LEAKY PIPES:
INFLUENCER SOLUTIONS
FORUM

PROGRAM MATERIALS
SPECIAL THANKS

Co-Hosts:
Dr. Johnnetta Betsch Cole
Dr. Lily McNair

Honorary Host:
Ms. Norma B. Clayton

Lead Sponsor:
Toyota Motor North America

Venue Host:
The Boeing Company

Partners:
Center for Creative Leadership
National Council of Negro Women
Tuskegee University

Public Relations:
Kim Atterbury, DSRPTKommunications
MESSAGE FROM FOUNDER AND PRESIDENT

The Leaky Pipes: Influencer Solutions Forum is the first national, public-private, executive level convening organized by women of color (WoC) and our champions to address issues and impediments that hinder recruitment, retention and advancement of truly talented WoC to the C-suite, including senior executive positions in the federal government.

This historic forum is needed to evolve the adoption of policies and best in next practices to ensure that WoC have the same opportunities afforded to others to (1) realize the full extent of their God-given potential and (2) contribute to critical areas of national need as innovators and leaders.

By 2024, the U.S. is projected to have a 1.1 million shortfall of talent in areas of national need related to science, technology, engineering, arts and mathematics (STEAM) professions. Some sectors will be affected most acutely. With the aging of the baby-boomer population, there also is a keen competition for top talent.

Despite the growing demand for high-potential talent and high-impact leaders, McKinsey Company, Lean-in.org and the Kapor Foundation have published research documenting the attrition rates of women of color in corporate America and note that black women are leaving corporate management positions faster than any group. They conclude members of this group receive the least amount of sponsorship, stretch assignments and assistance of all the groups studied. Research conducted by the GAO assert similar findings at federal agencies relative to the Senior Executive Service (SES) and higher government service levels, particularly at federal agencies with jurisdiction over science policy. The collective findings are unequivocal and disturbing.

No matter your age, ethnicity, faith, gender, party affiliation, or profession, the men and women convened today have an interest in the expansion of opportunity for all Americans, and in ensuring the removal of systemic and structural barriers affecting WoC in the workplace, most particularly as executives and leaders.

A significant body of research also shows that those organizations with the most diversity in leadership positions are the most profitable.

There are several issues that will be addressed in three facilitated breakout sessions and in the recommendations flowing from the breakout exchanges. This is a discovery convening organized to evolve the organic adoption of best in next practice solutions that can be scaled.

Your perspectives and unabashed input are welcome and needed. You are here as a special guest because I truly believe that sustainable progress in this critical area of national need will not be possible without you. As we prepare to move forward and tackle the tough issues together, I ask you to invite other high-impact executives and leaders to support this effort. Thank you for joining us and taking time to be part of the solution!

Anita R. Estell, Esq.
Founder & President
CELIE

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OVERVIEW

Mission. CELIE is a national organization committed to expanding access and opportunity for all Americans, and others, particularly underserved and multicultural populations in the areas of civic engagement and public and private diversity and inclusion efforts.

Vision. To offer world-class engagement and training programs, tools and resources that advance opportunities for all by unleashing the potential and talents of participants and partners in ways that transform lives, organizations, communities and nations.

Opportunity. Numerous reports highlight and confirm dramatic developments associated with changing demographics. The combined composition of the US and global consumer and political markets reflect a world that is growing in its heterogeneity and ethnic, age and gender diversity. These population shifts are occurring rapidly, with an indelible effect on public policy, consumer patterns, voter composition, constituent services, talent recruitment, retention and promotion, and business and marketing strategies for years to come.
# Leaky Pipes: Influencer Solutions Forum

