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PROFESSIONAL HIGHLIGHTS

- ♦ Small business owner for over twenty years
- ♦ Certified and experienced productivity coach
- ♦ Author of two books and creator of a unique productivity model and assessment tool
- ♦ Thirty years of professional experience in group training

WORK HISTORY

The Productivity Coach and CEO | Living Simply Consulting, Inc.

LivingSimplyConsulting.com | January 2000 – present (full time starting January 2004)

- ♦ Support clients through the change process as they experiment with and build positive habits
- ♦ Train individuals and groups to work more efficiently and effectively through application of simple, specific behaviors
- ♦ Provide customized group training on productivity and work/life integration topics
- ♦ Run a small business, performing as CEO, marketing director and office manager
- ♦ Corporate client list provided later in this document

Instructor | Coach Approach for Organizers

CoachApproachForOrganizers.com | 2015 – present

- ♦ Train coaching students as lead instructor and co-lead instructor through lecture, discussion, demonstration, observation, feedback, and evaluation
- ♦ Coaching Essentials, Productivity Coaching and assorted other courses

Writer, Researcher | Virginia Business Magazine

VirginiaBusiness.com | January 2004 – August 2005

- ♦ Researched, wrote and edited the *Hampton Roads Statistical Digest*

Writer, Researcher & Training Specialist | Texas Workforce Commission

TWC.state.tx.us | November 1996 – July 2003

- ♦ Researched, wrote, edited and designed career-oriented publications (typically 60 pages each):
 - ♦ *Pathways to Personal Independence* (2003)
 - ♦ *Starting the Conversation* (2002)
 - ♦ *Charting Your Course* (2002)
 - ♦ *Your Next Job* (2002)
 - ♦ *Texas Job Hunter's Guide* (2001, 1997)
 - ♦ *Why Study This??* (2001)
 - ♦ *Succeed at Work* (2000)
 - ♦ *Texas Career Progressions* (1999)
- ♦ Promoted CDR products through workshops across the state of Texas
- ♦ Produced the department's three top selling publications in 2002
- ♦ Generated sales around Texas and the nation of over 122,800 publications as of May 2003
- ♦ Produced a publication (*Starting the Conversation*) that syndicated career columnist Joyce Lain Kennedy featured and recommended (April 2003)
- ♦ Received TWC award for "Outstanding Effort and Creativity" for *TJHG* (1998)
- ♦ Helped design and produce the original DECIDE website

- ♦ Coordinated beta testing and user focus groups to gain feedback about career software
- ♦ Awarded a grant from the Department of Labor to study career progressions
- ♦ Promoted new software and services across Texas in 1997, conducting 63 training sessions for 5,494 participants, ranging from middle school students to workforce professionals, especially secondary school teachers

Speaker | LSI Consulting (self-employed, part-time)

Company Discontinued | 1999 – 2002

- ♦ Presented workshops on labor market and career development to counselors and teachers
- ♦ Established a steady clientele of word-of-mouth and repeat clients

Program Assistant | Texas Incentive & Productivity Commission

Company Discontinued | 1994 – November 1996

- ♦ Promoted employee incentive programs through public speaking at agencies and events
- ♦ Trained representatives from state agencies to coordinate and promote programs
- ♦ Prepared curriculum for training sessions and produced necessary materials and visual aids
- ♦ Designed and maintained a complex, user-friendly database to monitor suggestions
- ♦ Wrote and edited articles for statewide newsletter; helped prepare brochures, reports
- ♦ Organized and coordinated meetings for statewide association and Governor's Awards

Program Assistant | St. David's Pavilion

<https://StDavids.com/> | *November 1989 – November 1992*

- ♦ Marketed treatment program through speaking at schools and other organizations
- ♦ Created and led daily workshops for treatment center clients
- ♦ Co-facilitated or led therapy sessions for individuals and groups
- ♦ Wrote patient handbook for two units of a psychiatric hospital
- ♦ Acted as Intake Counselor, leading clients from first call through program orientation

