

RICHARD BEST, M.Ed., CMC, CFF

LEAD Executive Consulting, LLC
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CERTIFIED MASTER COACH/CERTIFIED FORUM FACILITATOR

COACHING PROFILE

Executive coaching practice is centered on facilitating transformational change of C-level/senior executive leaders and high potentials by assisting the coachee to live out a servant leadership characteristics and philosophy on a day-to-day basis. Individuals whose technical expertise overshadows their leadership ability are prime candidates. Extensive experience working with executives from a variety of industries; 30+ years healthcare experience from paramedic to CEO of nonprofit emergency medical services agency to Director of hospital psychiatry department; P & L responsibility up to \$25 million; Areas of expertise include servant leadership, emotional intelligence, behavior change, leading people through influence/inspiration.

Industry experience includes: professional services, technology, healthcare/physicians, engineering, construction, retail, manufacturing, real estate, transportation, oil/gas, academic, municipalities, state agencies, and hospitals. Bachelor's degree in Physical Education and Business and Master's degree in Kinesiology (Health Promotion and Fitness), both from The University of Texas at Austin; Certified Master Coach from the Behavioral Coaching Institute, Certified in the 90-Day Turn System, training in neuroscience coaching from NeuroBusiness Group. Certified as a Forum Facilitator by Young Presidents Organization-World Presidents Organization (YPO-WPO).

COACHING RESULTS

Case 1

Situation: Managing Partner in international accounting firm engaged LEAD Executive Consulting to work with the Partner identified to succeed Managing Partner. Critical components of engagement were to increase engagement and trust other partners and direct reports, increase relationships/trust with clients, and decrease stress/anxiety when encountering stressful situations.

Action: After discussions and guidance with the coach, partner developed a customized development plan to address the three items above with the goals of increasing 360 assessment results indicating engagement and trust with partners and direct reports, increasing number of deep relationships with clients, and decrease stress/anxiety levels. Coach and Managing Partner agreed and signed off on plan. Partner met with coach every week and worked on action plans and other assignments related to goals.

Results: At six months, partner achieved goals in all three areas, citing keys to success were related to listening and communication skills where the emphasis was on listening to others from their perspective, considering the perspective of the audience when communicating verbally or in writing, and treating people as people versus objects (all related to servant leadership principles).

Case 2

Situation: Managing partners for professional services firm engaged LEAD Executive Consulting to evaluate the status of the firm. Several months prior to engagement, an event occurred between the partners which was a source of distrust. Additionally, the team experienced symptoms of lack of commitment, avoidance of accountability, and fear of conflict. The team was advised of the results of the assessment and given recommendations for addressing the above issues (team building), as well as the creation of a firm Mission, Vision, and Core Values.

Action: The team met twice (4.5 and 5.5 hours) to participate in a customized conflict resolution intervention, and additional two times for Mission, Vision, Core Values creation.

Results: After first meeting, managing partners were **open** to making commitment to engage with each other. Additionally, they committed to open communication with each other, as well as accountability. After the second meeting, the partners **made** the commitment, shared their upsets, resolved their differences,

and were able to work together as a team to develop the Mission, Vision, and Core Values (in subsequent meetings). During the second meeting, two partners acknowledged that they planned to leave the partnership, but the outcomes from the meetings changed their minds. All partners indicated their belief that the firm would have dissolved if it were not for the intervention.

Case 3

Situation: Managing partners for professional services firm engaged LEAD Executive Consulting for a coaching assignment with the firm's administrator. Initial assessments indicated areas for development included Leadership, Strategic View, and Drive for Results. Concern existed as administrator's awareness of deficits did not exist.

Action: After discussions with the coach, administrator developed a customized development plan to address the three items above with the goal of increasing the scores (for managing partners and staff) by 20% within six months. Coach and sponsor agreed and signed off on plan.

Results: At six months, administrator exceeded goals with both staff and managing partners. With staff, administrator exceeded 50% increase for 8 of 11 dimensions measured.