## PROGRAM

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<tr>
<th>Time</th>
<th>Activity</th>
<th>Presenter(s) and Invited Speaker(s)</th>
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<tbody>
<tr>
<td>7:45 am to 8:00 am</td>
<td>Breakfast</td>
<td>Served Buffet-style</td>
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<tr>
<td>8:00 am to 8:10 am</td>
<td>Prayer</td>
<td>Rev. Gwen Boyd</td>
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<tr>
<td>8:10 am to 8:15 am</td>
<td>Introduction of Host</td>
<td>Ms. Jasmine McClam&lt;sup&gt;1&lt;/sup&gt; Spelman College</td>
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<td></td>
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<td>Forbes 30 Under 30</td>
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<tr>
<td>8:15 am to 8:25 am</td>
<td>Opening and Overview</td>
<td>Anita R. Estell&lt;sup&gt;2&lt;/sup&gt; Founder &amp; President CELIE</td>
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<tr>
<td>8:25 am to 8:30 am</td>
<td>Sponsor Remarks</td>
<td>Ms. Alva P. Adams&lt;sup&gt;3&lt;/sup&gt; Senior Director (Multicultural Business) Toyota Motor North America</td>
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<tr>
<td>8:30 am to 8:35 am</td>
<td>Venue Host Remarks</td>
<td>Scott Drach&lt;sup&gt;4&lt;/sup&gt; Vice President, Human Resources The Boeing Company</td>
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<td>8:30 am to 8:45 am</td>
<td>Introduction of Members of Congress</td>
<td>Norma B. Clayton&lt;sup&gt;5&lt;/sup&gt; Chair, Board of Trustees Tuskegee University</td>
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<td>8:45 am to 9:15 am</td>
<td>Members of Congress: Remarks</td>
<td>The Honorable Doug Jones (D-AL) U.S. Senate</td>
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<td>The Honorable Anthony Brown (D-MD) U.S. House of Representatives</td>
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<td>The Honorable Barbara Lee (D-CA) U.S. House of Representatives</td>
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<td>9:15 am to 9:45 am</td>
<td>Leaky Pipes: Framing</td>
<td>Anita Estell</td>
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<td>Framing Presentation with Q &amp; A</td>
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<tr>
<td>9:45 am to 10:00 am</td>
<td>Break</td>
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<td>Time</td>
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| 10:00 am to 11:00 pm | Conversations: Pioneering WoC Panel       | **Moderator:** Tamika Tremaglio  
Partner, Deloitte  
Dr. Johnnetta Betsch Cole – Co-Host  
President and Board Chair  
National Council of Negro Women  
Dr. Lily McNaIr – Co-Host  
President, Tuskegee University  
Ms. Mariela Cordona  
Senior Executive, USCIS/DHS (Retired) |
| 11:00 am to 11:05 am | Video Greetings                           | Jennifer Martineau  
Senior Vice President, Global Research, Evaluation & Societal Programs  
Center for Creative Leadership |
| 11:05 am to 11:15 am | Breakout Session Framing                  | Emma Flack  
Leadership Solutions Partner  
Center for Creative Leadership |
| 11:15 am to 11:25 am | Break                                      | Move to Workshop Area                                                                             |
| 11:25 am to 12:25 pm | Breakout Session I                        | Problems  
• Assessment of Issue  
• Report Findings |
| 12:25 pm to 1:25 pm | Lunch                                     | Two Presentations                                                                                  |
| 12:25 pm to 12:45 pm | Remarks with Q & A                       | Dr. Sylvia James (for Dr. France Cardova)  
Deputy Assistant Director  
Education & Human Resources Directorate  
National Science Foundation |
| 12:45 pm to 1:05 pm | Remarks with Q & A                       | Dr. Leticia Tomas Bustillos  
Consultant, Left Out Report |
| 1:25 pm to 1:35 pm  | Break                                     | Move Back to Workshop Area                                                                        |
| 1:35 pm to 2:35 pm  | Breakout Session II                      | Solutions  
• Identification of Solutions  
• Recommendations |
| 2:35 pm to 3:35 pm  | Breakout Session III                     | Prototype Intervention(s)  
• Socialize WoC Executive Leader Accelerator + Alliance Solution  
• Report Recommendations |
| 3:35 pm to 3:40 pm  | Closing Remarks                           | Anita Estell                                                                                       |
| 3:40 pm to 4:15 pm  | Network & Mingle                          |                                                                                                     |
Corporate Sponsor: Champion

**Alva Adams** is Senior Director of Multicultural Business Alliance and Strategy; and Multicultural Dealer Relations for Toyota Motor North America. In this role, she is responsible for directing strategy for Toyota’s multicultural partnerships, organizational support and sponsorships relevant to Toyota/Lexus multicultural business initiatives covering the African American, Native American, women and veterans’ external/community outreach. She is also responsible for leading collaborative projects that engage the Toyota/Lexus Minority Owners Dealership Association (TLMODA), including the National Association of Minority Automobile Dealers (NAMAD).