EDUCATION

Master's of Arts | 4.0 GPA | Lifespan and Digital Communication

Old Dominion University | January 2018 – May 2020

233 hours | Coaching-Specific Training

Coach Approach for Organizers | February 2009–present

27 credit hours | 4.0 GPA | Master's of Social Work Program

The University of Texas at Austin | August 1992–December 1993

Bachelors of Arts | 3.8 GPA | Psychology with Sociology Minor

The University of Texas at Austin | 1985–1989

8 credit hours | 3.5 GPA

Harvard University | summer 1984

ACADEMIC AWARDS

- ♦ Graduated with Highest Honors | The University of Texas at Austin | 1989
- ♦ Phi Beta Kappa Society | 1989
- ♦ National Merit Four-Year Scholarship | 1985

PROFESSIONAL QUALIFICATIONS

Certifications

- ♦ Professional Certified Coach (PCC) | International Coach Federation | 2017
- ♦ Professional Certified Organizer Coach (PCOC) | Institute for Applied Coaching | 2014
- ♦ Associate Certified Coach (ACC) | International Coach Federation | 2014
- ♦ Certified Organizer Coach (COC) | Institute for Applied Coaching | 2011
- ♦ Certified Professional Organizer (CPO®) | Board of Certification for Professional Organizers | 2007

Certificates for Courses of Study

- ♦ Negotiation Skills Bootcamp | ODU College of Continuing Education and Professional Development | 2018
- ♦ Chronic Disorganization Specialist Level II | Institute for Challenging Organization | 2010
- ♦ ADD Specialist Level II | Institute for Challenging Organization | 2010

Leadership Program

- ♦ LEAD Hampton Roads | Class of 2016
- ♦ Group Leader

Software Expertise

- ♦ Microsoft Outlook, OneNote, Word, Excel, PowerPoint, Publisher
- ♦ SPSS 26

PROFESSIONAL TRAINING COURSES

Training hours are coaching-specific and instructor-supervised. All but the first two are through Coach Approach:

- ♦ World Business Executive Coaching Summit | 2019–2020 | 30 hours
- ♦ ICF Coaching Ethics | 2020 & 2017 | 3 hours
- ♦ Group Mentor Coaching | Winter 2017 | 13.5 hours
- ♦ Leadership Coaching I | Fall 2016 | 9 hours
- ♦ Fostering Mindful Change Lab | Winter 2016 | 6 hours
- ♦ Productivity Coaching | Winter 2015 | 9 hours
- ♦ Graduate Book Analysis *Leadership* | Fall 2014 | 9 hours
- ♦ Graduate Book Analysis *Body-Centered Coaching* | Summer 2014 | 9 hours
- ♦ Advanced Practices in Accountability | Spring 2014 | 7.5 hours
- ♦ Core Competency Intensive Managing Accountability II | Winter 2013 | 7.5 hours
- ♦ Fostering Mindful Change Lab | Fall 2013 | 6 hours
- ♦ Graduate Book Analysis *Wellness Coaching* | Fall 2013 | 6 hours
- ♦ Core Competency Effective Communication | Fall 2012 | 7.5 hours
- ♦ Graduate Book Analysis *The Heart of Coaching* | Fall 2012 | 6 hours
- ♦ Core Competency Intensive Managing Accountability | Summer 2012 | 7.5 hours
- ♦ Core Competency Intensive Co-Creating the Relationship | Fall 2011 | 7.5 hours

- ♦ Coaching Lab with an MCC | Spring 2011 | 6 hours
- ♦ Core Competency Intensive Holding the Client's Agenda | Fall 2010 | 8 hours
- ♦ Organizer Coach Practicum | Summer 2010 | 9 hours
- ♦ Organizer Coach Integration | Spring 2010 | 9 hours
- ♦ Coaching Skills II | Winter 2010 | 13.5 hours
- ♦ Coaching Lab with an MCC | Fall 2010 | 6 hours
- ♦ Brain-based Coaching | Fall 2009 | 13.5 hours
- ♦ Coaching Skills I | Winter 2009 | 13.5 hours

PROFESSIONAL SERVICE

National Association of Productivity and Organizing Professionals (NAPO)

- ♦ Board member, national level | May 2016–May 2019
- ♦ Chair, Education Committee | Fall 2007–Fall 2009

Board of Certification for Professional Organizers (BCPO)

- ♦ Board member | May 2016–May 2019

NAPO-Richmond

- ♦ Treasurer | May 2011–April 2013
- ♦ Membership Director | May 2010–April 2011

BNI Circle of Excellence Chapter

- ♦ President | October 2007–April 2008
- ♦ Vice President | August 2007–October 2007
- ♦ Secretary/Treasurer | October 2004–September 2005

