

# Cynthia Howard RN, CNC, PhD

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## PROFILE

Dr. Cynthia Howard is an Executive Coach and Performance Consultant working with organizations and individuals who want to break away from status quo and mediocre results. Her toolbox includes power tools in lean sigma along with the very best assessments, used worldwide, to unlock potential in leaders. Her coaching style quickly brings out untapped potential and leaders' superpowers. Cynthia works with leaders and organizations to define and grow their leadership brand.

Dr. Howard began her career in healthcare as a registered nurse before moving into management. She was responsible for developing leadership tracks, shared governance, and stopping the leak of wasted money and resources through ineffective programs.

Cynthia has worked with hundreds of leaders and developed the resilience pyramid, recognizing a pattern that successful leaders took as they navigated performance pressures. This foundation of emotional effectiveness is what differentiates good leaders from great ones.

Innovative and a disruptor of status quo, Cynthia offers Work Smart Coaching & Consulting to assist leaders and organizations to perform at their best. She provides results-driven professional development.

- Founder of the Work Smart Club, an online e-learning platform
- Pioneer of the resilient mindset
- Fellow in American Institute of Stress (AIS)
- Forbes Coaches Expert Panel, member

## Published Work

- *Resilient Leader Mindset Makeover: Energize Your Leadership*
- *What's Stopping You Today: 6 Keys to Everyday Success*
- *Everyday Emotional Intelligence: Learn to Deal with Fatal Emotions*
- *The Culture Compass: Navigate Difficult People. Learn to Coach People Who Get Under Your Skin.*
- *HEAL: Healthy Emotions. Abundant Life. From Superhero to Super Self-Empowered.*
- *105 Tips: Get More Done. Lead Happy.*
- *365 Power Thoughts: The Mindset Difference*

- Chapter 21: Keep Calm and Trust the Count. *Introduction to the Operating Room*. Cochran, A. and R. Brag. McGraw-Hill Education.
- Numerous blogs and online articles

### Programs

- **Work Smart Club:** Online library of courses and microlearning
- **Coaching for Performance:** Coaching system for managers to coach their teams to high-performance, includes managing conflict, learning to give feedback, setting goals, team engagement.
- **Innovation Lab:** Agile-based team building experience that solves problems and integrates a problem-solving system to be used again and again.
- **Lean Leadership:** Training in the lean sigma tools and mindset required for continuous improvement and quality organization.

### Continuing Education (CE) Courses Taught 2011–2018

- The Resilient Leader System (12 CE)
- Aromatherapy 101: Introduction to the Use of Essential Oils for Healthcare Professionals (3 CE)
- Turning Conflict into Opportunity: Mastering Communication Under Difficult Circumstances (2 CE)
- PTSD: Introduction to the Complex Disorder for Healthcare Professionals (3 CE)
- Beyond Burnout: Activating Resilience (6 CE)
- Handling Conflict. Giving Feedback. Engaging your Team. (2 CE)
- Align Your Performance Goals (1 CE)

## CAREER HISTORY

### Executive Coach & Performance Expert

1998–Present

- Performance consultations, leadership coaching
- Emotional Intelligence assessment, coaching, and training
- Resilience training and coaching
- Integrative health consultations (1998-2007)

## ADDITIONAL TRAINING & CERTIFICATIONS

- Black belt Lean Sigma
- Lean Healthcare certificate
- CSM: Certified Scrum Master
- Certified Trainer and Provider: Heartmath
- Assessment
  - Conflict Dynamic Profile
  - EQi 2.0: Emotional Intelligence
  - Strengths Profile
- *Healing Arts Modalities*: this expertise helped develop the resilient mindset for better performance
  - Aromatherapy
  - Reflexology
  - Hypnosis
  - Visualization
  - Tapping (energy clearing)

## ACADEMIC QUALIFICATIONS

**University of Maryland** **1993–1998**

Ph.D. in Human Development **College Park, MD**

*Research on the impact of restructuring on staff engagement, performance.*

**Loyola College** **1989–1992**

M.A. in Clinical Psychology **Baltimore, MD**

*Thesis: The moderating effects of assertiveness on burnout.*

**University of Baltimore** **1983–1989**

B.S. in Business Administration **Baltimore, MD**

**Union Memorial School of Nursing** **1974–1977**

Diploma in Nursing **Baltimore, MD**

*Licensed in Maryland, R062964.*