Her leadership encompasses the coordination and communications with Toyota’s cross functional departments, executive leadership, field offices and internal Toyota Motor Sales departments and multicultural dealers.

A native of Fort Lauderdale, Florida, Adams holds a bachelor’s degree in accounting from Howard University and a certificate in diversity from the University of Houston. Adams currently serves as the Chair of the YWCA of Greater Los Angeles Board of Directors; and serves on the boards of The Salvation Army’s National Advisory Board, International Black Women’s Public Policy Institute and National College Resources Foundation. She is President Emeritus of Howard University Alumni Club of Southern California and is a member of Alpha Kappa Alpha Sorority.

Corporate Host

**Scott Drach** is the vice president of Human Resources for Defense, Space & Security (BDS). In this role, he is responsible for the successful execution of human resources initiatives to drive business performance and to create and sustain a premier work environment for employees. He also provides direction on employee and organizational policies, strategies and processes throughout BDS.

BDS is one of the world’s largest defense, space and security businesses specializing in innovative and capabilities-driven customer solutions, and the world’s largest and most versatile manufacturer of military aircraft. Headquartered in Arlington, Va., BDS is a $26 billion business with about 37,000 employees worldwide.

Drach is a graduate of Louisiana State University and has a master’s degree in industrial relations from Louisiana Tech University. He is certified by the Human Resources Certification Institute as both a global professional and a senior professional in human resources. Drach served six years in the Louisiana Army National Guard. He is a member of Rotary International and the Society for Human Resource Management, the University of Puerto Rico at Mayaguez College of Business Advisory Council and the chair for the Aerospace Industries Association Workforce Council.
Co-Hosts

Johnnetta Betsch Cole, Ph.D. is an accomplished educator and museum professional; noted speaker and author on issues of diversity, equity, accessibility, and inclusion; and a committed advocate for social justice. She currently serves as the National Chair and Seventh President of the National Council of Negro Women, an advocacy organization with more than 2 million members, working in the interest of women’s rights and civil rights.

Dr. Cole rose to national prominence as the first African American woman President of Spelman College and, later, as President of Bennett College, making her the only person to serve as president of both historically Black colleges for women in the United States. Over the course of her career, she has held teaching and administrative positions in anthropology, women’s studies, and African American studies at several major universities.

After retiring from academia, Dr. Cole served as the Director of the Smithsonian National Museum of African Art for eight years. Upon her retirement from the Smithsonian she received the title of Director Emerita. Following her years at the Smithsonian, Dr. Cole was a Principal Consultant with Cook Ross, a management consulting firm, where she co-led a Chief Diversity Officer Leadership Forum and worked with various companies to create more inclusive and equitable workplaces.

Dr. Cole has served on the corporate boards of Home Depot, Merck, and Nation’s Bank South. And she was the first woman appointed to the board of Coca-Cola Enterprises. She is a member of the American Academy of Arts and Sciences, a fellow of the American Anthropological Association, and a member of the Association of Black Anthropologists. She is a member of the, Delta Sigma Theta Sorority, Inc., The Links, Inc., and a Life Member of NAACP. Johnnetta Betsch Cole has authored, co-authored and edited several books and numerous articles for scholarly and general audiences. She is the recipient of numerous awards and has received 69 honorary degrees.

Dr. Lily D. McNair has been selected as Tuskegee University’s eighth president by unanimous vote of the university’s Board of Trustees. Her appointment as Tuskegee’s first female president comes after nearly seven years of service as provost and senior vice president for academic affairs at Wagner College — a private college of 2,200 students located on New York’s Staten Island. She previously served as associate provost of research and divisional coordinator for science and mathematics at Spelman College, where she was responsible for cultivating the institution’s research capabilities. This included strengthening its infrastructure of policies and procedures related to faculty involvement in research and developing a coordinated system to improve the efficient use of its research resources. Dr. McNair served as associate professor of psychology and associate director of the Clinical Psychology Doctoral Training Program at The University of Georgia, where in 1999 she was the first African American woman to obtain tenure and promotion in the Department of Psychology. She also has served as professor of psychology on the faculty of The State University of New York at New Paltz, and as a clinical psychologist at Vassar College.

