

CHELLEY PATTERSON MS PhD

Evidence-Based People & Culture Development | Strategic Change Management | Holistic Implementation Planning

Profile

Accomplished, solution-oriented leadership coach and OD consultant with a track record of transforming culture, accelerating leadership development, solving C-suite-level challenges, and directing system-wide change initiatives that position organizations for inclusive performance, scalability, and sustained success.

- Passionate about enabling & empowering individuals & teams to think critically, challenge conventions, make the complex simple, and develop the organizational dynamics to reliably produce results.
- Thrives in ownership and navigating simultaneous initiatives to successful conclusions using a high degree of grace, diplomacy, and sound judgment — with grit, determination, and a smile.
- Seeking to impact a world-class people-first organization — driving critical initiatives and inspiring teams to collaboratively take risks, deliver greatness, and unlock success on a global scale.

Professional Experience

New Legends

Principal Consultant

Seattle, WA

2017 – Present

Joined the organizational design & leadership development consultancy as a senior consultant — acting as a close advisor to firm leadership, building out the company's client-facing leadership development discipline, and overseeing a high-value book of business.

- Lead the consultancy's coveted relationship with Amazon's Global Real Estate and Facilities as an embedded resource — supporting GREF leadership worldwide and its vendor partner JLL through simultaneous, multi-year operating model & organizational design transformations.
- Earned a strong reputation as a one-on-one strategic partner — asking the hard questions while integrating a wide array of capabilities and tools like culture & leadership assessments, whole systems techniques, and transformative leadership coaching to help shift mindsets, facilitate change, and enable client success.
- Work closely with clients to navigate the complexities of the COVID-19 pandemic and subsequent downstream business turbulence — introducing strategies to shift client mindset & culture, maximize people engagement, create meaningful virtual experiences, and ensure business continuity.

The University of Washington | Foster School of Business

Director, Center for Leadership and Strategic Thinking

Seattle, WA

2011 – 2017

Promoted into a team & center co-leadership role — internally leading operations, financial management, and marketing while serving as a trusted thought partner and workshop facilitator for the executive teams at dozens of client organizations, including the VA, West Point, Amazon, and Catholic Health Initiatives.

- Established strategic partnerships with gaming studios to study the impact of gamification on authentic leadership & team development — creating multiple board games and bleeding-edge interactive learning experiences for clients to effectively elevate human capability in fun & engaging ways.
- Partnered with the Executive Director to identify & define the success factors of transformational change within organizations — conducting executive interviews with top healthcare organizations and Alaska Airlines to map the trajectory of success, resulting in the publication of a case study and book.

The University of Washington | Foster School of Business

Leadership Associate, Center for Leadership and Strategic Thinking

Seattle, WA

2009 – 2011

Recruited by top transformational leadership expert Dr. Bruce Avolio to help launch a world-class self-funded center for leadership & strategic thinking — playing a key role in creating & packaging evidence-based leadership development as a compelling coaching & consulting offering for corporations and institutions.

- Instrumental contributor in designing a repeatable coaching methodology to optimize developmental readiness and accelerate leadership development — cementing a foundational model used by scores of top organizations & leaders to this day.
- Co-designed and facilitated dozens of interactive workshops for graduate student programs and external clients annually — harnessing engaging training materials, personalized assessments, and one-on-one & group coaching to embed skills that translate & transfer to the workplace with measurable ROI in mind.

Areas of Expertise

Evidence-Based Coaching & Advising

High-Potential & Executive Readiness • Expanding Leadership Scope • Leading Change • Accelerating Growth • Role Transitions • Expatriate Success • Personal Resilience Building • Authentic & Servant Leadership • Peer Group Coaching / Action Learning

Organizational Development Consulting

Visioning • Reorganizations • Enterprise Operating Model Transformations • Culture Scaling & Growth • Leadership Systems & Succession • Learning Organization Architecture • Globalization • M&A • Whole Systems Methods

Generative Capacity-Building

High-Performance Teaming Cultures • Speed to Market Acceleration • Collaborative Problem Solving • Increased Creativity & Innovation • Productive Conflict • Inclusion & Retention • Remote Team Optimization

Enhanced Learning & Development

Gamification • 360 Leadership, Team, & Individual Assessment Design • Advanced Learning & Knowledge Management Technology Strategy • Human-Centered Learning Experience Design

Analytics-Driven Insights

Qualitative & Quantitative Research • White Paper Development • Gap Analysis • Evaluation of Intervention ROI

Key Qualifications

International Success Navigator

Brings a well-developed global perspective from living in the UK and working across continents & cultures to steer teams, projects, and initiatives to success.

Authentic Leader & Collaborator

Natural ability for developing individuals into high-performers — empowering them to unlock their full potential and grow into the next generation of courageous leaders.

