

Jacqueline Lesser Faust



With over 25 years of industry experience, Jacqueline Lesser Faust is a consultant and coach who brings strong insight into human behavior, as well as tools necessary for successful transformational change. She has dedicated herself to inspiring people to perform beyond their perceived limitations, and believes in empowering clients to develop the skills and techniques necessary to fully realize their true personal and professional goals.

Working with business leaders, high potential executives, entrepreneurs, and teams within organizations, Jackie helps them to clarify their vision, connect with it, and create actionable items that when aligned with corporate goals and objectives create growth, development and increased profitability. Jackie held the role of sub-group facilitator for the Authentic Leadership Program at Wharton and Novo Nordisk, where she worked with global business leaders to find their "True North". Formerly with the Judge Group, a nationally recognized staffing and consulting firm, Jackie held various sales and leadership positions, using her coaching skills to maximize human potential.

As an Organizational Change Agent and Executive Coach, Jackie provides tools and guidance that help leaders thrive during times of transition, and become effective change agents who optimize performance. Her high-impact approach focuses on results; assesses and evaluates the competencies and conditions necessary for success; clarifies goals and intentions; and leads to actionable plans to produce desired outcomes.

Jackie has over two decades of experience working with people around change. She is highly experienced in human performance, staffing, leadership and employee development, as well as training. She has an undergraduate degree in psychology and business administration, as well as an MBA from Drexel with a focus on Human Resources Management. Jackie is a professional certified coach, PCC, and is a member of the International Coach Federation.

Jackie can be reached at 215-620-1592 or at jlesser@chatsworthconsulting.com.

A BROAD BASE OF EXPERIENCE WITH CLIENTS INCLUDING:

American Finance
Franklin Square Capital Partners
Kantar Health
KeystoneFirstPA
Leadership Philadelphia

MissionStaff
PetSmart
Philadelphia Ronald McDonald House
PJP
Shechtman Marks & Devor

Susquehanna Investments
Swagelok
The Mann Music Center
Weitz & Luxenberg

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REPRESENTATIVE ASSIGNMENTS

Onboard coaching for Chief Marketing Officer – Jackie was hired to work with a new executive during the onboarding process. This CMO had come from a very large financial services organization, and the new company was a small, privately held equity firm. Since all of the executives were former friends and teammates, it was important to find her rightful place at the table. She worked with Jackie on engagement and navigating new relationships with a win-win approach to her involvement on the team. In addition, a plan was created for evaluating and communicating with direct reports to establish a trusting relationship through the transition.

Leadership Development for Chief Marketing Officer – Client was promoted into a position to co-lead an online retail business. She was responsible for the marketing and content, and her co-lead responsible for all the operations and financials. Jackie was hired to help the CMO develop her leadership presence and strengthen the relationship with her co-leader. The result was a substantial increase in self-confidence and self-awareness, improved relationships, and trust from her team. She leaned-in to her strategic leadership role and delegated the tactical responsibilities to those on her team that she empowered to run the business.

Leadership Coaching for President – Successful, growth oriented company run by the president making decisions at every level. He handled strategic as well as tactical responsibilities for the company. Their continued growth and innovation was dependent upon hiring and reorganizing a team that would enable him to empower the staff to take on the operations of the business. Jackie worked with him one-on-one to develop a leadership style that could invite that type of team work, as well as the leadership team and entire company to engage in a shared vision, increased level of responsibility, and empowerment for the roles they were in. This resulted in a shifting of culture from autocratic to more of a collaborative approach, as well as increased revenue and profitability for the core business. Ultimately they dropped a line of business and created a whole new offering that continues to thrive.

Leadership Development Coaching for President – This client started a small staffing company. He was an extremely successful sales person and solopreneur. He came to coaching for guidance and support on how to build a healthy and sustainable staffing company. Process was to get clarity on what he wanted to achieve, what his strengths were, and what assumptions and limitations he was operating from, and then create a shift in attitude there. Jackie worked with him to visualize and connect with a vision of what he wanted to create and who he needed to be in order to achieve that. An action plan was co-developed and they used several sessions for follow up and feedback for accountability and sustainability of his leadership style, execution, and implementation of the plan. The company went from 300k to \$6 million in a year.

High Potential Succession Plan Coaching for Sr. EVP – This client was a top performer and being fast tracked to a Sr. EVP for a medical education company that was positioning themselves to be acquired in the future. The coaching client was being groomed to assume presidential responsibilities. Jackie was hired to work with him on leadership development and improving his communication with the current president. Goals and objectives were to work through the substantial downsizing, and to work closely with other staff and EVPs to create a collaborative visionary culture where all members were empowered to achieve the organizations' desired outcome. The coaching relationship focused on the client's increased confidence as a leader and his assertiveness, resulting in his ability and willingness to have difficult conversations and follow through with difficult decisions. This client took complete advantage of the support, resources, and tools offered to effectively relate to all involved and substantially improve relationships and morale.