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Members of Congress

U.S. Senator Doug Jones (D-AL) came to the U.S. Senate via a special election held on December 12, 2017. He has brought a lifelong passion for justice and commitment to service to his role in the U.S. Congress. He understands that public service is a privilege that comes with the responsibility of making the country better for all Americans, regardless of their backgrounds or political views.

After graduating from Cumberland School of Law at Samford University, he worked as staff counsel to the U.S. Senate Judiciary Committee for Senator Howell Heflin. Following his stint in Washington, Senator Jones served as an Assistant United States Attorney from 1980-1984. He left government service in 1984 and was in the private practice of law in Birmingham, Alabama, until President Bill Clinton nominated him to the position of United States Attorney for the Northern District of Alabama. His nomination was confirmed by the Senate in November 1997 and he served as U.S. Attorney until June 2001. It was while serving in that position that Senator Jones successfully prosecuted two of the four men responsible for the 1963 bombing of the 16th Street Baptist Church—finally bringing full justice and closure nearly 40 years after the attack that killed four young girls. Along with taking on the Ku Klux Klan, he indicted domestic terrorist Eric Rudolph and prosecuted other criminals who sought to use fear, hatred, and violence to inhibit the rights of others. He serves on the Senate Armed Services; Banking, Housing & Urban Affairs; Health, Education, Labor & Pensions; and Special Aging committees.

U.S. Representative Barbara Lee (DCA) is the only African American woman in Democratic Leadership, serving as Co-Chair of the Policy and Steering Committee. As Co-Chair, Rep. Lee works to ensure that all committees reflect the diversity, dynamism, and integrity of the U.S. House of Representatives Democratic Caucus. She also works to advance the policies that comprise the Democratic “For the People” agenda. She is a member of the powerful Appropriations and Budget committees. She currently serves as the Chair of the Majority Leader’s Task Force on Poverty and Opportunity, Co-Chair of the Pro-Choice Caucus, and Co-Chair of the Cannabis Caucus. She is the former chair of the Congressional Black Caucus (111th Congress) and Co-Chair of the Congressional Progressive Caucus (109 & 110th Congresses). Rep. Lee received international attention in 2001, when she was the only member of Congress to oppose the authorization of use of military force in the wake of the September 11th attacks. Since entering Congress in 1998, she has authored and co-authored every major piece of HIV/AIDS legislation including the legislative frameworks for the President’s Emergency Plan for AIDS Relief and the Global Fund to Fight AIDS, Tuberculosis and Malaria. She formed the bipartisan and bicameral Congressional HIV/AIDS Caucus, which she co-chairs. Rep. Lee is a licensed social worker, a graduate of Mills College and University of California Berkeley.
U.S. Representative Anthony G. Brown is the son of immigrants and raised in a home where his father was the first in the family to ever attend college. Rep. Brown was taught the value of service at a young age. Through his military and public service, he has devoted his life to serving his community and defending our nation. Rep. Brown serves as the Vice Chair of the House Armed Services Committee, where he helps shape the policies to ensure we maintain the best trained and best equipped military, make the right investments to fight 21st century threats, and keep our country strong and safe.

Elected to Congress in 2016, Rep. Brown is also a member of the House Committee of Natural Resources working to ensure future generations of Marylanders enjoy a clean and healthy environment. He was also tapped by Democratic leaders to serve on the equally divided House Committee on Ethics. The Ethics Committee interprets, investigates and enforces the House Code of Official Conduct and rules regarding gifts, financial disclosure and other activities of Members of Congress and employees. Rep. Brown is currently co-Chair of the New Democrat Coalition’s National Security Task Force. He is the former Lt. Governor of the State of Maryland. A retired Colonel in the United States Army Reserve, Congressman Brown’s military record spanned more than a quarter century as an aviator and JAG officer, during which time he graduated first in his flight class and received both Airborne and Air Assault qualifications. Congressman Brown was awarded the Legion of Merit for his distinguished military service.