Case 4

Situation: Professional service firm hired LEAD Executive Consulting to work with Associate who unintentionally made inappropriate comments when in groups of people (4 out of 5 times). Additionally, coach was engaged to assist with improving skills for client development and relationships.

Action: Coachee created a customized personal development plan to address the communication and client relationship pieces. Coach and coachee met weekly for nine months. Coachee reported each week on a minimum of 5 interactions as part of communication action plan. The goal was to have 4 out of 5 positive interactions with others.

Results: At six months, coachee was able to achieve 4 out of 5 positive interactions, with increased awareness of the people coachee interacted with. At nine months, coachee regularly reported 5 out of 5 positive interactions. Additionally, coachee increased skills around client development and relationship building. These skills included sustaining contact with clients with phone calls and emails, written thank you notes, and focusing on connecting contacts with others of value. These skills helped differentiate coachee and firm from other firms.

PRIOR BUSINESS EXPERIENCE

A versatile entrepreneurial individual with extensive experience in various customer oriented/service businesses. Quickly develops trust through effective listening. A quick learner who leverages networking and relationship skills to provide employees and customers with a trusted advocate for maintaining effective business relationships. Facilitates teams to use innovative ideas and processes for starting/growing businesses. Experienced in facilitation of strategic planning, administrative operations, business development, contract negotiations, managing and developing staff, and developing/managing budgets. Past work experience includes working with corporations, attorneys, physicians, municipalities, state agencies, and hospitals.

Relationship Skills

- Within 3 months of employment, was invited and accepted to sit on the Board of Directors of The Elisa Project. Hospital staff saw this nonprofit as critical to the success of the eating disorders program and previously had been unable to initiate and sustain any relationship with the nonprofit.
- Grew new company operations quarterly revenue five-fold in the first two years to over \$1 million in annual income in years two through four by relationship building and walking the talk with our client. Accomplishments based on following through with promised provision of service, resolving

miscues/concerns quickly and to client's satisfaction, developing core philosophy of "service" with all employees, and learning client's business to be the "go to" provider when new service delivery was requested.

- Developed relationship with primary client which allowed business to become #1 provider of service to state agency within one year of opening business.

Business Development

- Planned and executed the largest continuing education event in the history of the department, resulting in three times the normal attendance, increased exposure for the department and its services, and the recruitment of two nurses to help staff expanding inpatient unit.
- Prepared/submitted proposal, and led presentation to win \$95,000 consulting project with City of Plano.
- Developed, wrote content, and oversaw the development of company website which upgraded web presence and received 250+ page views per week.

Facilitation

- Co-facilitated multi-date planning sessions with multi-disciplinary leadership of a national hospital firm resulting in clarity around processes to reduce adverse effects with patients. Received high scores on participant evaluation indicating ability to simplify complex issues, facilitate communication across diverse disciplines, and make the process fun.
- Co-facilitated succession planning process with multiple-site, high-end auto dealership resulting in more effective workforce placement as dealership expansions previously cannibalized talent.
- Coached individuals in areas of outplacement, networking, and correcting adverse behavior patterns providing outcomes beneficial to the individuals and associated client firms.

Operations

- P & L responsibility for hospital department with 2008 gross budgeted revenue of \$25 million and operational expenses of \$8.3 million.
- Turned around near-insolvent nonprofit by meeting with clientele's senior management (hospital CEO's and Municipal Fire Department Chiefs) to assess product and services satisfaction and implementing action plans to improve client satisfaction and performance. Retained ~90% of the existing accounts within three months of employment.

RECENT EXPERIENCE

LEAD Executive Consulting, LLC (formerly A S Consulting)

2008 to Present

Owns consulting business providing executive coaching, neutral facilitation, trusted advisor, job transition, and other organizational development services.

Presbyterian Hospital of Dallas

2006 to 2008

Director, Psychiatry Services

An 866 bed, The Joint Commission accredited hospital; one of 13 hospitals within the Texas Health Resources hospital system and is one of the largest nonprofit hospital systems in the U.S.

