

SUMMARY

Over 20 years experience guiding people into bigger arenas where they capitalize on their distinctive talents. Help individuals and organizations interact more effectively with a changing environment that demands fewer boundaries and more autonomous teams. Highlighted areas of expertise include:

Executive Coaching

- Change leadership
- Communication
- Distinctive competencies
- Self-discovery
- Conflict management
- Collaboration
- Decision-making
- Enhancing relationships
- Talent management

Teaching/Facilitating

- Leadership
- Management
- Organizational behavior
- Strategic management
- Financial management

EXPERIENCE

Michelle Gall, L.L.C.

2003 - Present

Principal

- o Provide one-on-one executive coaching to help clients enhance leadership competencies and capitalize on distinctive talents.
- o Produce and conduct national workshops on leadership, enhancing workplace relationships, communication and related topics.
- o Certified to administer the PCSI communication styles inventory and the MSCEIT Emotional Intelligence assessment.
- o Contributing Editor to *Personal Excellence* magazine.
- o Member of the International Coach Federation.

Adjunct Faculty Teaching

2003 – 2008

American Marketing Association

- o Conducted Return-on-Investment workshops for non-Finance professionals (2003-2008).

Southern Connecticut State University

- o Taught upper-level Leadership and Management courses (2005-2007).

Anthem Blue Cross and Blue Shield

2001 – 2003

Senior Financial Consultant

- o Coordinated financial processes and reporting that supported the 20 cost centers in Regional Management Services (\$55 million budget).
- o Coordinated ROI analysis/training and vendor reviews for the tri-state East Region.
- o Developed direct reports and colleagues through coaching and personal connection.
- o Initiated, co-designed, and coordinated the Yale-Anthem Emotional Intelligence study for Anthem East.
- o Designed and launched recognition programs that were cited as best practices by the Anthem Culture Forum.
- o Recipient of "Commitment to Excellence" certificate awarded by CFO.

Manager, Regional Analysis and Support

- o Managed senior analytical team responsible for providing support to Finance senior leadership.
- o Accountable for ROI analysis and vendor reviews for the tri-state East Region.
- o Designed and presented educational seminars to business partners throughout East Region to promote a positive image of Finance.
- o Chaired the East Regional Associate Development Committee.
- o Served on the Core Culture Team.

EXPERIENCE, continued

Champlain College

1989 – 2001

Associate and Assistant Professor of Business Administration

- o Taught and designed courses in Management, Strategy, and Finance.
- o Served as Faculty Advisor to over 35 students per semester.
- o Recognized by the Dean of Faculty for rewriting the Faculty Promotion Policy for improved equity.

Assistant Director of the Vermont Securities Institute (VSI) at Champlain College (1996-1998)

- o **Background:** VSI was a joint venture of business, academia, and the State of Vermont. It was established by Champlain College to provide Vermont's growing investment management community with the educational infrastructure it required.
- o Served as liaison between the academic and investment management communities.
- o Ensured that VSI met the educational and professional requirements of its constituents by coordinating seminars and speaker series.
- o Worked closely with the VSI Advisory Board, the VSI Intercollegiate Committee, the State of Vermont Department of Economic Development, the Vermont Security Analysts Chapter, and the investment management community throughout Vermont.

American Express

1987 – 1989

Manager, Budget and Planning

- o Managed senior analytical team responsible for the operating expense and capital budgets for 50 budget units, totaling \$28 million.
- o Responsible for revamping and streamlining data collection for the expense budget process.

Manager, New Product Development

- o Analyzed financial services concepts for direct mail market.
- o Oversaw research efforts, including financial analysis, focus groups, and buyer/non-buyer analyses.

PUBLICATIONS

Book

Keep Your WITS About You: *Work Smart, Be Happy, Feel Great*, Centennial, CO: Glenbridge Publishing, 2005.

Articles

- Michelle Gall & William Stixrud: The 4 S's of Adolescent Success: A New Model for School Distinction, *Independent School*, Summer 2008, pp54-65.
- Expand Comfort Zones, *Leadership Excellence*, April 2007, pp10-11.
- Capitalize on Talent, *Leadership Excellence*, August 2006, pp9-10.
- Everything You Always Wanted to Know About Independent School Parents* (*But Were Afraid to Ask), *Independent School*, Summer 2006, pp84-87.
- Lopes, P. N., Côté, S., Grewal, D., Salovey, P., Kadis, J., & Gall, M.: Evidence that emotional intelligence is related to job performance and affect and attitudes at work. *Psicothema*, Vol 18, 2006, pp132-138.
- Escape the Gallows, *Personal Excellence*, August 2005, p 7.
- Inspirational Management, *Executive Excellence*, November 2004, pp13-14.
- Out of the Maze, *Sales and Service Excellence*, November 2004, p5.
- Meaningful Sacrifice, *Personal Excellence*, October 2004, p8.
- Do You Have a Bad Attitude? *Personal Excellence*, September 2004, p5.
- Swimming Lessons, *Personal Excellence*, May 2004, p13.
- Self-Absorbed Managers, *Executive Excellence*, March 2004, p7.
- The Myth of Failure, *Personal Excellence*, December 2003, p5.
- Keep Your WITS About You, *Personal Excellence*, September 2003, p11.

CLIENTS/ENGAGEMENTS

Partial List of Clients and Speaking Engagements (In Alphabetical Order)

- Association of Independent Maryland Schools (MD)
- American Marketing Association (IL)
- Bear Creek School (WA)
- Belmont Day School (MA)
- Boehringer Ingelheim Pharmaceuticals, Inc (CT)
- Business of Independent Schools Institute (CT)
- Center for Women and Families of Eastern Fairfield County (CT)
- Connecticut Association of Directors of Volunteer Services in Health Care (CT)
- Connecticut Association of Independent Schools (CT)
- Connecticut Business Women's Forum (CT)
- Connecticut Junior Women, Inc (CT)
- Doane Stuart School (NY)
- Educational Records Bureau (NY)
- Florida Council of Independent Schools (FL)
- Harbor Country Day School (NY)
- Heritage Village Association (CT)
- Kingsley Montessori School (MA)
- Memphis University School (TN)
- MLT Vacations/Northwest Airlines (TN)
- National Association of Independent Schools (DC)
- New York State Association of Independent Schools (NY)
- Norwalk Hospital (CT)
- Ridgefield Academy (CT)
- Rock Creek International School (DC)
- Southern Connecticut Gas (CT)
- *Strategies for Living* Talk Radio (LA)
- University Liggett School (MI)
- Waterbury Health Care Council (CT)
- Worcester Preparatory School (MD)
- WQUN Radio (CT)
- Yale Alumni Association (CT)
- Yale-New Haven Hospital (CT)
- Yale University Office of Development (CT)

EDUCATION

Corporate Coach U **Executive Coach Credential (130 course hours program)**
New York University **Master of Business Administration (Finance)**
Yale University **Bachelor of Science, cum laude (Management and Policy)**
Sorbonne **Spring semester abroad**

Additional Information

Proud mother of three beautiful children, *New York Times* crossword puzzle fan, tea drinker. Firm believer that people don't remember what you say or do — they remember how you make them feel.