

# Cindy J. Biggs, CPCC, ACC

Certified professional co-active coach

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## Leadership Development Expert, Executive/leadership coach, trainer

### Performance Profile

•Leadership and Workforce Development expert • Certified Executive/Leadership coaching • Training and Facilitation • Mentoring Program facilitation • Culture and Organization development • Women's Leadership retreats • Linked in Profinder career coaching • Strengths based leadership • Diversity and employee retention • Emotional Intelligence training and coaching

### Leadership Strengths

**Achiever** (executing), **Learner** (strategic thinking), **Maximizer** (influencing), **Individualization** and **Relater** (relationship builder)

### Professional Experience

**President, C. Biggs and Associates, Wooster OH**

**Since 1995; 2012 full time**

Consulting firm specializing in leadership and executive coaching, supervisor development training, Clifton strengths based leadership training and coaching, emotional intelligence training and coaching, and SEE BIGG! Women's leadership retreats

### Executive Coach-Level Up EQ

Work with a national team of coaches to coach participants twice a month in a six month online emotional intelligence training program. We believe that training in emotional intelligence will change the world with the mission to call forth the best of humanity, cause organizational transformation, and unleash the magic of human potential

### Trainer/Executive/leadership Coach –The Ohio State University/ATI, Wooster, Ohio

\*Training topics include; Train- the -Trainer Diversity Training; Motivating and Retaining Employees; Coaching Employees for Peak Performance; Setting Expectations, Giving and Receiving Feedback; Goal Setting: Setting SMART and Effective Goals; Transitioning to Supervision; Communicating on the Job training series

\*DISC 363 leaders profile action planning/employee coaching follow-up

\*Executive/Leadership coaching for employees

SEE BIGG! RETREATS – Founder of a movement to serve as a catalyst for empowerment to help women leaders to be authentic and intentional to invest in themselves by learning more about their leadership strengths and unique personality styles- and how to keep these in balance. Topics can include, but not limited to , building confidence, showing up for your life, strengths based leadership, communication and giving effective feedback, peer coaching support and action planning and managing feeling of being stressed out, overwhelmed, and totally exhausted. Offering single and multi day small group and individual retreats for individuals and businesses with multiple topic offerings.

Turning Learning into Action Associate/Executive coach/Mentoring facilitator – Lever- Transfer of Learning-*Lever- Transfer of Learning's commitment is to raise the standard of Learning Transfer globally resulting in learning becoming a key contributor to sustainable business growth.* See their website for the list of international companies who employ us as executive coaches.

Strengthsfinder 2.0 Strengths based leadership assessments/action planning/coaching/training – Offered individually and for teams to focus on identifying leadership strengths, maximizing teams, and increasing employee engagement through trainings, action planning, and coaching.

In-house or association mentoring program facilitation – Serving as the facilitator for the mentoring program for Women’s Network of NE Ohio (now the Women’s Leadership Institute at the Greater Akron Chamber of Commerce) and international coaches through Lever Transfer of Learning.

Emotional Intelligence Trainer/group coach – Charles River Lab- Created quarterly training modle based upon Emotional Intelligence 2.0 to help employees harness the power of the number one predictor of professional success and personal excellence – emotional training. Participants leave with an action plan, and can attend quarterly group coaching check ins to hear from others and discuss where they are getting stuck.

## **Professional Experience**

**President, C. Biggs and Associates, Wooster OH**

**1995-; 2012 full time**

### **VP, Organization Development; VP Innovation and Integration**

Planned Parenthood of Northeast Ohio (PPNEO), Akron OH

**2007-2012**

- Facilitated integration processes and systems in first 5-way agency merger among Planned Parenthood Federation of America affiliates in Northeast Ohio, creating Planned Parenthood of Northeast Ohio in 21 counties with 18 health center sites and over 55,000 clients with an overall **agency budget of \$12M.**
- Oversight of Human Resources and Organization Development efforts with 180 staff members.
  - Created “The Leadership Institute “– an in- house leadership development program which included oversight/facilitation of a Management Council, an annual 9 month in-house national award winning mentoring program and statewide Management Mastery training Series.
  - Established and oversaw agency Building Trust committee, Great Places to Work committee, Board and Staff Diversity committees, Training committee, Board development committee and orientation modules.
  - Established train-the -trainer modules for staff diversity trainings and message platform roll-out.
  - Architect of agency culture through establishing employee driven agency values and processes/systems to support them.
  - Transformed agency Human Resources department by providing direct supervision to Human Resources/payroll staff in creating systems to recruit, orient, train, compensate, evaluate, retain, discipline staff. Created and annually updated human resources policy manual. Created supervisor’s manual and training series, benefit structures, salary grading system and compensable factors leading to job description development, employee recognition and reward programs. Increased staff retention rates by over 25% through work with management structures.
  - Integrated strengths based leadership training and staff development planning in to agency culture.
  - Developed systems migrate to focal reviews and enhanced performance evaluation systems based upon agency values.
- Served as strategic planning officer. Led agency planning and visioning teams and initiated market research as part of planning goals.
  - Created annual integrated diversity/cultural competency strategic plans.
- Led special project initiatives including determining best practices for establishing and implementing centralized call center structure.
  - Facilitated health services standardization task force, as well as leadership team “peel the onion” problem-solving/action planning sessions.
- Developed plans to initiate and oversee PPNEO’s education/outreach efforts, including youth initiatives, professional and community training, staff trainings, and volunteer management.

