

CAROL BERGERON



Carol is a human capital & organizational performance consultant and coach. She has extensive experience in the creation of human capital strategies and the implementation of practical talent solutions. Her approaches are grounded in business goals and created collaboratively with executives for increased organizational fit and commitment. Industry experience includes technology, software, medical devices, manufacturing, professional-financial-tech services, venture capital, insurance, non-profit and state government.

Before founding her practice of 9 years, Bergeron Associates a Certified Women Owned Business Enterprise, Carol served on senior leadership teams during volatile economic times at General Scanning, Teradyne Laser Systems, ISI Systems and Symbolics.

As a strategic thinker, she is the architect of *Talent Strategy Took Kit™* - a process for mapping workforce investments to strategic goals, *Talent Zone Analysis™* – a workforce analysis tool for site selection decision making and *Talent Talks™* - a series of audio conferences to transfer know-how between people. As a researcher, she conducted a study among 100+ executives which revealed best practices used by executives of top performing companies.

Carol is an experienced instructor, facilitator and speaker with organizations like the Boston University's Corporate Management Education Center, Bentley College and executive business associations like *Mass Bio Tech Council*, *WPI Venture Forum*, *Senior Executive Networking Group NE*, *Institute of Management Consultants NE*, and *The Executive Committee*. She has published articles in the *Handbook of Business Strategy*, *Leadership Excellence*, *CEO Refresher*, *IndUS Business Journal*, *NonProfit World*, *Womens' Business Boston*, *Society of Human Resource Management*, *Insights* and her own monthly *enewsletter*.

As a community leader, Carol served as the President of the Institute of Management Consultants New England (IMCNE) where she stabilized membership, further strengthened its financial position and visibility in the community. She is on the membership committee for the Association for Corporate Growth (ACG). She served as an elected Trustee with fiduciary responsibility for a condominium association where she oversaw 2 major real estate projects.

Carol earned a Bachelor of Science Degree in Business Administration from the University of Vermont, executive program certificates from Cornell University and Babson College and is DiSC certified.

LIST OF SAMPLE PROJECTS – all designed to support business goal achievement

Person to Person

- ▶ **Leadership Coaching** – since no two leaders are on the same point of the leadership learning curve, prepared leaders for greater responsibility by coaching them one-on-one.
- ▶ **Team Development** – improved team effectiveness and productivity by assessing team's current state; solidifying team goals, roles & responsibilities, team structure and processes; retooling for resolving conflict, heightening awareness on attributes of high-performance teams and launching activities to strengthen trust between members.

Operational

- ▶ **Performance Management & Development Solutions** – customized performance and development management solutions to align employee and business goals. Designed for easy transfer to human capital software when budget permits. Facilitated workshops.
- ▶ **Compensation** – Designed compensation plans, ranges and structures, variable / incentive pay (sales, bonuses, profit sharing) and total compensation planning for executives, key, management and general employee populations.
- ▶ **Training, Development & Facilitation** – designed and delivered workshops and executive briefings: behavioral based interviewing, coaching, leadership, team development, aligning workforce to goals, performance management, meetings and project management. Planned and organized agendas and facilitated retreats and meetings.
- ▶ **Educational Audio Conferences** – launched a series of audio recordings on workforce effectiveness topics to transfer know-how between people.
- ▶ **Reduced Turnover** - among customer service engineers and improved customer satisfaction through job redesign, multi-directional career development, changes to compensation, product training and improved communication tools and recognition forums.
- ▶ **New Site Selection Call Center** – developed a tool to evaluate the labor markets of prospective locations, assessed 25+ locations, 5 new sites selected in North America, each employed 500 -1000 employees.
- ▶ **HR Audit** – Conducted gap analysis of existing HR practices, made recommendations, implemented basic HR infrastructure and prepared in-house personnel to handle on-going administrative HR transactions.

Strategic

- ▶ **Executive Team Member** - of joint venture/acquisition; achieved turnaround to the highest revenue and profit generating division in global, high-tech manufacturing firm. Integrated workforces due to centralization/decentralization and acquisition transactions to optimize company growth.
- ▶ **Succession Planning & Management for Technical Talent Pool** – determined critical jobs; established competency models; implemented development planning; designed recruiting, reward and retention strategies so that critical expertise was ready when needed.
- ▶ **Talent Strategy** – created human capital plans aligned with business goals so that goals could be achieved by a prepared workforce.

Enabling Tools

- ▶ Knowledgeable on **tools to support and sustain human capital initiatives** such as: on-line assessments for recruiting, coaching and development, human capital software, etc.