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Virginia (Ginny) M. Lord has extensive experience as an executive coach, career practitioner, entrepreneur and author for the past 24 years. A key founding team member and a senior corporate officer of the world's largest public professional services firm dealing with career management issues, Ms. Lord has a considerable background in building teams, developing marketing organizations, conducting research, and leading public relations endeavors.

Ms. Lord was instrumental in program design and delivery, as well as conceptualizing, and designing tools and processes for client companies as they address their specific needs in managing change. As the original architect of the organization's marketing program, she received several honors and awards for leadership in marketing materials and design. In addition, she authored numerous studies dealing with life after downsizing and corporate best practices dealing with severance. These studies have been published in the United States, Europe, and Canada. Ginny has published several articles in *Solutions Magazine*, *HR Magazine*, *Medical Practice Management* and others. A recognized leader and professional in career development and coaching, she has been often quoted in *The Wall Street Journal*, *The New York Times*, *KYW Radio*, and numerous professional journals. Ms. Lord has advanced her real-world knowledge of the issues facing organizations through her senior level experience within the academic community and publicly-held companies.

Coupled with her undergraduate degree in Psychology and MA in Counseling from George Washington University, her vast experience in coaching and developing senior executives facing significant career, corporate, and personal challenges makes Ms. Lord a much-respected and sought after industry professional.

Our Core Team

Headquartered in Boston, the Lord Consulting Group has offices and resources throughout the United States, Canada, and Australia.

- ◆ Eileen Wilson-Cahn, MBA - Managing Consultant
- ◆ Carol Kleiman, MA - Senior Career Consultant
- ◆ William (Bill) Hassey, Ed.D. - Executive Coaching Consultant
- ◆ Richard Marcus, Ph.D. - Executive Coaching Consultant

Qualities shared by our consultants:

- Professional business education and experience
- Extensive coaching experience and credentials
- Proven track record
- Compassionate drive to help businesses improve and individuals succeed

Eileen Wilson-Cahn, MBA Managing Consultant

Eileen Wilson-Cahn has over 20 years experience in the human resources field and has concentrated her professional practices to career consulting, training and organizational development. She has worked as a training and organizational development consultant in both large manufacturing facilities and service organizations. Eileen has designed and delivered over 25 customized training programs to improve organizational performance, facilitated multi-level process improvement teams and coached managers on leadership, visioning and communications.

Eileen has led projects in a variety of service and manufacturing organizations and has provided consultation on performance improvement strategies, leadership effectiveness and process improvements. Her expertise is in coaching managers and multi level teams on communication, interpersonal effectiveness, individual and organizational performance issues.

Most recently, Eileen has been involved in a career transition project with a large telecommunication organization where she has provided career planning and job coaching to over 400 managers and their staffs. During this project she has delivered numerous workshops addressing professional imaging, effective interviewing, career assessment, goal setting and resume writing. Eileen has a talent for building confidence and skills through her personable coaching style and continually develops a strong rapport with both client organizations and individual candidates.

Eileen holds an undergraduate degree in Business and an MBA in Organizational Development. In addition, Eileen is an adjunct faculty member at Emmanuel College in Boston, MA where she teaches HR Management, Teambuilding and Organizational Development. Eileen is certified in Myers Briggs (MBTI) and Wilson Learning Interpersonal Effectiveness and is a member of Massachusetts Bay OD Learning Group and Northeast Human Resource Association.

William (Bill) Hassey, Ed.D. Executive Coaching Consultant

Bill Hassey, executive coach at Lord Consulting Group has a 10 year history of working with leaders in change and organizational effectiveness. Dr. Hassey has more than twenty-five years business experience as a senior manager and consultant. He has worked primarily on organizational change issues and as a coach/advisor to senior leaders. Bill is well known for his ability in assisting companies in planning, developing, and executing large-scale systematic change; building strategically oriented learning and performance management systems; and implementing processes for continuous improvement.

His work with executive and leadership development is highly recognized and respected in industry. Bill has also been instrumental in introducing processes that have enhanced and enabled front-line workers, increased their sense of responsibility for their assignments and dramatically improved productivity.

Recently Bill has worked with a number of e-business organizations advising the founders in the process of starting up and constructing effective management teams and organizations. Additionally, Bill also served as Vice President of The Altwell Group and Founder and President of Performance Impact, Inc., both international consulting organizations. Additionally, Bill has been a consultant for NATO in Italy, assisting in the techniques and methods of managing and leading during peace time. In the corporate environment, he is the former Corporate Vice President of Human Resources for Hadco Corporation, and was Director of Organizational Development and Education for Computervision Corp. He also served as the Executive Director for a national education organization.

Dr. Hassey is a frequent lecturer for professional organizations and conferences on change management, effective use of training, and the methods and techniques of designing effective initiatives, including leadership development and organizational development, as well as using organizational and individual learning to fulfill strategic objectives. He also teaches at the University level both in the United States and Europe.