PROFESSIONAL MEMBERSHIPS

- ♦ International Listening Association | November 2018–present
- ♦ National Association of Productivity and Organizing Professionals (NAPO) | January 2000–present
- ♦ NAPO-Richmond | November 2006–May 2020 (it disbanded)
- ♦ International Coach Federation | April 2013 – present
- ♦ Institute for Challenging Organization, formerly NSGCD | May 2007–April 2017
- ♦ National Speakers Association | December 2009–December 2015
- ♦ BNI | March 2004–September 2009

PUBLISHED WORK

Books

- ♦ *The Productivity Chain: The Holistic Way to Spend Your Time on What Matters (SOSP, Second Edition)* | 2018
- ♦ *Curious Accountability: Three Coaching Conversations for Better Client Results* | e-book co-authored with Cameron Gott, PCC | 2017
- ♦ *Stop Organizing, Start Producing: Leverage the 12 Factors that Make or Break the Busy Professional* | 2011

Thesis

Being Listened to with Empathy: The Experience and Effect for Emerging and Middle-Aged Adults | 2020

Book Chapter

"Collaboration Using the Curious Accountability Model" in *The ICD Guide for Collaborating with Professional Organizers*, Phyllis Flood Knerr, CPO-CD®, M.A. (Ed.) | co-authored with Cameron Gott, PCC | 2014

Articles

- ♦ "Think bigger about email" | *Executive Lifestyle Magazine* | October 2010
- ♦ "Clear the clutter" | *Small Business Insight of Hampton Roads* | August 2010
- ♦ "Help them help you II" | *Executive Lifestyle Magazine* | July 2010
- ♦ "Help them help you I" | *Executive Lifestyle Magazine* | April 2010
- ♦ "Do's and don'ts" | *The Virginian-Pilot* | January 2010
- ♦ "Small changes matter" | *Executive Lifestyle Magazine* | January 2010
- ♦ "Prepare for external pressure" | *Executive Lifestyle Magazine* | October 2009
- ♦ "Tap your inner editor to live more simply" | *Inside Business* | August 2009
- ♦ "Quitting lets you begin anew" | *Inside Business* | July 2009
- ♦ "Our dark age brains can't keep up with it all" | *Inside Business* | July 2009
- ♦ "Getting measurable results" | *San Diego Statement* | June 2009
- ♦ "Get measurable results from your goals" | *Executive Lifestyle Magazine* | April 2009
- ♦ "Do your most important work" | *Commercial Real Estate Magazine* | March 2009
- ♦ "Clearing mental clutter" | *Executive Lifestyle Magazine* | January 2009
- ♦ "Think you're a PM and you'll behave as one" | *Inside Business* | August 2008
- ♦ "Kindness counts, a lot" | *Inside Business* | June 2008
- ♦ "Use the four pillars to balance your work" | *Executive Lifestyle Magazine* | May 2008
- ♦ "Give it a rest, now" | *Inside Business* | February 2008
- ♦ "You can't do it all, so delegate effectively" | *Inside Business* | July 2007
- ♦ "Suggestions to make your meetings meaningful" | *Inside Business* | June 2007
- ♦ "Feeling like Lucy? 12 steps you'll love" | *Inside Business* | May 2007
- ♦ "Control the open door" | *Inside Business* | April 2007
- ♦ "Don't give up on 2007" | *Inside Business* | March 2007
- ♦ "Organized resolve" | *Inside Business* | January 2007
- ♦ "Managing multiple priorities" | *Breathe Magazine* | December 2006
- ♦ "Stop the busy-ness" | *Inside Business* | October 2006
- ♦ "12 factors of time" | *Inside Business* | October 2006

NATIONAL PRESENTATIONS

Institute for Challenging Disorganization Teleclasses

- ♦ 2015 May | Mindfulness: The Productivity Magic Bullet
- ♦ 2014 March | Chronic Disorganization and Teams: Making It Work at Work
- ♦ 2013 May | Accountability Essentials for the CD Client
- ♦ 2013 March | Assessing the CD Client's Productivity Potential

National Association of Productivity and Organizing Professionals Annual Conference

