

KEVIN M. ZACHERY

SUMMARY

Experienced leadership and organizational development practitioner for performance improvement, positive behavior change, neuroleadership, group dynamics, team building, executive coaching, managing conflict, change management, and adult education. Capitalizes on research from the fields of neuroscience, cognitive psychology, ontology, and quantum physics to provide developmental processes that improve results for organizations and individuals. Ideal for a senior position in organizational and leadership development, talent development, executive development, or learning development. Has held Top Secret clearance. Author of *The Leadership Catalyst: A New Paradigm for Helping Leadership Flourish in Organizations*.

EDUCATION

- University of Pennsylvania (M.S., Organizational Dynamics, 2012). Holds graduate certificates in: Organizational Leadership and Management, Organizational Development and Change, and Organizational Coaching
- U. S. Naval Academy (B.S., General Science, 1988)
- Additional Education: Stephen R. Covey's *7 Habits of Highly Effective People* and *Speed of Trust*, The Josephson Institute of Ethics' *Six Pillars of Character*, Institute for Global Ethics' *How Good People Make Tough Choices*, Myers-Briggs Type Indicators, DiSC, Herrmann Brain Dominance Instrument, Thomas-Kilmann Conflict Mode Instrument, Total Quality Leadership, LEC leadership, AMA leadership

EXPERIENCE

Director, Division of Workforce Development (GS-0340/0301-15)

HRSA | DHHS, Rockville, MD

April 4, 2016–Present (40 hours/week)

The lead learning and development official for the organization, responsible for formulating, organizing, planning, and executing goals and objectives to significantly enhance training and development opportunities for 2,200 administrative and professional staff at the Health Resources and Services Administration (HRSA), an operating division of the Department of Health and Human Services. Leads planning, formulation, implementation, and evaluation of training programs and policies covering technical training, career development programs, and consulting services for the entire HRSA community. Provides overall leadership and consultation to HRSA's 6 Bureaus and 10 Offices for all training and development programs and projects as well as orientation programs for new staff members. Manages internal certification programs for Supervisors and Grants Management officials. Represents HRSA on HHS and interdepartmental committees and working groups on training and development. Leads team of up to 16 FTEs and manages a contract budget of up to \$1.5M.

- Created a Leadership Development Continuum model to balance limited resources and organize all of HRSA's training and developmental opportunities in a curriculum that addresses every level of responsibility in the organization and connects all training efforts to HRSA's core competencies to aid in staff career development.
- Implemented HRSA IdeaSpring, a four-month program to kick-start innovation projects in the organization, providing initial training in innovation concepts (such as design thinking, lean management, stakeholder assessment, and agile project management) as well as coaching and mentoring of participant teams through the process, culminating in a showcase of progress, results, and recommendations or next steps for senior leadership.
- Implemented a program to provide sustained resources and support to ongoing innovation and change-management projects in the organization, including education, coaching, mentoring, tracking, and reporting efforts, as well as a repository of articles, videos, and tools.
- Provided organizational development facilitation and coaching to Bureau and Office leadership, as a practitioner, a leader of in-house practitioners, and as coordinator of vendor-provided coaching and facilitation services. Also provided organizational development facilitation to the Office of the Surgeon General.

- Created an Executive Development Program for GS-15 and SES employees in support of SES Reform initiatives.

Adjunct Professional Lecturer, Key Executive Leadership Programs

American University, Washington, DC

July 1, 2019–Present (intermittent)

Serves as adjunct faculty in the Key Executive Leadership Program in the School of Public Affairs. Teaches courses aligned with the Executive Core Qualifications (ECQs), developed by the U.S. Office of Personnel Management (OPM), to prepare government professionals seeking to become effective, top-quality team and executive leaders.

2014–2016 | Program Manager & Organizational Design Specialist | Angarai International, Inc., Greenbelt, MD

2013–2014 | Program Manager | Knowledge Advantage, Inc., Gaithersburg, MD

2012–2013 | Organizational Analyst | Computer Geeks, Woodbridge, VA

(40 hours/week)

Provided organizational development and program management services to the Department of Defense.

Developed and provided impact analysis of activity prioritization, sequencing changes, and other effects of government work. Designed high-level, high-visibility briefings and graphics for senior department personnel. A key member of the DoD CAF Consolidation and Implementation Program Executive Office (PEO), which operated under the authority, direction, and control of the Director of Administration, in the Office of the DoD Chief Management Officer to facilitate consolidation of seven clearance adjudication facilities into a single 750-person organization. The PEO also provided support to the Offices of the Under Secretaries of Intelligence and Policy—OUSD(I) and OUSD(P).

