

HELEN A. RICHARDSON, Ed.D., PCC

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CAREER AND LEADERSHIP DEVELOPMENT COACH



I see talent in all people.

I see dignity in all work.

I join with others to make visible the oak tree within the acorn.

Dr. Helen Richardson 2004

- Transformational human resources development consultant, coach, and trainer successful in addressing turnover, burnout, engagement, performance, cultural competence and leader skill gaps within healthcare, manufacturing, education, government, non-profits, and small businesses.
- ICF professional certified career and executive coach with over 25 years of experiences in human resource management, workforce development and organizational consulting.
- Creator of A New Way to Think About Work® - innovative, relationship-centered personal and organizational strategies that build trust, motivate personal investment, enhance well-being, and encourage authentic communication between leaders and employees.
- Catalyst for more positive work culture with a focus on diversity, equity, and inclusion.

PROFESSIONAL EXPERIENCE

CAREER CONSCIOUSNESS, INC. (CCI) Philadelphia, PA

Principal Consultant/Founder

1996–present

Architect for innovative human resource development enterprise providing customized coaching, consulting, and training solutions for leader and employee growth and development. Significant expertise coaching diverse leaders to work through perceived racism, sexism, and equity issues that act as barriers to work satisfaction, productivity, and career advancement. Use holistic mind/body/spirit approach to bring about lasting positive changes.

Executive Coach

2004–present

Coach leaders at all levels supporting them in learning who they are as leaders and assisting them to begin to lead from the inside out. Facilitate self-observation, self-regulation, and competency development to act as a role model for others. Assist with onboarding in new assignments to protect against potential derailment and loss of confidence.

100% of leaders gain confidence in their own decision-making, conflict management, and team building. Adopt new habits that increase well-being; enable them to pivot and adapt to future career and/organizational challenges.

Clients include ACLU, Episcopal Community Services, JEVS Human Services, Drexel University, University City District, Leaders Edge, Korn Ferry, Philadelphia Works, Full Frame Initiative, Nelson Foundation, Welcoming Center, School District of Philadelphia, Metaview Coaching and Consulting

Career and Life Coach

2002–present

Private career coach for mid to senior career professionals seeking to realize their full potential by aligning their personal and professional goals.

Group facilitator - Supervisory Skills Training, *client:* Drexel University College of Medicine
2013–2016

Co-designed and delivered a four-day customized coaching and training program with 75 new and long-term practice managers in large, urban healthcare organization with high turnover and significant burnout.

RELATED PROFESSIONAL EXPERIENCE

Delaware Valley Industrial Resource Center, Regional Director, PA Youth Apprenticeship Program

JEVS Human Services, Director, Senior Employment Services

Penn Mutual Life Insurance Co., Senior Human Resource Consultant

University of the Sciences (Phila. College of Pharmacy & Science), Human Resources Director

EDUCATION AND CERTIFICATIONS

Doctor of Education, Training and Organization Development, Temple University, Phila., PA

Master of Human Services, Lincoln University, Oxford, PA

Benchmarks Assessment Certification 360 Processes, Center for Creative Leadership

ESCI: Emotional & Social Competency Inventory; Leadership Styles & Climate, Korn Ferry

Certified Career Development Facilitator Instructor, National Career Development Association

International Coaching Certification, Gestalt Institute of Cleveland, OH

Professional Coach Certification (PCC), International Coach Federation (ICF)

Appreciative Inquiry, Taos Institute

Immunity to Change™ Facilitator, Minds At Work, Cambridge, MA

Neuroscience of Change, Coaches Rising

PROFESSIONAL ORGANIZATIONS

Pennsylvania Career Development Association (PCDA) International

International Coaching Federation (ICF)

National Association of African Americans in Human Resources (NAAAHR)

National Career Development Association (NCDA)

Philadelphia Society of People and Strategy (PSPS)

Society of Human Resource Management (SHRM)

TESTIMONIALS

"Dr. Helen Richardson is a superb coach. We achieved the objectives I established through a process I can only define as working from the inside out. It helped me develop a much more refined understanding of myself, my values, and priorities. I will benefit from the insights I gained for the rest of my life."

— *Ann Mintz, Director of Development, Reading Terminal Market*

"Dr. Helen Richardson helped me take a huge step forward as a leader and a colleague, and I also experienced a great deal of personal growth as a result of my work with her. Rather than focusing exclusively on a set of technical tools, her work aims at the root causes of conflict and dysfunction in the workplace: our all-too-common inability to see outside of our own preferences, and to view relationship-building as THE central work of leadership and management. She excels at listening compassionately and providing strong accountability with regard to her clients' goals for growth."

— *John Frisbee, Director of Philanthropy, ACLU*

"Dr. Richardson helped me build a vocabulary to understand and communicate my values as well as gave me tools to come to terms with some of my priorities that—on first glance—seem at odds. She expanded my vision of what work is and helped to build my confidence to launch myself toward projects that are fulfilling. I highly recommend reaching out to Helen if you are looking to bring more intentionality to your work, are in the middle of a career transition, or career-impacting life decision."

— *Maggie Snyder, Consultant at Common Ground*

"Dr. Richardson helped me to identify the sources of dissatisfaction in my work life and the role, if any, I had in contributing to them. Dr. Richardson's depth of understanding made me feel heard, normal, validated, and powerful. She went on to give me language that enabled me to independently address and improve my circumstances and as a result, I have been able to transform my work and home life into deeply satisfying spaces. I have boundaries – I have language – I have standards – I have energy.

— *Crystal Cabbage, Founding Director, The Philadelphia Learning Collaborative*

"I had just had a child and was trying to figure out what this new life as a working mother would look like. I wanted to make myself more marketable. More importantly, I did not want to lose myself, or my drive and ambitions. Dr. Richardson's "A New Way to Think About Work" model positioned her to bring out the best in her clients. By the end of our first session, she casually mentioned a direction she thought I could go in, and while I initially resisted, it has turned out to be transformational for me. This transformation is why I consider Dr. Richardson more than a career coach, as together, we created a vision for my career, and carved out a path that has direction and purpose."

— *Patience Ajoff Foster, PhD, CDP,
Executive Director, Diversity and Inclusive Culture, Drexel University*

"The goal of the program was to improve the core supervisory capabilities of our medical practice managers. The program accomplished that and so much more. It was the perfect mix of self-discovery, useful concepts and tools, and opportunities to apply what was learned. Rookie managers blossomed and our veterans found a renewed sense of purpose. Most importantly, I saw real changes in our medical practices as the managers put their new insights and strategies to work. Helen and her partners at Career Consciousness did a fabulous job. I have heard nothing but incredibly positive feedback from program participants, their managers and even our senior leadership. Helen and her partners at Career Consciousness did a fabulous job. I wouldn't hesitate to engage them in the future or to recommend them to others."

— *Jennifer Livingston Manager, Training & Organization Development
Clinical Practice Group, Drexel University*