- ♦ 2015 | Rocket to New Dimensions of Leadership Fueled by Productivity Power (Leadership Forum)
- ♦ 2013 | Accountability Essentials: Help Your Clients Grow
2012 | Creating and Using an Action Plan to Achieve Success (Pre-Conference Session)
- ♦ 2011 | Organizing Isn't Enough: Conducting a Comprehensive Productivity Assessment of the Office Client
- ♦ 2009 | Get Measurable Results: Quantifying Progress in the Office Client
- ♦ 2007 | Finding the Weak Links: Assessing the Office Client

ACADEMIC PRESENTATION

- ♦ ODU Graduate Research Appreciation Day | “#HowIWillChange: A Failure to Listen to #MeToo” | 2019

COMMUNITY SERVICE

The Junior League of Norfolk-Virginia Beach

- ♦ Board Member | Parliamentarian | 2007 –2008
- ♦ Mardi Gras Madness Sponsorship Co-Chair | 2006 – 2007
- ♦ An A'Fair to Remember Vendor Chair | 2005 – 2006
- ♦ Member | 2004 –2008

Urban League of Hampton Roads

- ♦ Board member | 2006 – 2007

Pius X Catholic Church

- ♦ Cantor | 2004 – 2005

St. Austin Catholic Church

- ♦ Cantor, Choir Member, Lector, Eucharistic Minister | 1988 – 2003

Austin Nursing Center

- ♦ Volunteer – ran weekly evening program for patients | 1999 – 2000

PERSONAL HIGHLIGHTS

- ♦ Married to Mark Moore, Ph.D., M.B.A., since 2002
- ♦ Hiked the Appalachian Trail with Mark | August 2008–September 2017
- ♦ Currently section-hiking Vermont's Long Trail

See next page for list of group training client organizations

GROUP TRAINING CLIENTS

The following received group training at least once (not an exhaustive client list):

Advanced Mortgage Services, Inc.
AGI
Allen, Allen, Allen & Allen
American Business Women Association
Association of Fundraising Professionals
BB&T Hampton Roads
BearingPoint
BNI
Capital Coaches Conference, DC
Coastal Training Technologies
Cherry, Bekaert & Holland
Chesapeake General Hospital
Chick-fil-A (Atlanta headquarters)
Commercial Real Estate Women
CPCU Society of Hampton Roads
Data Facts, Inc., Memphis
Eastern Virginia Orthodontics Study Group
Executive Women International
Executive Women Golf Association
Farmers Insurance
Financial Planners Ass'n of Hampton Roads
Fitness Together
Freedom Automotive
Global Entrepreneurship Week Conference
Goodman & Company"
GVA Advantis
Hadassah/Jewish Family Services
Hampton Roads Network for Executive Women
Hanger Law
Hercules Living
Huff, Poole & Mahoney
International Coach Federation, Richmond
Illinois Staff Physician Recruiters
Institute for Challenging Disorganization
International Association of Administrative Professionals
International Special Events Society, HR chapter
Junior League of Norfolk-Virginia Beach
Kaufman & Canoles
KITCO
KPMG
LearningRx of Virginia Beach
Legal Aid of Virginia
Linda Fox-Jarvis and Associates
Loan Care Servicing Center
McKesson (PSS): Chicago & VA Beach
National Association of Mutual Insurance Companies Conference
National Association of Productivity and Organizing Professionals (NAPO)
NAPO-Austin
NAPO-Houston
NAPO-Philadelphia
NAPO-Richmond
NAPO-Washington D.C. (and MARCPO)
National Ass'n of Women Business Owners
Norfolk Association of Insurance & Financial Advisors
Northwestern Mutual Financial Network
NPALSA, Ass'n for Legal Professionals
Old Dominion University
OWN Real Estate, Virginia
Real Property Management (HR)
Public Relations Society of America (HR)
RCEN (American Business Women's Ass'n)
Rutter Mills
Shire Pharmaceuticals
SL Nusbaum
Taylor Johnson Group
Team Nimbus
TFA Benefits
The Salvation Army of Hampton Roads
Tidewater Builders Association
Tidewater Medical Women's Association
TowneBank and other Towne entities
Troutman Sanders
Urban League of Hampton Roads
USA Discounters, Virginia Beach
US Forest Service, Colorado
US Naval Academy Alumni, HR Chapter
US Navy (NAVFAC MIDLANT)
Virginia Accounting & Auditing Conference
Virginia Leadership Retreat"
Virginia Beach Legal Staff Association
Wachovia Securities
Wells Fargo/Wachovia Securities: Norfolk, Virginia Beach, Chicago
Williams Mullen