Responsible for P & L and administrative operations of a 41-bed inpatient unit; eating disorders, chemical dependency, and behavioral health outpatient programs; and the Sleep Medicine Institute. Staff of ~90 with 5 direct reports; 2008 budgeted gross revenue of \$25 million, operating expenses of \$8.3 million.

Executive Solution Partners, LLP

2003 to 2006

Business Development Officer/Consultant

A boutique, expertise-based human capital consultancy specializing in strategic planning, leadership development, coaching and assessment/selection of executives.

Responsible for the coordination of marketing and development activities for the firm. Produce marketing materials in the form of leave behinds, website content, and presentations. Delivery of executive coaching, outplacement services, behavioral assessments, and client support services. Network with business community by attending social, civic, and professional meetings.

Medical Testing and Examinations Center of Dallas

1998 to 2004

Clinic Director/Director of Business Development

Privately owned, multiple facility, multi-specialty medical clinics (Psychiatry, Psychology, Internal Medicine, Pediatrics, Orthopedics, Physical Medicine, Neurology, Ophthalmology)

Directed opening and continued operations of multi-specialty clinics. Duties included clinic startup, daily operations, multiple facility oversight, physician relations, physician/patient scheduling, physician recruitment, regulatory compliance, and supervision of clinic personnel. Planned/opened/managed clinic locations in Dallas, Fort Worth, and Shreveport with satellite sites in Amarillo, Beaumont, and San Antonio.

PREVIOUS EXPERIENCE

Metrocrest Medical Services (nonprofit healthcare); *Executive Director/CEO*

Texas Department of Health, Bureau of Emergency Medical Services; *Program Specialist*

University of Texas -- Austin, Department of Kinesiology; *Graduate Research Assistant (NIH Grant)*

City of Austin, Department of Emergency Medical Services; *EMT and Paramedic*

EDUCATION

University of Texas at Austin

Master of Education, Kinesiology with specialization in Health Promotion and Fitness

Bachelor of Science in Physical Education with minor in Business

Austin Community College

Associate of Applied Science, Paramedic Technology

Behavioral Coaching Institute

Certified Master Coach

NeuroBusiness Group

Neuroscience training (certification in process) for use in executive coaching

Korn Ferry

Lominger Voices, Architect, and ViaEdge training & Certification

YPO-WPO

Certified Forum Facilitator workshop completion – Certified Forum Facilitator

ASSESSMENTS USED

- Korn/Ferry Lominger Voices 360 (Certified)
- Korn/Ferry Lominger Leadership Architect (Certified)
- Korn/Ferry Lominger viaEdge (Certified)
- EQi 2.0 (Certified)
- EQ360 (Certified)
- Prosci ADKAR Change Model (Qualified)
- Myers Briggs Type Indicator -- MBTI (Qualified)
- Thomas Kilmann Conflict Mode Instrument (Qualified)
- FIRO-B (Qualified)
- CPI 260 (Qualified)
- Strong Interest Inventory (Qualified)
- Hamel Work Values Inventory (Qualified)
- Custom 360 Instrument (Developed)

BOARD OF DIRECTORS ROLES

- **LifeNet 1323 Caldwell Corporation** (2013-Present) – Board Chairman
- **LifeNet Services, Inc.** (2012-2014/2015) – Board Chairman/Immediate Past Chairman
- **LifeNet Community Behavioral Healthcare** (2009-Present) – Secretary (2014-Present) Chairman (2010-2014); Executive Committee (2009-Present); Nominations Chair (2009-Present); Board Member (2009-Present)
- **The Elisa Project** (2007-2008) – Corporate Secretary, Board Member, Nominating Committee Chair
- **Dallas Texas Exes** (2005-2008) – Board member