- **DoD Consolidated Adjudications Facility**—Provided organizational design analysis, predictive organizational modeling, and recommendations related to the organizational dynamics of consolidating multiple military and government corporate cultures into one organizational entity. Created, validated, and maintained master files of personnel data, contract data, collateral duties, and organizational structure.
- **DITMAC/Continuous Evaluation Implementation**—Provided predictive organizational modeling and strategic analysis and planning services as part of the PEO's effort to support OUSD(I) implementation of the Washington Navy Yard Shooting recommendations directed by the Secretary of Defense.
- **JPAC-DPMO Consolidation**—Provided assistance to OUSD(P) in setting up an implementation plan for consolidating all Defense Department POW and MIA accounting assets into a single agency.

Principal and Co-founder

Bravo Zulu Consulting LLC, Annapolis, MD

November 1, 2005–April 4, 2016 (40+ hours/week)

Provided leadership, organizational, and communications development services to help groups and individuals become more successful in what they do, as well as strategic consulting to help them more effectively communicate what they do. Created *Leadership in Depth* by teaching people how to identify effective and ineffective behaviors, capitalize on behavior-change best practices, and become *Leadership Catalysts* who create breakthrough results and inspire improved performance and leadership abilities in those around them. Services included *360° Leadership Insights* feedback processes for leaders, *Organizational Culture Assessment Instrument (OCAI)* for organizations, team-building and collaboration workshops, and leadership development processes for all levels of the organization. Projects include:

- **DoD Inspector General**—Provided communications and program management support to the Lead Inspector General for Overseas Contingency Operations. Assisted in writing and publishing the semiannual and quarterly Reports to Congress on behalf of more than 20 oversight agencies.
- **Department of Treasury**—Provided communications support to the Office of Inspector General and Office of Financial Research, assisting with document templates, editing, visual effectiveness, and user guides.
- **Consumer Finance Protection Bureau (CFPB)**—Provided 2- and 3-day leadership and group dynamics workshops.
- **Special Inspector General for Troubled Asset Relief Program (SIGTARP)**—Consulted to provide communications and program management support to SIGTARP. Assisted in writing, data analysis for, and publishing of the semiannual and quarterly Reports to Congress.

- **Special Inspector General for Iraq Reconstruction (SIGIR)**—Consulted to provide communications and program management support to SIGIR. Assisted in writing, data analysis for, and publishing of the semiannual and quarterly Reports to Congress.

Director, Professional Development

PBS, Alexandria, VA

April 6, 2004–November 1, 2005 (40 hours/week)

Designed and provided continuing education and professional development to a diverse workforce located at 148 PBS stations across the United States, using a variety of in-person, online collaboration, web portals, and other distance-learning processes. Planned and managed the implementation of three annual seminars for more than 300 people, involving 30+ presenters across three days: (1) organizational strategic planning using *Appreciative Inquiry* methods, (2) professional development and community outreach, and (3) the latest education, training, and distance-learning methods and technology on behalf of the Department of Education.

2001–2004 CEO, Principal Consultant

Leadership Insights, Inc., Annapolis, MD

October 10, 2001–April 6, 2004 (40 hours/week)

Co-founded leadership development and business consulting company, helping clients improve organizational and individual performance, create positive corporate cultures, and enhance their success. Utilized unique blend of transformational and structured developmental processes to help small businesses and individuals, including strategic planning for a boutique marketing company and a business intelligence startup, as well as executive coaching for a naval commander and a performance-improvement consulting entrepreneur.

Educational Specialist

USinternetworking, Inc., Annapolis, MD

March 1, 1999–October 10, 2001 (40 hours/week)

Senior Consultant, USi University (2000–2001)

- Assisted in the creation of a corporate university that provided access to off-the-shelf technical training, established technical certification processes, and designed specialized training when needed.
- Designed a Leadership Development program for 200 company managers, from senior executives to line supervisors.
- Created and led an ad hoc community of employees (“USi Champions”) dedicated to influencing and championing the success of the company and developing breakthrough performance for employees. Recognized as a visionary and powerful leader during public address by the CEO.
- Facilitated unit strategy and performance-improvement meetings.
- Developed internal training programs for ERP, CRM, and e-Commerce applications.