Honorary Host & Convener

Norma B. Clayton is Vice President for Learning, Training and Development at The Boeing Company and Chair of the Tuskegee University Board of Trustees. Prior to these roles, she led a number of important assignments, including a Global Sourcing Initiative to increase growth and productivity. She has also held leadership roles within Boeing Defense, Space & Security, including Vice President of Supplier Management and Procurement, and Vice President and General Manager of the Maintenance and Modification Centers. Clayton has earned master’s degrees in Business Management and Human Resource Development from Webster University, a bachelor’s degree in industrial administration from the New Jersey Institute of Technology and is pursuing a PhD. Prior to her election as Chairwoman of the Board of Trustees, Clayton previously served as its First Vice Chair, Boeing executive focal for Michigan State University, and is a member of Leadership America, the American Society of Industrial Engineers and the National Association of African Americans in Human Resources.
Moderator

Tamika Tremaglio is the Greater Washington managing principal and is responsible for overseeing more than 10,000 audit, tax, advisory, and consulting professionals in the region. She helps to drive client and business growth and further enhance Deloitte’s strategic positioning in the Greater Washington market. In addition to Tremaglio’s leadership responsibilities, she works with clients in the forensics and investigations space. Tremaglio has led numerous large US and multinational client relationships for the Advisory practice across the life sciences and health care and consumer and industrial products industries in forensic and dispute services. Additionally, she serves as corporate secretary on the Deloitte Transactions and Business Analytics LLP board.

Panelist

Mariela Cardona is a retired member of the Senior Executive Service, and currently is a senior communications and stakeholder engagement leader with more than 30 years of experience in the federal immigration and homeland security arena. She has led strategic communications, customer service, and engagement for the US Citizenship and Immigration Service (USCIS), the Department of Homeland Security (DHS), and the legacy Immigration and Naturalization Service (INS). Through her effort, she has fostered a positive view of agency operations by delivering services and building strong coalitions of customers and stakeholders using an integrated approach to technology and innovation, information delivery, engagement, and public education efforts. Ms. Cardona’s experience leading teams and programs through major transitions and integrating cutting-edge IT solutions to improve customer service delivery provides unmatched support to her clients.
Guest Speakers & Presenters

**Rev. Dr. Gwendolyn Elizabeth Boyd** is an engineer and is described as a dynamic and relevant leader, a prolific motivational speaker, a powerful preacher and a prominent advocate for STEM (Science, Technology, Engineering and Mathematics) education. Boyd is a native of Montgomery, Alabama and received a full scholarship to attend Alabama State University where she graduated summa cum laude with a Bachelor of Science degree in mathematics with a double minor in physics and music. She received a full fellowship to pursue graduate studies at Yale University where she was the first African American female to earn a M.S. degree in Mechanical Engineering from this Ivy League institution. She earned both the Master of Divinity and the Doctor of Ministry degrees from Howard University. Additionally, she has been awarded an Honorary Doctor of Humane Letters from Lincoln University (2004), Bennett College (2004) and Kentucky State University (2019) and an Honorary Doctor of Laws from the University of Arkansas at Pine Bluff (2019). Rev. Dr. Gwendolyn Boyd is a minister and an ordained itinerant elder in the African Methodist Episcopal Church. She serves on the ministerial staff of Ebenezer AME Church in Fort Washington, Maryland. She is also a sought-after speaker and lecturer to various audiences on topics including STEM, higher education, HBCUs, leadership development, and non-profit board development. She mentors young people interested in careers in science and engineering. She is the former President of Alabama State University and Delta Sigma Theta Sorority, Inc.

