

Marla Mosser, MBA, MA Clinical Psychology
Founder and Principal Consultant



Personal Summary

The hallmark of Marla's career, and the core of her motivation, is facilitating growth, development, and positive change in individuals, company leaders, their teams, and organizations to drive their success and satisfaction.

Known for being "easy on the person but tough on the topic," Marla's high-impact coaching style balances trust and empathy with practical and powerful strategies that elevate self-awareness, spark insights, and inspire change. Using real-time issues to make learning highly actionable, she helps leaders be more intentional, change agile, and effective in adapting their capabilities for new roles or changing circumstances.

Specializations:

- Executive/Leadership Coaching and Development
- Accelerated Development for Emerging Leaders
- New Leader Onboarding
- Leadership Team Coaching and Development
- Career Coaching and Transition

Marla's expertise is built on global leadership roles and as the founder/principal of two executive consulting and coaching firms that successfully operated for over 20 years. She has served more than 300 leaders in 130 organizations, from Fortune 500 companies to small to medium-sized businesses. Her work spans many industries including pharmaceutical, biotechnology, financial, industrial, consumer products, healthcare, and professional firms.

Marla's prior roles include Vice President and Head of Global Leadership and Talent Development for a Denmark-based global company with 12,000 employees in 50 countries, as well as Vice President of a Chicago-based consultancy.

Marla is qualified to administer a wide range of executive development and 360-degree assessments. She has presented her expertise in leadership, career, and professional development topics for Chambers of Commerce, Society of Human Resource Management chapters, and Executive Women's conferences. During her career, Marla has served on several non-profit boards focused on improving the lives of children facing a myriad of challenges.

Education

Northwestern University, Kellogg School of Business, Chicago, IL

- MBA, Concentrations in Organization Behavior, Finance, Management Policy

West Chester University, West Chester, PA

- M.A., Clinical Psychology, Magna cum laude
- B.S., Education, Cum laude

Coaching Approaches

Marla approaches each coaching engagement as a collaborative partnership with the leader, their manager, and the sponsoring organization to maximize impact, overall success, and sustainability. Committed to coaching for desired outcomes, she seeks to understand how the coaching engagement will impact the organization and influence short and long-term business results. With this approach, she has been successful in coaching:

- 1) High performing and high potential leaders who subsequently progressed to executive and C-level leadership roles;
- 2) Leaders transitioning to the next level of leadership, helping navigate new relationships and develop new behaviors;
- 3) Leaders in their transformation of potentially career damaging behaviors, elevating their awareness, sparking motivation, and employing strategies for successful and lasting change.

Coaching Success Examples

Shifting Leader's Approach Results in Highest Employee Engagement

- **Goal:** Build a General Manager's (now COO) capability for strategic leadership, shifting from command and control to a catalyst leadership style, and in turn, strengthening employee engagement.
- **Outcome:** Marla's coaching supported this leader in pivoting his management team away from day-to-day fire-fighting to creating a vision and strategic plan for the company's future, working in alignment to achieve company objectives and implementing employees' ideas. A subsequent employee engagement survey indicated the gap between the leader's management team and production employees had been bridged, resulting in the highest engagement results in the company's history.

High Potential Leader Continuously Coached to Vice President

- **Goal:** Support and grow a young, high potential leader's learning agility to accelerate her readiness for progressive assignments in a multinational pharmaceutical company.
- **Outcome:** Coached this high potential leader at critical leadership transitions for a total of five years including developing her leadership competence and presence at the time she became a first time leader, building her capabilities for talent and team development, and enhancing awareness of her impact. Following a subsequent promotion to a Director level, the coaching increased her capacity for strategic leadership, deepened her cross-functional leadership capabilities, and strengthened her ability to influence key stakeholders, resulting in a promotion to Vice President.

Derailing Leader's Behavior Corrected and Improved for Long-term Success

- **Goal:** Help a results-driven Director of Finance, for a leading healthcare solutions company, whose career was at risk of derailing due to a lack of emotional intelligence as evidenced by her demeanor and communication style. Prior to the engagement, the leader attended a feedback-intensive program at top-ranked leadership development provider, but struggled to buy into and enact the behavioral changes proposed.
- **Outcome:** Marla began with 360 interviews with valued colleagues to establish the basis for credible feedback of the leader's negative impact. Convinced of the need to change, the leader committed to and was successful in making behavioral changes that have been

sustained for many years. Today she is a Global Vice President.

Global Leadership Development Program Strengthens Client's Leadership Bench

- **Goal:** Coach 10 high potential leaders in a top-ranked London-based business school to achieve their behavioral goals and strengthen emotional intelligence, self-management, communication, influence skills, executive presence, and team leadership.
- **Outcome:** Over an 18-month period Marla provided wrap-around coaching. This 28-member cross-cultural cohort met for five week-long experiential programs. With a strong behavioral component to the program, participants received feedback based on assessments and facilitator observation. This work contributed to the leaders' accelerated career progression and strengthened the client's leadership bench strength.

Senior Leadership Team Sees a High Increase in Collaboration

- **Goal:** Work with the president of the largest global division of a cement and mining industry leader to strengthen collaboration among the division's global senior leadership team. Comprised of three Senior Vice Presidents with P&L responsibility and six Vice Presidents of support functions (Supply Chain, R&D, etc.), this team met face-to-face quarterly.
- **Outcome:** Marla's observation of their interaction during a week-long meeting indicated their lack of understanding of the potential contribution the support functions could provide to the business. She designed and facilitated a team coaching process that began with data gathering on how each team member viewed other's roles and impact; sharing feedback highlights with the team; and providing a forum for the identification and commitment to strengthening their communication and ways of working. By the following quarter, team members along with the president confirmed a significant increase in collaboration with positive business impact.

Certification, Assessments & Licensure

- Hogan Assessment Suite
- Myers Briggs Type Indicator (MBTI)
- MRG LEA and LEA 360
- CCL Benchmarks
- Decision Dynamics Career View
- Prosci Change Management
- DDI Facilitation
- SMS Positive Power & Influence
- Situational Leadership
- PAA Mentor and Master Mentor Programs

Testimonial

"Marla is easy on the person but hard on the topic. She understands that people adapt to changes in varying stages and at varying rates. Yet she helps keep people focused on the issues, thus helping them move forward." - President, JEL Solutions, LLC