



Carol Goldsmith, PCC

Ms. Goldsmith is an accomplished executive and leadership coach who has helped hundreds of clients on four continents unleash their leadership potential through her proven coaching methodology. She also is a highly regarded coach-educator who trains two emerging and important audiences: credentialed coaches on the road to mastery, and managers/leaders who understand how the addition of key coaching tools and skills can enhance their leadership effectiveness.

Education

She received her coach training from the Coaches Training Institute (CTI) in 2001. Since then, she has accumulated hundreds of hours of continuing coach education through many of the country's leading universities and coach training organizations, among them Georgetown University, George Mason University, Newfield Network, Coach U, and the Hudson Institute. She received her certification as an NLP trainer from the Mid Atlantic Institute for NLP and studied personally with NLP co-founder Richard Bandler. She graduated magna cum laude from the Ohio University School of Journalism.

Past Experience

Ms. Goldsmith provides coaching to leaders at all levels in organizations across the public and private sectors. Her work for the federal government spans the Department of Homeland Security, Department of Defense, Department of Agriculture, Department of Education, Treasury Department, and all branches of the U.S. military and war colleges – ranging from new supervisors to Senior Executive Service (SES). Engagements have included OPM 360 debriefs, 1:1 coaching, team or group coaching, Action Learning, and periodic trainings and facilitation.

In addition, she has coached individual clients across government agencies and NGOs, including the Overseas Private Investment Corporation, Veterans Administration, Environmental Protection Agency, National Institutes for Health, Consumer Products Safety Commission, U.S. Patent Office, International Monetary Fund, World Bank, and the Washington Metropolitan Airport Authority.

Ms. Goldsmith's private sector clients come from some of the world's largest firms in financial services, consulting, defense, telecommunications, pharmaceuticals, hospitality, food services, executive recruiting, training, and education. She has served as an internal leadership coach at PricewaterhouseCoopers (PwC), coaching high potentials up to executives on the partnership track.

Her coaching approach is grounded in neuroscience, neurolinguistics, and cognitive behavioral psychology. As a trainer and master NLP coach, she helps clients identify the strengths, skills, and strategies they need to succeed in the last place most people think to look inside their own direct experience. That is where success leaves clues. Once identified, those clues can be quickly incorporated into proven success strategies that a client can use across contexts. When past performance informs present action, people quickly achieve what is known as a positive Return on Experience (ROX).™

Certifications

Ms. Goldsmith holds the Professional Certified Coach (PCC) designation from the ICF and is a candidate for Master Certified Coach (MCC). She also is a certified trainer and master practitioner of NLP, an Action Learning coach, and certified provider of the Leadership Circle Profile™ and Leadership Culture Survey.

Accomplishments

Ms. Goldsmith helped launch PwC's (PricewaterhouseCoopers') Leadership Coaching Center of Excellence. In her role as director, she assessed and matched coaches with high-potentials and partner candidates across lines of service in a pioneering initiative that is setting the standard for other Fortune 500 firms.

She has developed numerous coaching models and tools that have been taught worldwide, including The Intelligent Outcome™ and Return on Experience™ models. She pioneered the concept of advanced continuing coach education and on-demand learning now recognized by ICF. She has served as President of ICF Metro DC -- the world's largest International Coach Federation city chapter -- four-time chair of the Capital Coaches Conference, and chair of the ICF Prism Awards recognizing excellence in organizational coaching in the capital region.