Data-Driven Change Manager

Steers vision while simultaneously digging into details at the project level — with a sharp focus on the near-term while strategically positioning for the long haul.

Bridge Builder

Known for building strong business cases and bridging the sometimes-divergent gap between stakeholders to find alignment and meet aggressive goals.

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Rockstar Mom, Volunteer, & Civic Leader

2001 – 2009

Stepped away from the corporate world to devote full-time energy to motherhood while giving back to the community through volunteerism, pro bono consulting, and civic roles.

- While away from the workforce, consistently approached by nonprofits, civic organizations, and municipalities to provide consulting support — unlocking continued opportunities for harnessing coaching & strategic advising to drive organizational efficiency and growth.

NASCO

Talent Development Manager

Atlanta, GA

1999 – 2001

Brought on by the Blue Cross Blue Shield-owned digital health solutions company during a high-growth period to serve as an internal consultant & business partner — charged with establishing new corporate-wide learning & performance development functions for professional & leadership staff.

- Instituted leadership and project management competency models — implementing & customizing a bespoke network-based 360 assessment solution while hiring & directing a team of Coaches to work one-on-one with 30+ leaders to facilitate positive outcomes and accelerate change.
- Regularly approached by leadership to direct & advise on important issues — helping the newly formed PM Office work through PM certification-related policy and ROI issues while being tapped by the CEO to help develop a Balanced Score Card and executive dashboard to improve cross-departmental strategic planning.

Vanstar Corporation

Interim Director of Employee Development

Atlanta, GA

1998

Brought on by the technology outsourcing & services company to support the VP of Learning & OD and lead a 3-member team in developing & rolling out its first formal business & non-technical competency models, instructional design, and distance learning to elevate employee capability and increase retention.

NCR Financial Solutions

Conflict Management Consultant

London, UK

1997 – 1998

Approached by Marketing Communications leadership to serve as a coach, advisor, and mediator in resolving complex organizational & communications issues that had arisen between the Global MarCom Group, four formerly autonomous business units, and vendor partners following corporate restructuring.

- Introduced process consultation to diagnose and resolve the cross-departmental conflict — enabling progress to resume on conceptual development and physical construction of Solutions Demonstration Centers in the US, UK, and Asia.

NCR Financial Solutions

Research Fellow of Innovation & Collaboration

London, UK

1996 – 1997

Hand-picked to play a key role in establishing the company's new Financial Services Knowledge Lab in London — serving as the client-facing SME for innovation & collaboration and developing an experiential environment to inspire advanced technology research and predict consumer-related issues in the future of retail banking.

- Helped curate a diverse virtual team of the company's best & brightest technology and consumer experts from around the globe — playing a key role in defining what's possible and pushing the envelope at the bleeding edge of virtual interactive & Internet-based technologies.

NCR Human Interface Technology Center | An AT&T Co.

Work Environment Development Consultant

Atlanta, GA

1994 – 1996

Recruited to serve as an internal consultant within the banking & retail technology company's think tank — reporting to renowned UX pioneers Dick Heneman & Tom MacTavish and supporting 9,000+ R&D engineers worldwide to accelerate team innovation & creativity in developing bleeding-edge technologies.

- Developed a strong skillset as an inquiry-based consultant while transforming the internal assessment function into a customer-facing offering — engaging with market-leading companies and garnering critical experience in placing the end-user at the center of all decision-making.

Teaching Experience

The University of Washington

Guest Lecturer — Change Management Certification | [2020 – Present](#)

The University of Washington

Part-Time Lecturer — People Management, Leadership, and Teams Course | [2015 – Present](#)

Georgia State University

Professor — Undergraduate Organizational Communication and MBA-level Organizational Behavior | [1992 – 1994](#)

Civic Experience

Snoqualmie Valley YMCA

Board Member | [2010 – Present](#)

City of Snoqualmie

City Council Member | [2014 – 2017](#)

City of Snoqualmie

Parks Board & Chair | [2008 – 2014](#)

Encompass Nonprofit

Board Member | [2006 – 2015](#)

Community Center Bond

Pro Committee | [2006, 2008](#)

Select Certifications

T-Group Emotional Intelligence Process | Crosby & Associates | [2019 – 2020](#)

Temperament Sorter Certification | Keirse | [2019](#)

Coaching in the Moment Training | Cyliant | [2014](#)

Immunity to Change Coaching Training | Antioch University | [2014](#)

Project Management Certification | PMLG | [2000](#)

Change Management Consultation Certification | ODR/Conner Partners | [1996](#)

Facilitator Development Program Certification | Synectics | [1996](#)

Education

Georgia State University

PhD, Business Administration with a Focus on Organizational Behavior

Georgia State University

MS, Management with a Focus on Human Resources & Organizational Behavior

Ohio University

BBA, Management