

Lucy Ford, Ph.D., ACC

Educator | Consultant | Strategist | Coach



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Linkedin.com/in/lucyford

KEY SKILLS

- Strategic leadership
- Leadership development
- Change leadership
- Organizational culture
- Employee engagement
- Quantitative / qualitative data design and analysis
- Strategic alignment
- Strategic HR
- Executive Coach
- Talent management

AFFILIATION

Consultant, Spring International 2021 - present

EDUCATION

- ACC certified, 2019
- Coaching Leader Program, Saint Joseph's University, 2018
- Certified Internal Investigator 2016
- Ph.D. Organizational Behaviour / HRM Virginia Commonwealth University, Richmond VA 2003
- BBA Human Resources Management
- East TN State University Johnson City, TN 1993

PROFILE

Experienced organizational consultant and coach with a strong track-record of helping organizations optimize performance and enhance business results. End-to-end management of large scale client programmes. Demonstrated ability to communicate with stakeholders at all levels in the organization, and to build relationships that gain commitment. Data geek.

PROFESSIONAL EXPERIENCE

Select engagements

ST. CHARLES BORROMEO SEMINARY

Culture assessment / leadership development program

- Conducted culture assessment with 95% participation
- Designed interventions for culture change and assembled delivery team
- Delivered leadership and culture change education program
- Facilitated values development workshop

JEFFERSON HEALTH NEW JERSEY

Leadership Development Program

- Lead consultant for organization-wide leadership initiative reporting to CEO
- Group and individual coaching
- Delivered training to 400 organizational leaders over 5 years
- Award winning programming recognized at LEAD 2016 (HR.com)
- Executive team leadership skills improved in 100% of measured competencies
- Employee engagement up 22% in first 18 months
- Patient experience scores increased in key areas
- Collaborated with client to redesign performance evaluation process

US DIVISION OF GLOBAL PHARMA (NDA prohibits disclosure.)

Strategic analysis and redesign of HR function for growing organization

- Facilitated development of Executive Board vision of the future of HR
- Aligned Global HR / Centres of Excellence / US HR function
- Assessed internal HR talent against future needs
- Restructured HR for increased efficiency and effectiveness
- HR headcount reduced by 17%

WAWA

Leadership Philosophy

- Lead consultant for leadership development initiative (300 leaders)
- Client reported significant improvement in leadership bench strength
- Designed and delivered Train the Trainer program (still in use today)

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AFFILIATIONS

- International Coach Federation, Member 2018
- Philadelphia Society for People and Strategy, Member 2016
- Human Resource Planning Society, Member 2016
- Society for Human Resources Management, Member 1997-current
- Academy of Management, Former board member, Research Methods Division; Member, 1998
- Southern Management Association, Member, 1998-current; Former member of Board of Governors

AWARDS

- Nominee – Delaware Valley HR Consultant of the Year 2018
- “Top Leadership Partner” and “Innovation in the Deployment of a Leadership Program” – Leadership Excellence (LEAD2016). HR.com

INTERESTS

- Avid reader
- Award-winning hand-weaver
- Intrepid traveller

PROF EXP CONTINUED

COMCAST

Performance Management Series / Leadership training validation

- Co-led performance management training series for online delivery
- Conducted research study to validate leadership training
- Study results published in *The Self-Aware Leader* (Dan Gallagher, ATD)

INVENSYS (now Schneider Electric.)

Change management / technology acceptance

- Diagnosed engineer software resistance through surveys and focus groups
- Designed and implemented interventions
- Software was successfully adopted

PARI RESPIRATORY EQUIPMENT

External HR/OD consultant to senior leadership

- Aligned German and North American people practices
- Coached senior leaders / CEO
- Designed OD interventions for organizational change / growth
- Assessed organizational learning needs and designed L&D agenda

ACADEMIC EMPLOYMENT

SAINT JOSEPH'S UNIVERSITY

2008 – Present

Director, Managing Human Capital (2015-2021)

Associate Professor of Management

Service and Leadership:

- Led Faculty university-wide advisory and governance committees
- Generated consulting revenue in excess of \$2M for the business school

Research:

- Publications include T&D, The Leadership Quarterly, Organizational Research Methods, and Human Performance.
- Practical research applications include bespoke client programs

Education:

- Redesigned graduate and post-graduate HR curricula
- Undergraduate and post-graduate programs recognized nationally by HR.com at LEAD 2016, 2018, and 2021

RUTGERS UNIVERSITY

2002 - 2008

Assistant Professor of Management

- Developed notable funded mandatory leadership development program for MBA students, including coaching, team building, and personal development
- Served as panellist for development of SHRM Assurance of Learning exam