

## Jo Ann Lucero, PCC

Jo Ann Lucero, ICF Professional Certified Coach, brings 35 years of experience in human resources, employee relations, and conflict management to her role as Executive Coach. During her many years as a manager, certified mediator, and advisor to senior executives and military officers in the volatile areas of employee and labor relations, she gained a deep appreciation for the skills and abilities needed to influence the behavior of others in order to affect strategic change. Having served as an advisor to individuals at all levels of management from first line supervisors to senior executives, she understands the day-to-day responsibilities leaders have for putting into place short and long range strategic plans while balancing the vicissitudes of the workplace. As importantly, she understands the numerous challenges senior leaders and managers face as they attempt to manage and integrate operational resources to accomplish organizational goals in challenging multicultural and multigenerational work environments.

Having been a trusted advisor to many senior leaders during her career, Jo Ann has successfully transitioned this skill to her coaching clients. She coaches individuals in the Senior Executive Service within the followings:

- Federal Government including the Department of Defense
- Senior leaders at the Office of the Comptroller of the Currency
- Executives in private, for-profit and non-profit organizations

More recently serving as a leadership and executive coach to individuals in the financial advisory industry, she has gained an appreciation for the dramatic changes required of leaders as new business practices and requirements emerge.

She brings to her coaching an appreciation for the many distinctions between leading and managing. Jo Ann believes that leadership is a skill that is available to all individuals who have a desire and a willingness to build on their innate talents. She is adept at translating theory into practical application for her coaching clients and works with them to integrate emerging leadership practices and strategies efficiently and effectively. She also works with her clients to develop practices that can be integrated into a busy schedule that will enhance productivity in the workplace as well as contribute to their personal satisfaction. She serves her clients by helping them reach their stated goals in such a way that they become self-educating, self-generating, and self-restoring after the coaching relationship comes to a close.

Jo Ann received her Certification in Leadership and Executive Coaching from Georgetown University's Center for Professional Development in 2002. She also earned her certificate in Foundations of Ontological Learning (2003) and Level 1 Certificate in Coaching Excellence in Organizations (2009) from the Newfield Network. She is certified in MBTI, Hay Group ESCI, DiSC and is an active member of the International Coach Federation. She has her B. S. Degree in Psychology from California Coast University and Masters work in Legal Studies from Antioch University.



### Areas of Expertise

Executive Coaching  
Leadership Coaching

### Industry & Sector Experience

Private Sector  
Profit & Non Profit  
Federal Government  
Government

### Functional Experience

Coaching/Leadership Development  
Executive Coaching

### Certifications

Professional Certified Coach (PCC)  
International Coach Federation (ICF)  
Leadership and Executive Coaching from  
Georgetown University's Center for  
Professional Development in 2002  
Foundations of Ontological Learning  
(2003)

Level 1 Certificate in Coaching  
Excellence in Organizations (2009) from  
the Newfield Network  
MBTI, Hay Group ESCI  
DiSC

### Education

Masters work in Legal Studies from  
Antioch University.  
B. S. Degree in Psychology from  
California Coast University