PROFESSIONAL ASSOCIATIONS/AFFILIATIONS

- **Young Presidents Organization** (2013-Present) – Certified Forum Facilitator
- **First Tee of Fort Worth** (2013-Present) – Volunteer and Mentor
- **Downtown Fort Worth Rotary Club** (2013-Present) -- Member
- **Fort Worth Club** (2012-Present) – Member
- **McKinney Memorial Bible Church** (2012-Present) – Community Group Leader; First Impressions Team
- **Greater Tarrant Business Ethics Awards Steering Committee** (2012-2014) – Member
- **TCU EMBA Program** (2011-Present) – Executive Coach
- **Society of Human Resource Management (SHRM)** (2011-Present) – Member
- **SMU Cox School of Business, Business Leadership Center** (2010-Present) – Serve as an executive coach for eligible MBA and PMBA students who have reached a level of distinction; Five-time recipient of Teaching Excellence Award for work with students.
- **Executive Coaching Roundtable of Tarrant County** (2010-2014) – Charter Member
- TCU Neeley Graduate School of Business (2010) – On an as needed basis, coach MBA students on various leadership skill sets.
- **NeuroBusiness Group** (2009-2013) – Member
- **Executive Healthcare Network** (Dallas Chapter) – Chair (2009-2010); Immediate Past Chair (2010)
- Summit Networking Group (2009-2011) – Facilitator/Advisory Board member (2010); Chair (2009)
- **United Way Grant Panel** (2010-2013) – Chair of English Language Panel
- **United Way Metropolitan Dallas Community Impact Committee** (2009-2013) – Member
- United Way Metropolitan Dallas Central Allocations Committee (2010) - Member
- United Way Metropolitan Dallas Disaster Preparedness Committee (2009-2010) – Chair
- United Way Priority Needs Grant Reviewer (2009-2010) – Chair of Youth Development Panel
- United Way Priority Needs Grant Reviewer (2006-2009) – Member of Substance Abuse Panel
- International Coaching Council (2008-2010) – Member
- **Leadership Dallas** Class of 2008 – Member, Alumni Member
- **Career Care – St. Andrew UMC** (2004-Present) – Volunteer presenting faith-based modules, coaching, and networking skills/assistance to individuals searching for new jobs
- Topping Out Juror (2007 & 2008) – One of 8 jurors tasked with choosing best DFW area construction project topped out in prior year
- **Dallas Texas Exes** (1990's-Present) – Life Member
- Texas Exes Business Network (2004-2008) – Programming Committee member
- CEO Network Partners Tower Alliance Group (2005-2006) – Member
- Fellowship Bible Church Dallas (2005-2009) – Small group leader, Usher, Men's Ministry
- Greater Dallas Planning Council (2004-2005) – Member
- Mulligan Classic - Fellowship Bible Church Dallas (2004-2006) – Auction Coordinator; Tournament Committee
- National Institute of Trial Advocacy (NITA) Mock Trials (2004-2006) - Testified annually as orthopedic surgeon and expert witness (2003-2005)
- Editorial Review Board, *Texas EMS Magazine* (1993 - 1997) - Member
- Center for Nonprofit Management (1997-1998) - Volunteer Management Consultant
- Center for Nonprofit Management (1997) - Media contact for *Get On Board!* Fair
- DENCO Area 911 Implementation Task Force (1993 - 1997) - Member
- Texas Department of Health Strategic Planning Meeting (May 1995) - Invitation only member
- Emergency Care Association of Texas (ECAT) (1994) - Member
- Texas Association for EMTs (1992)-BOD representative for Texas Department of Health
- Association for Fitness in Business (1988-1992); Region VI Student BOD Representative (1988-90); Nominated for Secretary/Treasurer (1990) and Vice President (1992) for Region VI Board of Directors
- Reebok Professional Instructor Alliance (1990-1992) - Member
- American College of Sports Medicine (1990-1991) - Member
- Volunteer EMT and Paramedic (1982-1992) - University of Texas EMS, Austin Aqua Festival, Legends of Golf