**Dr. Leticia Tomas Bustillos**, served as the Co-Facilitator/Coordinator for the inaugural **PolicyThink: Women of Color Policy Summit** hosted by CELIE. Dr. Tomas Bustillos is an independent consultant working with higher education focused organizations, including the Institute for Higher Education Policy (Washington DC), the Campaign for College Opportunity (Los Angeles, CA), and the Southern Education Foundation (Atlanta, GA). Previously, she was Associate Director of the Education Policy Project at the National Council of La Raza’s (NCLR) Office of Research, Advocacy and Legislation where she focused on Latino students in K–12 and higher education at the federal and state levels. More recently she managed the drafting of the **Left Out report**, which documents the under-representation of Latinx faculty and administrators in the California higher education system.
Dr. Sylvia M. James is the Deputy Assistant Director of the National Science Foundation’s (NSF) Directorate for Education and Human Resources (EHR). As the Deputy Assistant Director, Dr. James oversees aspects of directorate program development, staffing, performance management, and internal and external communications. Dr. James currently serves as the Co-Chair of the Federal Coordination in STEM (FC-STEM) Interagency Working Group on Inclusion in STEM (IWGIS) and was a member of the Burroughs Wellcome Fund, Student Science Enrichment Program (SSEP) Advisory Committee from 2012-2016. In addition, she has served as an education consultant for science education radio, youth publications, and museums and an adjunct science faculty member. Dr. James holds a Bachelor of Science degree in Biology from Loyola University, a Master of Science degree from Johns Hopkins University, and a Doctorate in Science Education from Morgan State University.

Jasmine McClam is a rising senior, international studies and Spanish double major at Spelman College from Missouri City, Texas. Jasmine McClam has been selected as one of Forbes Under 30 recipients. As lead facilitator at a Spanish after-school program in two elementary schools in Atlanta, Georgia, McClam has volunteered over a hundred hours teaching Spanish to youth ages 6-10. While studying at Spelman, McClam has traveled to seven Spanish-speaking countries and has conducted research on how Afro-Uruguayan women mobilize politically. She is also a campus ambassador, a Peer Assistant Leader (PAL), serves as the Co-Communications Chair for Spelman’s Chapter of UNICEF, and has interned for political campaigns and non-profit organizations in Atlanta and in her hometown of Missouri City. After graduating from Spelman, McClam plans to pursue a master’s degree in public policy in order to study how past policies have positively and negatively impacted our public-school system and develop and implement strategies that provide vulnerable communities better education. After graduate school, she aspires to become a Texas legislator, drafting policy to improve public education and to be a voice for culturally diverse communities across the state.
Princess M. Cullum
Leadership Solutions Partner

Experience
Princess is a Leadership and Culture Executive with more than 15 years of global experience in multiple industries including investment banking and financial services, utilities, healthcare, education, technology, and manufacturing/consumer products. More specifically, she has worked for world-class companies such as Bank of America, Duke Energy, Cancer Treatment Centers of America, International Capital and Management Corporation-St. Thomas, US Virgin Islands, Hewlett-Packard, General Mills, and Hallmark Cards.

Princess is a sought-after expert in the areas of Leadership Assessment and Development, Executive Development, Learning and Development, Competency Identification, Diversity and Inclusion, Succession Planning, Performance Management, Organizational Development, and Employee Engagement. Princess is also a scholar-practitioner with experience at colleges and universities across the U.S., teaching and conducting research in learning technologies, management, and marketing.

Current Role
Princess serves as leadership solutions partner for the design and delivery of custom leadership development solutions. Her focus is designing and delivering leadership programs for managers and executives in a variety of corporate and government fields. Building on years of leadership practical application, she connects the leadership competencies desired by client organizations and their leaders with the world-class portfolio of CCL® solutions. She is certified on Targeted Selection and Leadership Facilitator Development Dimensions International®, Situational Leadership II®, Achieve Global®, and MindGym®.

Educational Background
Princess holds a Doctor of Philosophy from the University of North Texas at Denton, a Master of Business Administration from Washington University in St. Louis, and a Bachelor of Journalism from the University of Nebraska at Lincoln. She is certified to deliver feedback in all CCL 360-degree assessments, Zenger Folkman® assessments, DISC® assessments, Insights Discovery®, and Hogan® assessments.

