

## Charlotte Maure

PROJECT ROLE: Senior KH Consultant

FOCUS: Charlotte Maure applies a combination of executive coaching, metric development, strategic assessment, and executive experience to help leaders and their teams exert focused, cohesive, results-oriented change in bureaucratic and politically charged environments. She has produced strategic and operational plans, developed leaders and teams, and designed effective organizational performance measurement systems, including Balanced Scorecards.

Ms. Maure has been involved in coaching, facilitation, strategic planning, change management, team development, and improving organizational performance for her entire career. As a project manager, she has led international teams in Fortune 100 organizations, including Asia/Pacific locations organized in Australia, and Europe and the Middle East locations organized in France. Her coaching practice, centered on senior staff in medium- to large-sized organizations, focuses on the development of a leadership voice that encourages the contributions of others in the management of change.

REPRESENTATIVE CLIENTS:

- **Telstra Enterprise & Government (TE&G) (Australia)** – Served as a key onsite consultant, working with task forces to identify cost savings
- **County of Los Angeles: Department of Health Services Public Health** – Coordinated an effort to improve delivery of healthcare to the County's homeless; assisted in the implementation of the Strategic Plan; **Prop 10 Commission** – Designed and delivered project management and team building session for all staff; **Civil Grand Jury Real Estate Collaboration** – Led a team proposing collaboration between Real Estate Asset Managers; **Civil Grand Jury LAPD/Signal Hill Police Assessment** – Performed a comparative audit; led a team that coordinated the development performance measures for major County departments
- **City of Los Angeles, Office of the City Controller** – Team member in audit of administrative services of the Department of Transportation; led a team in performance audit of real estate asset management and strategic vision
- **Los Angeles World Airports** – Team member in organization design
- **Los Angeles Community College District** – Led the development of a Balanced Scorecard measurement system for East Los Angeles College
- **Chabot/Las Positas Community College District** – Coordinated Administrative and Central Services section of the Strategic Cost Management project

OTHER WORK EXPERIENCE:

- **Schilling & Maure**, Principal – Executive coaching and project management
- **Payden & Rygel**, Senior Operations Manager
- **Port Authority of New York and New Jersey**, Deputy Director, Chief Operating Officer, General Services Department

EDUCATION & TRAINING:

- B.A., *cum laude*, History, Vassar College
- M.P.A., Intergovernmental Management, University of Southern California
- Certified Trainer, Affirmative Action/EEO, Interaction Management, and Meeting Planning
- Certified Integral Coach, New Ventures West
- Certified Trainer, "Coaching to Excellence"