PRESENTATIONS

- *Forum Fundamentals*, Twin Cities Chapter, Minneapolis, May 30, 2017.
- *First Things First...dealing with yourself Career Care*, St. Andrew UMC, Plano, May 22, 2017.
- *Positive Disagreements*, **Westwood Professional Services**, Minneapolis, May 9, 2017.
- *Forum Fundamentals*, YPO International, Irving, Texas, April 19, 2017.
- *YPO Dallas Retreat: Lifeline & Deep Dive*, YPO Dallas Forum, Ennis, Texas April 8, 2017.
- 2016-----
- *Leading For The Future and Embracing Change*, North Crowley High School AVID/Leadership classes, March 3, 2016.
- *Leveraging Neuroscience Through Job Transition*, Accomplished Executives Group, Grapevine, Texas, February 14, 2017.
- *Leading For The Future and Embracing Change*, North Crowley High School AVID/Leadership classes, February 8, 2016.
- *First Things First...dealing with yourself Career Care*, St. Andrew UMC, Plano, January 23, 2017.
- *Supercharge Retreat*, **YPO Twin Cities Forum**, Minneapolis, January 11, 2017.
- *First Things First...dealing with yourself Career Jump Start*, First United Methodist Church, Richardson, Texas, January 10, 2017.
- *Transformational Change*, **Junior League of Dallas Boone Pickens Leadership Institute**, Dallas, December 9, 2016.
- *Peer Exchange Groups*, The First Tee Regional Meeting, Fort Worth, October 4, 2016.
- *First Things First...dealing with yourself Career Care*, St. Andrew UMC, Plano, September 26, 2016.
- *Peer Exchange Groups*, **Business Navigators**, Dallas, August 19, 2016.
- *Junior Advisory Committee Annual Retreat*, The First Tee of Fort Worth, Snyder, Texas, Jun 16-18, 2016.
- *Conflict Resolution Workshop*, The First Tee of Fort Worth, Fort Worth, June 13, 2016.
- *Supercharge Retreat*, YPO Austin, Austin, May 11, 2016.
- *FSFE™ Training*, Dallas YPO Chapter, April 19, 2016.
- *Conflict Management*, Network Management Team Retreat, The First Tee, Austin, March 29, 2016.
- *FSFE™ Training*, Dallas YPO Chapter, March 16, 2016.
- *FSFE™ Training*, Dallas YPO Chapter, March 15, 2016.
- *FSFE™ Training*, Dallas YPO Chapter, February 16, 2016.
- *FSFE™ Training*, **Dallas YPO Chapter**, February 9, 2016.
- *Small Business Consulting*, Panelist for TCU MBA Class, Fort Worth, February 8, 2016.
- *YPO Houston Norms Review*, **Houston Forum**, Houston, Texas, January 12, 2016.
- *FSFE™ Training*, Dallas YPO Chapter, January 8, 2016.
- 2015-----
- *Forum Moderator Leadership Development*, YPO Dallas, Dallas, Texas, October 23, 2015.
- *Forum Fundamentals*, Dallas YPO Chapter, Dallas, Texas, October 21, 2015.
- *Forum Fundamentals*, **YPO International**, Irving, Texas, October 7, 2015.
- *First Things First...dealing with yourself Career Care*, St. Andrew UMC, Plano, September 28, 2015.
- *Conflict Management Workshop*, Westwood, Plano, Texas, August 21, 2015.
- *Teambuilding Retreat*, Junior Advisory Committee, The First Tee of Fort Worth, Snyder, Texas, July 10-12, 2015.
- *First Things First...dealing with yourself Career Care*, St. Andrew UMC, Plano, May 18, 2015.
- *Getting To There From Here: Charting Our Vision for 2017*, The First Tee, Network Management Team Retreat, Scottsdale, Arizona, April 24, 2015.
- *Forum Fundamentals*, YPO Corporate, Irving, Texas, April 15, 2015.
- *Leadership Challenges And Potential Solutions: An Open Discussion About The Challenges You Experience*, The First Tee Network Meeting, Dallas, Texas, March 14, 2015.
- *Sand Traps, Roughs, and Water Hazards: Causes Of Resistance To Change and Insights On How To Navigate Them*, The First Tee Network Meeting, Dallas, Texas, March 14, 2015.
- *Getting To There From Here: Charting Your Vision*, The First Tee Network Meeting, Dallas, Texas, March 13, 2015.
- *First Things First...dealing with yourself Career Care*, St. Andrew UMC, Plano, January 19, 2015.
- 2014-----
- *Servant Leadership and Emotional Intelligence in Leadership*, **YPO Barbados Forum**, Springdale, Utah, October 3, 2014.