Professional Affiliations
Princess has presented at the Academy of Human Resource Development International Research Conference, iConference, AECT International Convention, International Graduate Student Seminar on Design Based Research, and other conferences. She is a published author in the International Journal of Business and Management, iConference, Online Journal for Workforce Education and Development and the Association for Educational Communications & Technology TechTrends.
Joanne Dias
Leadership Solutions Partner

Experience
Joanne has worked in and with a variety of industries including Healthcare, Automotive, and Education, with clients ranging from Fortune 500 MNCs to dynamic startup organizations. As part of her organizational development portfolio, Joanne has designed and delivered assessment & development centers in 12+ countries around the globe. She has also facilitated organizational change initiatives and trainings to support leadership capability development for individuals, cross-functional and executive teams in order to drive performance. Joanne has also served as an executive coach to leaders to support individual development in a one-on-one environment in order to achieve significant business results.

Joanne has lived and worked in the US, Europe and the Middle East, and has worked with participants from six continents. Prior to joining CCL®, Joanne was based in Germany and New York, as a principal consultant for a consulting firm specializing in agile leadership development.

Current Role
Joanne serves as a senior faculty member for CCL’s Global Markets custom work based in Greensboro, NC. Her focus is designing and delivering customized leadership programs for managers and executives within global organizations. Joanne utilizes her knowledge of organizational behavior, I/O Psychology and business expertise to develop program designs tailored to each organization’s unique needs. Joanne applies her passion for diversity and development to her work with organizations and their leaders in order to enable them to fulfill their potential in an ever-changing global marketplace.

Educational Background
Joanne earned a B.A. in English, with minors in Psychology & Social Behavior and Business Management from the University of California, Irvine and a M.A. in I/O Psychology from The Chicago School of Professional Psychology. She is a Certified ScrumMaster® and is pursuing a coaching credential with the Coaches Training Institute. Her areas of interest include leadership assessment and development, learning agility, Diversity, Equity & Inclusion (DEI) and individual and team coaching.

She is certified in 4MAT, WorkPlace Big Five Profile™ and the Center’s 360-degree suite of assessments.

Professional Affiliations
Joanne is a member of the Society for Industrial and Organizational Psychology, and serves as a committee member and reviewer for articles on emerging topics in the field of I/O Psychology. She is also an active member of the Scrum Alliance®, the largest professional membership organization in the Agile community.
Experience

Emma Flack is a seasoned practitioner in change leadership, diversity and inclusion, organizational effectiveness, and strategic leadership communications. Over her career, she has led leadership development and talent management programs for Fortune 500 companies as a consultant and through internal industry roles. Her international business experience spans Latin America, Europe, the Middle East, and Asia-Pacific.

Prior to joining CCL®, Emma was a Sr. Organizational Change Management Consultant with Halliburton. Her experience there included mergers and acquisitions, large-scale technology implementations, culture change initiatives, and enterprise-wide programs impacting leaders, employees, and external stakeholders of the organization.

An award-winning communicator, she led executive communications for a division of Hewlett Packard Enterprise, and was previously a Sr. Change Management Consultant for Towers Watson in the Rewards, Talent and Communication Practice. In this role, she managed global change and talent management projects for international clients in the technology, health care, consumer goods, pharmaceutical, financial services, manufacturing, and energy industries.

Current Role

Emma serves as a leadership solutions partner at CCL, designing and delivering custom leadership programs for managers and senior leaders across various industries. Her focus areas include change leadership, and equity, diversity and inclusion programs for women and leaders of color. She is certified to deliver feedback in all CCL 360-degree assessments, and other tools including FIRO-B, FIRO-Business, Paradigm Personality Labs WorkPlace Big 5 Profile, Change Style Indicator, Change Navigator, and 4MAT.

Educational Background

Emma earned a B.A. in Romance Languages (Spanish) and Journalism from the University of North Carolina at Chapel Hill; M.B.A. from Georgia State University; and Doctor of Education from the University of Georgia in Learning, Leadership and Organizational Development. Her doctoral research focused on cultural competency and leveraging diversity in multicultural organizations.

