

## ROBERT A. ISAACSON



Bob's "a sort of Mr. Fix-It for business problems," according to a client. He has over 30 years of experience with C-level officers, corporate executives, management teams, and business owners – helping them become powerful, results-oriented, and empathic leaders and team builders.

Bob specializes in resolving high profile situations where there are strong emotions, high stakes, and different ideas about how things ought to be done. "He has a gift in helping people resolve conflict, achieve consensus, and agree on ways to move forward. His ability to listen in a deep way, to find win-win solutions, and to help negotiate through thorny problems is critical to individual and company success," according to a senior executive.

Bob takes a unique approach to the work, with his background in behavioral healthcare and clinical social work. Using the power of Emotional Intelligence and motivational psychology, he helps clients get to the deeper issues and challenges. He taps into their motivation and creates a turning point to move them forward to get practical business results, pure and simple.

Bob can be reached at [bisaacson@chatsworthconsulting.com](mailto:bisaacson@chatsworthconsulting.com).

### A BROAD BASE OF EXPERIENCE WITH CLIENTS INCLUDING:

*Children's Hospital of Philadelphia*

*DuPont*

*Exxon Mobil*

*Herr Foods*

*Johnson & Johnson*

*JP Morgan Chase*

*Northrop Grumman*

*Pfizer*

*SAP*

*State Farm Insurance*

*Temple University*

*University of Pennsylvania*

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### **REPRESENTATIVE ASSIGNMENTS**

**Marketing Executive** – Client was a brilliant global marketer, but his career was derailing. Leaders didn't trust him and hadn't promoted him. They saw him as someone who didn't listen and who was abrasive when he didn't like what others had to say. Bob worked with the client to help him develop political savvy and emotional intelligence. The client began to listen more to others, became more influential, and got better operational results. Senior leaders reacted more positively to him, and within a year, he was promoted to director.

**CEO** – Client was a new CEO. She helped her management team resolve tactical problems when she actually needed to be more strategic, and she had a Vice President of Sales who was performing poorly and hurting the company. With Bob's help, the client began to build confidence and focus. She hired a Chief Operating Officer to manage daily operations, fired her sales Vice President, and merged her company with a large, public one, becoming its CEO.

**Managing Partner** – Client was the managing partner of the Philadelphia-based franchise of a national marketplace for cashless business transactions. His sales had plateaued at \$1.1 million for several months, and he needed to see a significant increase. Bob helped the client focus on identifying prospects and executing on his sales process. After one year, his sales volume increased 291%, from \$1.1 million to \$3.2 million.

**Business Owner** – The senior leadership team of this company was in disarray. It was disorganized and overwhelmed. Performance expectations for the team were unclear, and there was little accountability. In addition, customer complaints were increasing, sales were plummeting, and team members were fighting for power and control. Bob worked with the CEO, helping her pull the senior leadership team together. Through this process, operations were restructured, workflow processes were created, clear performance expectations were set, and the company won a new \$14 million contract.

**Technology Manager** – Client was a technology expert who didn't listen well to others and who continually interrupted the people with whom he was speaking. He alienated new employees whom he was supposed to mentor, and colleagues didn't want to work with him. His career and effectiveness had ground to a halt. Bob helped the client become a more thoughtful listener – able to stop interrupting other people and to "read" them better. By incorporating strategies to help the client become more mindful as to when he was listening, not interrupting, and not talking excessively, Bob helped the client learn to concisely offer opinions and to become an effective collaborator and business partner.