- *Five Inroads to Academic Success*, delivered seven times to **AVID/Leadership classes** at **North Crowley High School**, Fort Worth, Texas, September 16, 2014.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, September 15, 2014.
- *Five Inroads to Leadership Success*, Farm and Ranch Club (**Fort Worth Chamber of Commerce**), Fort Worth, Texas, July 22, 2014.
- *Coaching Executives Through Career Transitions*, Southlake Accomplished Executives Group, July 1, 2014.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, May 19, 2014.
- *Attitude Makes The Difference*, CareerSolutions Radio with David Rawles, KDKR 91.3 FM, April 25, 2014.
- *Executive Coaching and Peer Exchange Groups*, Co-presented with Kevin Long at **The First Tee** Central Plains Regional Meeting, Fort Worth, Texas March 26, 2014.
- *Getting To There From Here: Charting Your Vision*, **The First Tee** Central Plains Regional Meeting, Fort Worth, Texas March 25, 2014.
- *Coaching and Mentoring*, **Junior League of Dallas**, Dallas, Texas, January 10, 2014.

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- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, September 30, 2013.
- *360 Degree Management*, **Dallas Regional Chamber Young Professionals**, Dallas, TX, June 26, 2013.
- *Ethics 101*, **Fort Worth Chamber of Commerce**, Fort Worth, TX June 5, 2013.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, May 13, 2013.
- *Me, Myself, & I: Servant Leadership and Emotional Intelligence*, **CEO Netweavers**, Dallas, TX, April, 10, 2013.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, January 21, 2013.
- *Executive Coaching*, **Money Sense at the Opening Bell**, 1190 AM Radio, Fort Worth, TX, January 15, 2013.

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- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, November 26, 2012.
- *Executive Coaching*, Internet Radio Show, Houston, TX November 9, 2012.
- *Servant Leadership*, Fort Worth Christian Men, Fort Worth, TX, October 12, 2012.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, October 1, 2012.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, July 23, 2012.
- *Networking and Business Development Workshop*, **BDO USA, LLP**, Dallas, Texas June 22, 2012.
- *Volunteer Experience*, **UWMD Campaign Cabinet**, Dallas, Texas, June 19, 2012.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, June 4, 2012.
- *Networking and Business Development Workshop*, **BDO USA, LLP**, Dallas, Texas May 22, 2012.
- *Psychology of Informational Interviews*, and *Attitude and Job Transition*, Preston Trail Job Network, Frisco, Texas, May 16, 2012.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, March 19, 2012.
- *Strategically Mapping Your Early Career Development (Panelist)*, **American College of Healthcare Executives**, Dallas, Texas, February 16, 2012.
- *Emotional Intelligence*, **Corporate Resource Group**, Fort Worth, Texas, January 31, 2012.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, January 16, 2012.
- *Who Do You Want To Be In 2012?* **Summit Business Professionals**, Dallas, Texas, January 10, 2012.

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- *Role Of Emotional Intelligence In Dealing With Difficult Families*, **National Association of Professional Geriatric Care Managers**, Grapevine, Texas, November 12, 2011.
- *Attitude and Job Transition*, Preston Trail Job Network, Frisco, Texas, October 26, 2011.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, October 3, 2011.
- *Treating People as People or Objects: How to get the best out of your direct reports*, **The Alternative Board**, Fort Worth, Texas, October 4, 2011.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, August 15, 2011.
- *Trust and Communications*, AMS Productions, Dallas, Texas, August 13, 2011
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, June 13, 2011.
- *Medical Home Learning Collaborative: Having a critical conversation with the physicians around participation*, **Texas Health Physician Group**, Euless, Texas, May 4, 2011.
- *Servant Leadership*, **Arlington Rotary**, Arlington, Texas, April 28, 2011.