Professional Affiliations

Emma has presented at several human resources and adult learning conferences including the Academy for Human Resource Development, the National Association of African Americans in HR, and the Society for Human Resource Management. She has also presented at national professional trade events such as the National Latino Leadership Alliance, HR Technology Conference, DRI: The Voice of the Defense Bar, and Prospanica: The Association of Hispanic Professionals.
Noleter Miller
Leadership Solutions Facilitator

Experience
Noleter brings more than 17 years of leadership experience in customer service, management, coaching and youth leadership training for The Center for Creative Leadership (CCL). Since joining CCL, she has led multiple functions including operations, information technology, and customer service. She has a track record of developing staff to achieve peak performance in providing excellent customer service. She has served on many cross-functional initiatives and teams. She has been recognized for increasing operational efficiency, quality and has a unique ability to understand the needs of diverse stakeholders. Noleter also has a passion for working with young people in addition to adults. She has worked with a wide variety of young adults, including low income and at-risk populations. She has served as mentor, coach and facilitator with CCL with the Golden Leaf Scholars leadership development program for college students and YMCA Black and Latino Achievers Program.

Current Role
Noleter serves as a Global Markets leadership solutions facilitator. She provides support to faculty and portfolio managers for design, development and modifications to Open Enrollment (OE) and custom program content. Support includes topic-specific research, drafting program design including representative content from across the CCL portfolio. Noleter delivers content for CCL open enrollment and/or custom programs.

Educational Background
Noleter earned a B.S. in Cultural and Social Development and MAEd in training and development from North Carolina Agricultural and Technical State University. She is certified in 4MAT, Polarity Management and the Center’s 360-degree suite of assessments: Benchmarks, Executive Dimensions, Prospector, 360 by DESIGN.
Shelley Thompkins
Leadership Solutions Partner – Global Markets

Experience
Shelley Thompkins is a seasoned professional with over 20 years of experience in market-leading organizations and Fortune 500 corporations. She is an American who has global experience in various countries either through visitation or work assignment including: China, India, Nepal, Britain, Germany, Spain, Italy, Ireland, Greece, Kenya, Egypt, and throughout the Caribbean. She has spoken on various topics including Emotional Intelligence, Leadership Development, Importance of a Growth Mindset, Agility, Resiliency and Grit, Team Effectiveness, Bridging the Generational Gap, Change Management, Strategic Thinking, Realizing Staff Potential and Unlocking Clinical Excellence. Shelley successfully developed and implemented leadership and talent development programs as well as led organizational effectiveness initiatives leveraging best practices across diverse industries. Her collaborative leadership style is used to build consensus to improve skills and knowledge which has led to improved employee performance and engagement, leadership effectiveness and improved organizational outcomes.

Current Role
Shelley works with global clients as a Leadership Solutions Partner at the Center for Creative Leadership (CCL) helping leaders become extraordinary performers, visionaries, collaborators as well as critical and strategic thinkers. Her focus is designing and delivering highly regarded leadership programs for managers and executives that escalate CCL’s brand of delivering Results That Matter. She facilitates a suite of highly-regarded programs across industries for open enrollment and customized client programs for leaders at various levels. Shelley also serves as a CCL feedback coach and Organization Workshop facilitator.

Educational Background
Shelley earned a Bachelor of Arts from Howard University, a Master of Business Administration from American University and a Master of Theological Studies from Emory University. She began her doctoral journey at the University of Virginia and completed her PhD in Business Management at Capella University. She is certified in Emotional Intelligence, Strategic Planning, DISC, Workplace Big 5, FIRO-B®, FIRO-Business, 4MAT and 360 Assessment Suite.

Professional Affiliations
Shelley has presented at the Association for Talent Development, Winthrop University, Charlotte Corporate Women’s Network, Queens University Leadership Summit, the International Society for Performance Improvement, UNC Charlotte Leadership Summit, SHRM Luncheon Series and Central Church, to name a few. Her research in Emotional Intelligence resulted in a published study entitled, “A Leader’s Level of Emotional Intelligence and its Impact on Employee Engagement: A Case Study” published by ProQuest. She has also authored a chapter entitled, “Frontline Leaders – Groomed Not Named” in the book, “Coaching Perspectives VIII”. She is a member of the American Management Association and the Association of Talent Development. She hosts a YouTube cooking show - Chef Shelley Thompkins and has published a companion cookbook on Amazon.com entitled, “Simple, Delicious and Healthier Recipes for People on the Go”.

1920 L Street, NW, Suite 320, Washington, DC 20036 • (202) 898-2010 • www.celie.org • www.xxtra.org

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