- Established successful centralized volunteer management structure by creating Community Leadership Councils in 6 regions in Northeast Ohio.
  - Facilitated annual United Way partner agency board development and recruitment retention trainings.
- Served as agency spokesperson with oversight of marketing, communication and branding/trademark issues, public policy and media relations.

### **Executive Director/CEO**

Planned Parenthood of North Central Ohio, Mansfield OH 1987-2007

- Directed overall agency programs and services for 5 county, 3 health center site operation with staff of 20 and **budget of over \$1.3 million.**
  - Assisted Board of Directors in policymaking and in resource development.
  - Successfully implemented and managed capital campaigns leading to building of new Wooster and Mansfield health center/administrative sites.
  - Monitored fiscal systems to ensure financial accountability.
  - Created monthly and clinical and financial outcome measures/staff incentive programs based upon meeting and exceeding goals, as well as performance indicators and outcome measures for fiscal solvency for board of director meetings.
  - Promoted community support of agency's goals, mission, objectives, and programs. Represented agency to the community. Served as agency spokesperson.
  - Coordinated agency's education, public relations, marketing, public affairs, and fundraising initiatives.
  - Led agency to be one of the top 5 Planned Parenthood affiliates in client retention in the U.S; exceeded serving over 100% of "clients in need" through the Ohio Department of Health.
  - Created monthly customer service initiatives program including mystery shopper calls/visits, exit interview, phone interviews.
  - Collaborated with other service providers to establish outreach and service delivery to diverse /rural populations, including cancer screenings to Amish populations and a "Girls on the Run" programming for at-risk girls with Salvation Army.
- Founded and managed separate non-profit subsidy – The Online Selling Store, with two other Wooster based non-profit agencies.
- Established Global Partner program with family planning clinic in Trinidad/Tobago to observe/learn/share business venture strategies to proactively position affiliate for loss of federal/state funding.

### **Leadership Institute Associate**

Planned Parenthood Federation of America 1998-1999

- Researched national non-profit mentoring program best practices- led trainings on mentoring and work-life balance for national organization affiliate members.

### **Education**

#### **Coaches Training Institute (CTI)**

Completed coursework to be a professional co-active coach in January 2012; certification completed August, 2012; passed certification written/oral exam October, 2012, maintained CCEUs to keep updated to be certified by the International Coaching Federation

**University of Akron**, BA, Sociology, Magna cum laude.

Masters degree coursework in Education, **University of Akron.**

Masters degree coursework in Business Administration, **Ashland University.**

Intern, **Family Planning International Assistance**, Guyana, South America.

Rosalie Goodman Fellowship, **League of Women Voters, USA**, Washington, D.C

Certified Family Life Educator, **National Council on Family Relations**.

State of Ohio, **Counselor and Social Work Board** - licensed social worker - not current.

### **Volunteer Groups and Associations**

- Ethical Coach- Part of international coaching team for World Business and Education Coaching Summit for women in the WILD network coaching international leaders in the social change sector
- Coach for One-Eighty domestic violence shelter survivor's group
- Coach for Women for Change coaching community
- Central America Medical Outreach - coaching and training women leaders in Satna Rosa Copan, Honduras
- Wooster Healthcare 2000 Community Free Clinic (currently Viola Startzman Free Clinic) – charter board member.
- Wayne County League of Women Voters, former President/Vice President/Action Chair/Voter Services Chair – current President/Candidate's Night Moderator.
- Wayne County Women's Network, former President/Vice President/Program Chair-current member..
- Leadership Wooster– Curriculum Steering Committee, Alumni Steering Committee. .
- Wayne County Women's Investment Network-Founding member and former President.

### **Honors and Awards**

- Planned Parenthood Federation of America, Excellence awards in planning, diversity, board development.
- Leadership Wooster Outstanding Alumni Award – first recipient.
- Tribute to Women in Industry Award, Mansfield OH.
- Women of Achievement Award, Wooster OH.
- Athena Award, Wooster OH
- Grassroots Honoree, League of Women Voters of Ohio.
- Fellowship, League of Women Voters of the United States