

Leadership and Executive Coaching Coach Profile



Bob Turner, M.B.A.

COACHING STATEMENT:

Bob's coaching focuses on cultivating authentic, values-based leadership. He partners with his clients to achieve a greater congruence between their personal and organizational values, and their leadership beliefs and actions. This has a valuable trickle-down effect, as he coaches his clients to also draw out this type of leadership in others. The guiding tenet of his approach is the recognition that his work will lead to measurable outcomes and the achievement of tangible business goals. The result is coaching that is both deeply meaningful to the client, as well as demonstrably connected to bottom-line results. Bob works with clients to define, and refine their coaching goals up-front, assuring a targeted focus, and as a coach (rather than a consultant), he seeks to facilitate and inspire learning; rather than to be the expert providing counsel. Bob's extensive executive experience, give him a "been-there, done-that" authority that is invaluable in helping his clients navigate the executive agenda and playing field.

EDUCATION:

M.B.A. University of North Carolina-Chapel Hill, N.C.

B.S. Engineering, United States Military Academy-West Point, NY

AREAS OF SPECIAL FOCUS:

With a professional history that has included being a partner in a best-in-class professional services firm, a military officer, and an entrepreneur, Bob has distinctive experience as a leader, which informs his work as a consultant and coach. He is a delivery expert; well grounded in operational excellence, and adept at translating vision into strategy and implementation.

Three areas of special specialty focus for his coaching are:

- 1) **executive communications** (particularly written communications and presentation layout)
- 2) **creating and implementing strategic people plans** (including designing assignments to stretch and ready talent, as well as to recognize and retain high potentials)
- 3) **navigating complexity and ambiguity** (issue management/prioritization, finding the critical path to get to meaningful action, striving for continuous improvement systematically, and balancing long and short-term needs and goals).

He is an ideal coach for executives seeking to top-grade their ability to manage complexity and scope through process and systems, and to bridge the gap between vision and tactical application., as well as those who serve as highest level relationship managers and consultants to their CEOs and executive teams.

CERTIFICATIONS & AFFILIATIONS:

Through his work in technology, Bob holds certification as an Assessor for Capability Maturity Model Integration (CMMI). He has training in the Covey Leadership Model, and Positive Language Communications (JM Perry Learning Technologies). While at Accenture, Bob served as a high-level trainer of consultants and leaders in program and project excellence, and management and consulting skills. Bob has a strong commitment to community and civic leadership. He is co-founder and Executive Director of Gloria's Angels, a unique non-profit that assists families who must be caring for members with life-threatening illnesses (www.gloriasangels.org). He also serves on numerous boards including Trinity Formation Resources, and the Pacific Northwest Wrestling Officials Association. He is the current board President of both the Auburn Gymnastics Boosters, and the Madrona Meadows Homeowner's Association.

CAREER HISTORY:

Bob has over 20 years of experience in the public and private sectors. During his 15 years with Accenture, he was a Senior Executive serving Fortune 500 companies in the U.S., Canada, and Asia, primarily in the Communications and High Tech industries. He became expert at delivering business outcomes by leading large programs and complex projects with C-level sponsorship. Since that time, he founded and built his own internet startup company, and co-founded and launched a nonprofit service agency. During Bob's 6 years as a U.S. Army officer, he flew helicopters and directed operations for aviation units domestically and abroad.

SAMPLE REPRESENTATIVE CLIENT COMPANIES:

Ameritech, AT&T, AT&T Wireless, BC Hydro, Buyers Company, Cingular Wireless, Expedia, Inc., General Plastics, Level 3 Communications, Microsoft, Sonoco Products Co., TELUS, Univar, US WEST/Qwest, and Western Washington Catholic Charismatic Renewal.

COACHING ASSIGNMENT EXAMPLES:

- Coached high potential leaders of manufacturing company to align leadership development action plans with senior executive expectations.
- Coached Executive Director through transformation of nonprofit organization to lead staff and volunteers to operate with a mission-centric approach to all activities.
- Coached a Director to lead a 250 person IT organization for a newly defined Center of Excellence, focused on continuous improvement and individual professional growth.
- Coached VP of Sarbanes-Oxley compliance program for a \$16 billion corporation to successfully implement and lead a new culture of accountability and transparency across the entire company.

CONSULTING ASSIGNMENT EXAMPLES:

- Led the planning and design of a strategic, enterprise-wide, \$500 million business transformation program for a national, telecommunications company.
- Led the design and implementation for a multi-billion dollar high tech company to transition an IT organization from an internal capability to an outsourced solutions team.
- Implemented the program management structure for a multi-year, business transformation of a global eCommerce company targeted to generate over \$200 million in benefits.
- Served as Quality Process Improvement executive, coaching project teams for Fortune 500 companies in the Communications and High Tech industry to assure delivery excellence through use of best practices and conformance to standardization of processes.

THE PERSONAL SIDE:

Bob is a dedicated father of 7 children and personally understands the challenges associated with balancing work and family life. He has served as a high school wrestling official and youth sport coach for many years. He is actively involved in his faith community, heading up a Parish council serving over 1100 families. He is also a qualified helicopter pilot.

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