- *Immersion Learning: Experts Providing Understanding and Answers*, Session Facilitator, **DFW Association Executive 2011 Association Day**, April 18, 2011.
- *How To Interact With Someone in Job Transition*, **CONTACT (Crisis Line)**, Dallas, March 31, 2011.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, February 28, 2011.
- *Leadership in the Workplace*, **Aspire – The CFO Preparatory Institute**, Plano, Texas, February 16, 2011.

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- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, December 13, 2010
- *What Can I Do To Get You In This Car Today: Strategies To Make Informational Interviews A Good Use Of Everyone's Time*, CareerSearch Network, Fort Worth, Texas, November 1, 2010.
- *Treating People as Objects or People: How to get the best out of your direct reports*, **Institute for Internal Auditors Midwest Regional Conference**, Kansas City, Missouri, September 13, 2010.
- *Servant Leadership at the Front Lines: How you can make a difference*, **Institute for Internal Auditors Midwest Regional Conference**, Kansas City, Missouri, September 13, 2010.
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, August 16, 2010
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, June 28, 2010
- *First Things First...dealing with yourself* Career Care, St. Ann's Employment Network, St. Ann Catholic Church, Coppell, July 15,, 2010
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, April 26, 2010
- *First Things First...dealing with yourself* Career Connections "Hire DFW First" Job Fair, May 18, 2010
- *Year of the Tiger: Be Who You Want To Be in 2010*, **Metroport Rotary (Westlake, TX)**, May 7, 2010
- *Year of the Tiger: Be Who You Want To Be in 2010*, Career Jump Start (First UMC Richardson), May 4, 2010
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, April 26, 2010
- *Year of the Tiger: Be Who You Want To Be in 2010*, **Association for Women in Communication (Dallas Professional Chapter)**, Neiman Marcus Zodiac Café, March 25, 2010
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, March 1, 2010
- *First Things First...dealing with yourself* CareerSearch Network (Fort Worth), February 1, 2010

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- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, December 21, 2009
- *How Not To Taste Like Chicken: Making and Receiving Memorable Introductions*, CareerSearch Network Southlake HR CMG, Southlake, Texas, October 28, 2009
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, October 26, 2009
- *How Not To Taste Like Chicken: Making and Receiving Memorable Introductions* Career Jump Start (First UMC Richardson), October 13, 2009
- *How Not To Taste Like Chicken: Making and Receiving Memorable Introductions* Career Connections HR CMG, August 31, 2009
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, August 24, 2009
- *How Not To Taste Like Chicken: Making and Receiving Memorable Introductions* **CEO Netweavers, Directors (BOD) Group**, Dallas, Texas August 13, 2009
- *How Not To Taste Like Chicken: Making and Receiving Memorable Introductions*, **Executive Healthcare Network--DFW Chapter**, Las Colinas, Texas August 12, 2009
- *How Not To Taste Like Chicken: Making and Receiving Memorable Introductions*, Guest Speaker: **Toastmasters ProSpeak**, Dallas, Texas August 9, 2009
- *First Things First...dealing with yourself* Career Care, First UMC Richardson, Texas, June 2, 2009
- *Ruts are Graves With The Ends Knocked Out: Tips To Facilitating Meetings and Staying out of the Ruts* Junior League of Dallas Leadership Council, Dallas, Texas May 15, 2009
- *First Things First...dealing with yourself* Career Care, St. Andrew UMC, Plano, April 27, 2009
- *First Things First...dealing with yourself*, North Dallas Career Focus Group (Christ UMC, Plano), March 27, 2009

-----Prior to 2009-----

- *Barriers and Challenges for Networking* Texas Exes Business Network, Dallas, Texas, July 2006
- *What Can I Do For You?* Texas Exes Business Network, Dallas, Texas, November 3, 2005.
- *Listening Skills* Chase Commercial Bank, Middle Market group, Dallas, Texas, September 26, 2005.
- *Attitude* Multiple presentations for faith-based career transition program, Career Care, St. Andrew UMC, Plano, Texas, delivered once every other month, 2005-Present.
- *Fees for Services?* Panelist, **Center for Nonprofit Management Seminar**. Dallas, Texas, January 31, 1997.

