

# Steve Heller, PCC

## *Bridging the gap between potential and performance*

*“From our very first session I found Steve to be professional, engaging and knowledgeable. As a coach, Steve possesses a great combination of listening skills, experience, intuition and insight. Steve listens deeply, asks penetrating questions and motivates you to improve both your strengths and weaknesses.”*

*Director, Verizon Business*

*“Throughout our work together, I found Steve to be fully committed to my goals and aspirations, and to my personal success. He served as an extremely valuable resource for me, providing the absolute right blend of support and challenge, inspiring and motivating me, and helping me to find innovative approaches to the issues.”*

*Candidate for US Congress, Florida District 24*



Steve Heller is a dynamic and committed Leadership Coach, who specializes in helping leaders achieve new levels of personal effectiveness. Steve is particularly interested in the power of clarity, consistency and constancy in driving performance breakthroughs in organizations. His clients have included corporate leaders, social entrepreneurs, public sector leaders, educators, non-profit executives, attorneys, scientists, coaching students and established coaches, in functional areas such as: Corporate Management, Sales, Human Resources, Finance and Administration, Marketing, Operations, Legal and IT. Over the past 10 years, Steve has coached at NASA’s Goddard Space Flight Center, the Smithsonian Institution, the U.S. Department of Homeland Security, the U.S. Departments of the Navy and the Army, the Internal Revenue Service, various agencies within the U.S. Intelligence Community (IC), the George Washington University World Executive MBA program, the Millennium Challenge Corporation (MCC), the Nuclear Energy Institute, the City of Alexandria (Virginia), the District of Columbia Bar, the National Cancer Institute, the Federal Emergency Management Agency (FEMA), AARP, the National Institutes of Health (NIH), the U.S. Environmental Protection Agency (EPA), the American Nurses Association, the U.S. Department of Agriculture, the Overseas Private Investment Corporation (OPIC), the Automotive Aftermarket Industry Association (AAIA), the American Institutes for Research (AIR) and the U.S. Department of Transportation.

With over 30 years of industry experience – for IT and telecommunications companies including Keane, McDonnell Douglas, British Telecom, Cincinnati Bell and Sprint – Steve’s skills in successfully managing change in times of turbulent market conditions derive from real-world experience. Throughout his years in executive and line-management positions, Steve developed a reputation as a first-rate sales leader. He is especially effective at linking team behaviors to bottom-line goals and coaching

individuals with a combination of honesty, directness and a genuine commitment to their personal growth and success.

A member of the International Coach Federation (ICF), Steve served for many years on the Board of Directors of its Washington, DC chapter (including a term as its President), and holds an ICF Professional Certified Coach (PCC) credential. He obtained his Certificate in Leadership Coaching from Georgetown University, and also holds a Bachelor of Engineering Science degree from the Johns Hopkins University and a Master of Science in Engineering degree from the University of Pennsylvania. A lifelong learner, Steve has studied new leadership paradigms with Dr. Margaret Wheatley, leadership agility with Dr. Bill Joiner, presence-based coaching with Doug Silsbee and growth edge coaching with the team led by Dr. Jennifer Garvey Berger. Steve is certified and/or experienced in the application of a variety of assessment instruments, including PPI's Clark Wilson series of 360 feedback surveys, the EQ Map emotional intelligence profile, the DISC personality inventory, Lominger's Leadership Architect framework and Voices 360, the Myers-Briggs Type Indicator (MBTI), the Booth Leadership EQ 360 (LEQ), the Denison Leadership Development Survey and the Kouzes | Posner Leadership Practices Inventory (LPI).

After six years as an Adjunct Faculty member for Georgetown University's Leadership Coaching Certificate Program, Steve will become its Program Director in January of 2015. He is also an occasional guest lecturer at the National War College and is a member of the team of coaches that provides professional coaching to TED Fellows, via the Harnisch Foundation's SupportED program. Steve is also a member of the Global Sufficiency Network, the ICF's Leadership Coaching Community of Practice, the Growth Edge Network and the DCASTD/CBODN Coaching Special Interest Group (SIG).

Steve contributed a chapter titled "The Case for Cultivating Present-Moment Self-Awareness in Leaders and Coaches" to Christine Wahl, Clarice Scriber, and Beth Bloomfield, eds. *On Becoming a Leadership Coach: A Holistic Approach to Coaching Excellence*. Second ed. New York, NY: Palgrave Macmillan, 2013.

He resides in Lorton, Virginia (a suburb of Washington, DC) with his wife Joan, and has two grown children and two granddaughters, about each of whom he will proudly boast with the slightest provocation.