

Ronni Hendel-Giller

Ronni Hendel-Giller is a coach and facilitator with over 15 years of experience in organizational leadership roles, including over five years at a VP level. Ronni has worked with clients across the United States and in Asia. She has a talent for guiding leaders towards realizing their full potential and is known for bringing thinking from multiple disciplines and perspectives, such as neuroscience, mindfulness and adult development theory, to bear on leadership and organizational issues and challenges.



Ronni knows how to listen—and to ask penetrating questions. She is able to help her clients quickly get to the root of a challenge and powerfully move towards action. Ronni recognizes that leadership involves putting one's self on the line—and is able to help those she works with to balance the personal and professional dimensions of leadership.

Ronni is committed to the premise that leadership can be learned, that people can make significant, lasting changes in their lives and their work that will increase their personal and professional effectiveness—and ensure the success of their organizations. Harnessing that ability to change and grow is at the heart of what Ronni does.

Ronni holds a Bachelor of Education degree from Hebrew University in Jerusalem, an MS in Instructional and Performance Technology, and is certified in coaching by the NeuroLeadership Group.

Key Highlights:

- As Vice President, Maritz Motivation Solutions, Ronni developed and led a team of training and development professionals to support a varied portfolio of training initiatives for Toyota, Honda and Nissan, resulting in growth from \$6M to \$20M annually over her tenure. Her unit consistently saw the lowest turnover rates and highest employee engagement scores within her Maritz business unit due to her commitment to actively coaching and developing both core and contingent staff.
- Supported the evolution of the Infiniti Motors account from a US to global account, doubling the size of the account in the process. She worked closely with the Hong Kong based client and provided coaching and guidance to a US-based team that was unused to working globally.

- As project lead, supported the reorganization of Honda Financial Services and the evolution of its sales force from a transactional, relationship focus to a team of business consultants. Her work included design of new structures, jobs, training paths, consultative processes, leadership development training and ongoing coaching of regional sales leaders.
- Served as an internal OD consultant and thought leader in support of multiple internal training and organization design initiatives. Worked with two divisions of Maritz through significant organizational changes, promoting a holistic approach to organizational design, resulting in a move away from structural changes to a stronger emphasis on developing people and their capacity to work with complexity.
- Created, staffed and secured ongoing funding for a non-formal educational program for high school youth focused on personal identity and leadership development. Built program from an enrollment of 25 youth to over 200 youth in the course of five years.

Sample Companies I've Worked With:

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|----------------------------|-----------|
| • Infiniti Motors Limited | 2011-2013 |
| • Toyota Motor Company | 1998-2012 |
| • Honda Financial Services | 2001-2013 |
| • Cisco Systems | 2009-2010 |
| • Nabisco Foods | 1995-1997 |

Business/Talent Challenges I've Helped Leaders Solve:

- Shifting from the identity of individual contributor to that of a leader who gets results through others
- Leading virtual teams
- Coaching team members to enable them to find their own solutions
- Embracing the challenging conversation
- Learning to work effectively with conflict
- Adjusting one's leadership style to the needs of one's direct reports
- Developing the capacity to be fully present in one's work and life
- Learning to give and receive feedback—and feedforward
- Articulating and leading from one's core values
- Learning to listen deeply to others
- Communicating so that one can be truly understood
- Building the capacity to see and appreciate multiple perspectives
- Finding and maintaining the balance between advocacy and inquiry
- Applying the power of intentional attention in one's leadership

- Gaining the ability to handle complex problems that do not lead to easy resolution

Leadership Experience:

- Lead Strategist, Maritz Motivation Solutions, Responsible for Infiniti Global and Honda Financial Services Accounts
- Vice President, Maritz Motivation Solutions, Responsible for West Coast Learning and Development Business
- Leadership Development Trainer and Facilitator for (formerly) GenAmerica Insurance Company

Education and Professional Development

- B.A., History, Hebrew University of Jerusalem
- Graduate Certification, Hebrew University School of Social Work
- M.S., Instructional and Performance Technology, Boise State University
- Coaching Certification, NeuroLeadership Group
- Certified Consultant, Barrett Values Centre

Professional Involvement and Publications:

- Member: American Society of Training and Development
- Member: American Jewish World Service, Global Action Team
- Author (2010). *The Neuroscience of Learning: A New Paradigm for Corporate Education*. Fenton, MO: The Maritz Institute.
- Co-author (2009). *Understanding What Makes People Tick: Applying Discoveries in Neuroscience to Optimize the Potential of People*. Fenton, MO: The Maritz Institute.