- *New Drugs in the Field: Adenosine & Flumazenil*. Oral/slide presentation. CareFlite Emergency Care Update 1994. Dallas, Texas. March 31, 1994.
- *Reducing Stress Through Exercise*. Oral presentation. Texas State EMS Conference. Austin, Texas. November 23, 1992.
- *EMS Management Academy--How to Ask for Money*. Panel presentation. Austin, Texas. March 28, 1992.
- *Low Back Pain and the EMT*. Oral/slide presentation. Texas State EMS Conference. Austin, Texas. September 13-15, 1990.
- *Accuracy of Heart Rate Monitoring in Elementary School Children*. Poster presentation. American College of Sports Medicine International Conference. Salt Lake City, Utah. May 22, 1990.
- *Accuracy of Heart Rate Monitoring in Elementary School Children*. Poster presentation. Association for Fitness in Business Region VI Conference. South Shore Harbour, League City, Texas. April 6-7, 1990.
- *Heart Rate Monitors: Feedback for the Fitness Oriented Teacher*. Oral presentation. Austin Association of Health and Physical Education, Recreation and Dance. Austin, Texas. April 15, 1989.

PUBLICATIONS

Best, R.W., and Steinhardt, M.A. "The accuracy of children's counting of exercise heart rates." *Pediatric Exercise Science*, August 1991, pp. 229-237.

Best, R.W., and Leopold, T. "Boxes step up pace of exercise program." *Austin American Statesman*, July 12, 1989.

BIO - Richard Best, M.Ed., CMC, CFF

Richard serves as an executive coach and consultant with extensive experience coaching senior executives and high-potential leaders. He specializes in developing leadership behaviors and emotional intelligence, exchanging less desirable behaviors for those exemplifying true leadership. Richard helps clients strengthen their interpersonal effectiveness and leadership impact, resulting in increased opportunities for their career success. He has coached executives to identify development areas, create fresh perspectives for growth and overcome obstacles in making measurable and sustained changes.

Richard has coached executives from a variety of industries including professional services, technology, healthcare/physicians, engineering, construction, retail, manufacturing, real estate, transportation, oil/gas, academic, municipalities, state agencies, and hospitals. Additionally, he serves as an executive coach for Texas Christian University's Executive MBA program and Southern Methodist University's MBA/Professional MBA programs. Besides coaching, Richard serves as one of approximately 100 world-wide Certified Forum Facilitators for YPO, working to enhance leadership for YPO's 25,000+ members through workshops and retreats.

Richard brings more than 30 years experience in the healthcare industry where he has served in various leadership roles including CEO of a non-profit emergency medical services agency, Director of a hospital psychiatry department, Chairman of the Board for a non-profit psychiatry agency and P&L responsibilities up to \$25 million.

Richard holds a Master of Education in Kinesiology (Health Promotion & Fitness) and a Bachelor's degree in Physical Education with a minor in Business from The University of Texas at Austin. Richard is active in numerous community-enrichment initiatives including The First Tee of Fort Worth, the Ben Hogan Foundation and formerly the Greater Tarrant Business Ethics Awards Committee. He also served four years as Chairman of the Board of Directors for LifeNet Services, Inc. and LifeNet Community Behavioral Healthcare (Dallas). Other activities include serving as a Community Group Leader and on the First Impressions Team at McKinney Memorial Bible Church (Fort Worth), and volunteer speaker/coach at Career Care, a faith-based job transition program at St. Andrew UMC in Plano. Best was a member of the 2008 Leadership Dallas class. Richard has previously served on the Board of Directors for the Dallas Texas Exes, which raises scholarship funds for area students to attend the University of Texas at Austin, and The Elisa Project, a nonprofit which increases the awareness of eating disorders.