion for a quick change, start-up environment. Coached and consulted executive team on managing performance and retention through building trust.

1998-1999 **Ernst & Young** San Francisco, CA
Performance Coach/Organizational Effectiveness Consultant
Successfully implemented pilot 360° performance management program and system to 90%+ participation, enrolling, coaching and guiding technology adoption of 60+ senior and experienced managers of a compliance consulting team. Analyzed and delivered 360° feedback, co-created and tracked development plans. Along the way, resolved potentially litigious employment situations, consulted and trained team and leadership in effective, prioritized management, conflict resolution, and conducted annual planning with only team that year to exceed their goals. Reported morale trends to practice partners. Recommended interventions kept anticipated attrition of 33% to a minimum 13%. At their requests, began to consult partner team and lead partner on morale, career tracking, skill development and turnover issues/interventions, as well their own leadership actions and communications.

1997-1998 **Collins & Associates** Berkeley, CA
Principal
Developed and sold change management and internal communication contracts to companies such as Hewlett Packard and the Gap. Projects included Relationship Marketing best practice discovery and benchmarking intranet site, and new process training for 200 in Real Estate division. Coached senior executive to multiple six-figure offers in 10 weeks.

1995-1997 **Accenture** (formerly Andersen Consulting) San Francisco, CA
Change Management Consultant, Organization Development
Hired after summer internship to San Francisco practice. In two years gained support and recommendation of firm's senior partners.

As an **organizational design consultant**, designed and developed 11 customer-facing, management and support jobs for start-up Customer Care Center impacting 250-400 employees. Process-based job designs included process

roles and responsibilities, detailed screening criteria, reporting relationships, determination of hire versus trained competencies, detailed knowledges, skills and abilities, key components of rewards packages, information flows, and potential roles for growth. Developed proficiency scales, career progressions and critical behaviors; facilitated determination of HR requirements for the development of Compensation Structure, Rewards and Recognition, Performance Management and Career Planning Programs. Client and firm used job designs as best practice.

As a **change consultant**, consulted newly promoted Senior Vice President of Human Resources for Fortune 500 Entertainment Company on securing board confidence in HR capability to support a \$3B expansion. Assessed line/HR organizations, forecasted staffing, recruitment and training activities. Identified key gaps and risks and recommended corrective actions. Chairman of the Board praised presentation on content and clarity to all Division Presidents.

As a **project manager**, managed, coordinated and communicated status on three change management projects. Complimented on process and people management of final project.

As **presenter**, spoke to audiences of up to 100 at all levels within the firm. Invited to executive training class.

As **change researcher**, generated, recorded and participated in 12 interviews of Fortune 500 senior executives, conducted by the Americas leadership partners, on implementing successful change. Managed secondary research program, sourcing and prioritizing 450 trade and scientific books and articles on the dynamics of change, regularly presenting research findings to advisory partners. Wrote well-received white paper on the story of the development of our research and “climate” model. Team’s white paper secured \$1 million in additional funding.

As **team coach/mentor**, regularly sought out by all levels of colleagues for confidential leadership advice. Provided formal career management strategy to experienced analysts. Coached colleague to create an African-American Professional Network. Organized and facilitated managerial women’s leadership group which met monthly to discuss confidential personal and professional issues, and are still in regular contact in 2008.

1991-1993

**Haas Career Center
Career Development Advisor**

Berkeley, CA

Hired as part of team to rebuild MBA Career Center. Accountable for placement results for first year class of over 200. Increased reported placements from 45% to 90% in one year.

As **career consultant**, consulted over 200 MBA and Ph.D. candidates and alumni regarding career development. Assessed needs, devised strategies, coached marketing communication and guided nearly 100 job search campaigns resulting in placement at companies such as Procter & Gamble, Hewlett-Packard and McKinsey & Company.

As **instructional designer**, successfully lobbied for introduction of comprehensive career development and job search course focused on self-marketing communications. With team designed and developed training and materials covering self-assessment, visioning, positioning, networking and interviewing communications, delivered course to two cohorts of MBA candidates. Invited to guest lecture on communications and networking strategies at Master’s Programs at Golden Gate University, San Francisco State and Palo Alto’s Career Action Center.

1988-1991

**The Pharos Companies, An Executive Career Management Firm
Client Services Coordinator/Communications Coach**

San Francisco, CA

Hired to set-up operations for start-up consultancy, and as apprentice to senior career consultants. Gained reputation for excellence in teaching communication and in 12 months won position as youngest coach in the firm.

As **change facilitator**, worked with over 200 professionals on behavioral change. Facilitated 28 career transforming workshops of 12 to 26 participants. Received praise for identifying core issues and providing effective feedback. Client results included multiple offers in 8 to 10 weeks and up to 45% increase in base compensation.

As **communications coach**, coached over 200 middle to senior-level executives from companies such as Banker’s Trust, Oracle and Bank of America, to design and deliver winning elevator pitches and accomplishment stories.

Additional

Literacy Tutor, Oakland’s Second Start, Berkeley READs
Child sponsor, Christian Children’s Fund, International Children’s Fund, Women for Women International
Author, [The World Beneath: A Story of Love and Physics](#), [Narrative Edge Press](#): 2008.