Bill received his Ed.D. in Change and Systems Development from Boston University, his M.S. in Leadership and Management from the University of New Hampshire and his B.S. in Education from the University of Massachusetts.

Carol Kleiman, MA Senior Career Consultant



Carol Kleiman has extensive experience in career management consulting, executive coaching, and group facilitation serving as Senior Consultant, Vice President, and Principal for major global and regional consulting firms: Lee Hecht Harrison, Right Management Consultants, Manchester and Millard Consulting Services. Ms. Kleiman has consulted to a diverse range of industries including financial services, professional services providers, telecommunications, utilities, healthcare including pharmaceuticals, transportation, manufacturing and high technology. She has consistently developed highly customized approaches to effectively satisfy customers' requirements.

In her role as a consultant, she effectively developed strategies to achieve business and career objectives for clients at all functional levels, including senior management, and has gained a reputation for coaching and training individuals to achieve optimum goals. She is best recognized for her keen ability to inspire and motivate both individuals and groups to think and act "outside the box." In addition to her consulting activities, she has been published in *The National Business Employment Weekly* and has been asked to speak at numerous events.

Prior to her career management consulting experience, Ms. Kleiman held corporate positions in human resources and sales with Scott Paper Company, a global manufacturer of paper products. As a corporate facilitator and HR partner, Ms. Kleiman interfaced with all levels of employees and management to ensure productivity and engagement. In her sales capacity, she sold all Scott commercial products through a network of suppliers to end users and to key corporate customers.

Ms. Kleiman earned a Bachelor's degree in English and a Master's in Counseling, both from The Pennsylvania State University.

Richard Marcus, Ph.D. Executive Coaching Consultant

Dr. Richard B. Marcus is a licensed psychologist with over 30 years of professional experience, spending the last 20 years working with senior level executives. He has personally coached over 500 executives and he has maintained an independent consulting psychology practice for the past 3 years. During that time, he has consulted to over 25 companies on issues relating to executive assessment and executive development.

From 1998-2003, Dr. Marcus worked full time as senior level consultant for Manchester Inc., an outplacement and HR consulting subsidiary firm of the MPS Group, a NYSE company. At Manchester, along with his delivery responsibilities, Dr. Marcus took on various management assignments including running a Manchester outplacement delivery office, serving as a Regional Director for Consulting and, from 2001 through 2002, serving as National Practice Leader for Executive Coaching. In that capacity, he built Manchester's global network of coaches, and designed, implemented and managed executive coaching programs for many of Manchester's Fortune 1000 clients. Prior to joining Manchester, Dr. Marcus was Senior Psychologist/Principal at Millard Consulting, a regionally-based outplacement and organizational consulting firm. Past experiences also include 10 years as founder and CEO of Interpsych Associates, a behavioral healthcare company, serving business and industry throughout Pennsylvania and New Jersey. Between 1984 and 1988, Dr. Marcus served as a Consulting Psychologist for Hay Career Consultants, the outplacement division of Hay Associates, Philadelphia, PA.

In addition to his work as an executive coach, Dr. Marcus' areas of professional expertise include: competency based executive assessment, senior executive career reappraisal and opportunities management, designing and implementing talent management and succession planning programs, team building and measuring effectiveness, outcome and return on investment for executive development programs. Dr. Marcus has lectured nationally on various professional development topics.

Dr. Marcus' areas of expertise include:

- **Executive assessment for selection:** a systematic process of interviewing and psychometric testing to improve the accuracy of the hiring process. The emphasis is on "job fit" as linked to strategic objectives.
- **Executive on-boarding and assimilation:** one-on-one coaching programs using well-established processes to accelerate an executive's transition into a new leadership role.
- **Talent management programs:** design, implementation, and delivery of individual and group talent management programs for successful executives and high potentials. Deliverables focus on the design of individually tailored developmental roadmaps that address technical, people management and career development needs.
- **Developmental coaching:** for companies looking to invest in the continuing development of their best leaders and managers, one-on-one coaching that allows the executive to "take stock" of his/her core "people management" strengths and gaps and then address identified deficits; or for those executives with "mission critical" assignments where their company is looking to offer all support possible to maximize the executive's chances for delivering a successful outcome.
- **Executive coaching for executives at risk of derailing:** one-on-one coaching that is individually tailored for those valued executives who have been strong individual contributors but, due to gaps in people management skills, have found themselves at risk for career derailment.
- **Career management and reappraisal:** one-on-one coaching for executives wanting an outside perspective as they consider next career steps and associated "skilling" needs.
- **Team alignment programs:** facilitation programs that allow teams to review history, clarify vision, strategy, roles and responsibilities, set objectives, and establish rules of engagement for ongoing initiatives.

Dr. Marcus received his BA in Psychology from Case Western Reserve University and Ph.D. in Counseling Psychology from the University of Pennsylvania. He currently holds memberships in the Philadelphia Human Resources Planning Group and the Business Leaders Network.



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