

## Ann J. Ewen, Ph.D.

Ann Ewen creates extraordinary results for individuals and businesses who desire aggressive growth. She has extensive management experience in global corporations, entrepreneurial and high tech firms. A strategic, creative thinker, she develops systems that support superior employee and customer relationships, and drive organizational productivity. Ann has 20 years experience as a corporate leader, business owner-entrepreneur and strategic consultant and coach to small and Fortune 500 companies



Under her leadership as President, TEAMS International, Inc. , Ann achieved 100% or higher annual growth 5 years running, resulting in receiving *Inc. 500* recognition. A software and consulting firm, TEAMS invented, branded and owned the trademark for the 360° Feedback process, a team-based performance feedback process. TEAMS was sold to an international consulting firm in 1999. Additionally, Ann began her career in the telecommunications industry and has served as CEO and other senior roles in several technology start-ups.

Today, Ann coaches and consults with CEOs and senior executives to enhance personal and organizational effectiveness, particularly in the areas of leadership development and organizational alignment. Through Vistage International, the largest CEO membership organization in the world, she facilitates monthly meetings of CEO/business owners and senior leaders of small to mid-sized companies in a peer group setting, providing continuous learning and business growth. She also meets with each member monthly to provide accountability, focus, goal-setting and problem-solving coaching support. After joining, member organizations typically grow three times faster than industry peers. Ann has provided almost 10,000 hours of coaching time with CEOs and senior executives.

Ann is co-author, with Mark Edwards, of the business bestseller **360° Feedback: The Powerful New Model for Employee Assessment and Performance Management** (AMACOM, 1996).”

Ann’s education includes a B.A. in English Literature from the University of North Dakota, an MBA in Marketing from Arizona State University, a Ph.D. in Organizational Development from the University of Colorado-Denver and the Harvard Business School’s Owner-President Program. She has also served on ASU’s faculty, co-developing and teaching “Relationships in Small Business” class, College of Business.

## Key Highlights

- Designed, implemented, managed, trained and coached over fifty 360° Feedback projects for leadership and talent assessment, and leadership development.
- Developed and managed a 360° Feedback project for an international electronics distribution company, training and coaching 100 senior leaders (director and higher) in North and South America, Europe and Asia. Follow-up coaching was provided in North and South America and Asia telephonically, Germany and London face-to-face.
- Built software/consulting company through 90s and successfully sold company to public traded international organization.
- Assisted several small growth companies' CEOs to effectively implement strategic plans, resulting in double digit growth and increasing profitability.
- Provided consulting assistance to Harvard's OPM program regarding diversity training for faculty, particularly focusing on women business owners.

## Companies I've Worked With (Selected):

- Disney 1994-1998
- Intel 1993-1999
- Coca-Cola 1994-1998
- Hewlett Packard 1995-1998
- US Department of Education 1994-1995 (nationwide 360 project)
- US Department of Energy 1994-1998 (Idaho and Richland, WA)
- US Department of Interior 1996 (Denver)
- CIMMYT 1998
- Avnet 2007
- Mayo Clinic 1994-98
- BellSouth Wireless 1997
- SwissRe 1998

## Geographies I've Worked In:

USA, Canada, Mexico, South America (on-site in Sao Paulo and Buenos Aires, telephonically throughout South America), Trinidad and Tobago, Europe (on-site in Germany and London), Asia (telephonically); TEAMS also supported several 360 projects in Saudi Arabia for leadership, talent assessment and safety on oil rigs.

### Leader Positions I've Coached (selected):

- Directors and SVPs of international beverage company
- Directors, VPs and COO of international electronics distribution company
- Director and above, including CEO, of Bell System wireless division
- Senior leaders of various governmental agencies
- Senior leaders at major entertainment theme park organization
- Numerous manager, director and C-level executives of small to mid-sized growth companies

### Business/Talent Challenges I've Helped Leaders Solve:

- Developed a succession planning model for leading medical practice to create developmental paths for leadership team members
- Create 3-year strategic plan for region-leading construction company, facilitating greater executive team collaboration and strong business growth success
- Created “interventions” with feuding C-level executives of various companies to better understand themselves and the other party, recognizing how their strengths and weaknesses complemented each other and were necessary to their company’s success. Developed targeted and special action plans for development. Facilitated on-going discussions to ensure working relationships continued to be enhanced.
- Assisted various CEOs in developing more effective leadership approaches to build collaboration and teamwork within executive team.
- Worked with various C-level clients to develop action plans building effectiveness in team management, public speaking, thinking strategically and contributing to organizational growth in more effective ways.
- Other topics—coaching, effective leadership, conflict resolution, performance management, time management and personal organization, effective communication, presentation skills, delegating and holding people accountable

### Leadership Experience:

- **CEO, Board of Directors** of venture-capital backed e-mail marketing company that provided an internet platform for broadcasting email marketing messages and newsletters. Successfully recruited very experienced CTO and CSO to organization to build-out start-up organization. Launched re-

branding effort at large national convention. Attracted several marquee clients to sign long-term contracts.

- **President/co-owner of TEAMS International**—Company was the developer of 360° Feedback process, team-based behavioral feedback for individuals and organizations. Under Ann's leadership:
  - **Grew business 100% each year for 5 years** (721% total).
  - Recognized as **Inc. 500 company** as one of fastest growing privately held companies.
  - Transitioned firm from service-based consultancy to **software-based high tech business**.
  - Provided consulting/implementation support to **clients such as Coca-Cola, U.S. Dept. of Education and Energy, Mayo, BJC Healthcare, Disney and Intel**.
  - **Presented numerous keynote presentations at conferences** on the 360 process and impacts..
  - Successfully positioned business to **attract financial partner, resulting in sale of business** to publicly traded, international consulting firm.
  
- Mid-level manager in Bell System telecom company providing local/long distance services to residential and long distance carriers; served in various staff and line functions, most notably involved in Small Business planning process, including development of market research and definitions, strategies, and business plan. Also managed numerous service centers, including 150-person, \$360 million revenue Carrier Service Center with consistently high accomplishments, including increasing customer satisfaction (A) rating by 300%; reducing monthly overdue A/R by \$10M in less than one year; and increasing revenues by 11% over objective.
  
- Served in leadership role on numerous charitable boards, notably as a founding partner for Social Venture Partners, overseeing the distribution of \$500,000 in charitable giving annually.