Senior Consultant, Client Services Improvement Group (2000)

- Managed the development and initial implementation of a company-wide career management program.
 - Consolidated 335 job titles into a standardized career ladder of 12.
 - Identified descriptions, responsibilities, requirements, and proficiency levels for each job and role in the product delivery process.
 - Tied competency elements to specific training requirements.
- Managed the development of a training analysis and tracking program to meet employee certification, ISO 9001, training, and employee succession planning requirements.

Lead Instructor, Educational Services (1999–2000)

- Responsible for at-risk client remaining with USi. Brokered a breakthrough in communication and understanding between client (marketing culture) and USi development team (IT culture), facilitating trouble-shooting and problem solving of e-commerce implementation—in the 2nd month as an employee.
- Developed a team of three instructors to deliver training of e-commerce software, generating more than \$1 million revenue annually and saving an additional \$1 million per year in internal training costs. Generated three major clients through open-enrollment education, resulting in multimillion-dollar contract value. Recognized by vendor as the premier training group in the country—preferred by vendor’s clients and used to educate vendor’s own personnel and trainers.

U. S. Navy Officer

May 25, 1988–February 28, 1999 (40+ hours/week)

Military Advisor (1998–1999)

U.S. Naval Academy, Annapolis, MD

Assisted the Director in forming the newly created *Center for the Study of Professional Military Ethics*, providing executive support and operational logistics, as well as developing operating procedures for working within the Naval Academy system.

Officer-in-Charge, Naval Beach Group Two (1996–1998)

Little Creek Amphibious Base, VA

- Formed, trained, and certified four amphibious logistics detachments in amphibious and beach landing operations. While on assignment to Amphibious Squadron Two for a six-month Mediterranean deployment, served on the amphibious battle group commander's executive team and advised the battle group commander on amphibious-assault transport operations. Planned, organized, and led logistics operations for multinational amphibious expeditionary exercises in the Mediterranean Sea.
- Revised, edited, created graphics for, and published the 250-page *Beachmaster Unit Two Operations Guide*, updating procedures and information for conducting amphibious assault beach operations.

Assistant Chair, Department of Leadership, Ethics, and Law (1994–1996)

U.S. Naval Academy, Annapolis, MD

- Coordinated the efforts of more than 25 military and civilian professors and managed daily operations of the department while teaching a full course load and serving as an athletic team coach and student mentor.
- Developed and taught leadership, ethics, and character development courses:
 - Consistently evaluated as one of the department's top instructors and received Instructor of the Semester award.
 - While still a junior officer (O-3), selected to teach the newly instituted ethics courses, which were typically taught by senior officers (O-6).
- Created numerous high-visibility briefing reports, presentations, and white papers that were provided to visiting foreign and national dignitaries.

Damage Control Assistant (1992–1994)

USS Cowpens (CG-63), San Diego, CA

- Responsible for leading emergency response teams onboard a guided-missile cruiser, reporting directly to Commanding Officer during shipboard emergencies. Received accolades by Fleet Training Team for performance during Total Ship Survivability Testing: "The ship would not have passed final certification for deployment if not for the performance of its DCA."
- Managed and trained a 330-person damage control organization in firefighting, flooding control, emergency repair, chemical-biological-radiological defense, and other shipboard emergencies. Team recognized as #1 on the West Coast.
- Managed a 35-person maintenance and repair division (ER09) comprising personnel assigned from every department on the ship, requiring collaboration and coordination with every other officer. The ER09 division consistently received high marks during inspections and certification visits.

Communications Officer, Deck Officer (1988–1992)

USS Mauna Kea (AE-22), Concord, CA

- Key member of shipboard team to prepare a 330-person, all-male crew for the integration of the ammunition carrier's first female crewmembers—the first active-duty ship on the West coast selected to pilot the program. Assisted in the development and delivery of shipboard strategy sessions and culture-change training, managed major ship retrofitting, and led the largest female contingent once integration was complete. Ship's performance improved significantly with these efforts, as evidenced by the award of three consecutive Battle Efficiency awards after integration of females, while no awards were earned in the previous five years with the all-male crew.
- Led deck operations team of more than 100 personnel—consisting of a wide range of backgrounds and experiences, including sailors who were former gang members, former skinheads, had master's degrees, or were old enough to be a parent—providing shipboard maintenance, cargo handling, and underway replenishment and refueling operations. Qualified as Officer of the Deck, in charge of bridge operations and ship maneuvering while underway, and Helicopter Control Officer, managing flight deck and vertical-replenishment operations.
- Managed Cryptological Material Security (CMS) program.