

Terry O'Connor

Senior Fellow for Global Leadership, Center for Public Service

For thirty five years, Terry O'Connor's distinctive skills have helped organizations and individuals obtain the most from their current capabilities and capitalize on future opportunities. There are few consultants who bring to coaching and consulting the practical experience, breadth of knowledge, and personal commitment to organizational success that he does.

As a consultant, Terry has led strategic and operational change initiatives at private and public organizations that include Energy Northwest, SuperValu, Bonneville Power, Army Corps of Engineers, Harris Bank, and the National Conference of Governors.

He has experienced the demands of executive leadership first-hand, having assumed top-level positions to assist client companies through critical periods of growth and change. As executive vice president of the Charles H. Lilly Company, he took on overall corporate operations responsibility; at American Network, Inc., he was vice president for marketing and sales; and as president of Laughlin Insurance he led the company through a merger with Allstate.

That those three organizations in significantly different businesses – consumer products, telecommunications, and financial services – entrusted him with top-level organizational responsibility testifies to O'Connor's ability to understand and work with the unique characteristics of any organization. Moreover, in these and many other assignments he has accepted the additional responsibilities of coaching top executives to improve their personal leadership and managerial effectiveness.

As a sought-after executive coach, Terry makes a difference in his clients' performance and contributions to their organization. Recent coaching assignments have been with the Republic of Georgia, the State of Oklahoma, Alegent Health and ABM Industries. Mercer Delta assignments have included Bank of America and Bell South. O'Connor also leads workshops and seminars to share his expertise on such topics as strategic planning, project management, leadership, teamwork, and marketing. His speaking and consulting assignments have taken him from Anchorage to Miami and from Boston to San Diego. For several years he consulted with the government of the African nation of Malawi to develop the executive skills of fourteen cabinet level officials.

The knowledge, insight, and practical experience that Terry O'Connor brings to his client assignments are necessary qualities for any top-rank coach or consultant, but they alone are not the sources of his effectiveness. He understands that a plan, goal, or mission is more than words on paper; it is a commitment to change. He attends to the factors that turn vision into reality, providing the individual and team development, executive coaching, and organizational learning that bring good intentions to life as superior individual and organizational performance.

When you check with his clients, they will tell you that Terry O'Connor gives a part of himself to any assignment he undertakes. As Oklahoma Governor Frank Keating wrote, "Your guidance of our group and wise counsel throughout our recent planning retreat were key contributions. Oklahoma will be a better place thanks to your involvement in this process. Most of our citizens will never know the part you played, but we will, and we are grateful."

In every sector of business and government, leaders of complex organizations facing serious challenges need multi-dimensional solutions of the type that Terry O'Connor will help you discover and implement.

Recent Coaching Assignments - Managers in Government

- *Systematic Leader Development:* Child Support Enforcement, State of Oklahoma. Five high potential managers were identified every six months for leadership development focused on monthly coaching sessions. Twenty managers coached.
- *Marginal performing managers:* Data Services Division. The strategic direction of the division required members of the management team to be performing optimally. Coaching was focused on weaknesses identified in performance reviews. Three of the five managers, after six months of coaching, were again meeting standards.
- *Interim Director:* Aging Services Division, State of Oklahoma. For six months Terry coached the acting director in assuming new responsibilities. The Director's Management Team was included in strategies for a "new face" to present to partner agencies. The assignment included adding management systems and protocols High performer "with warts": Bonneville Power Administration. Jim Lewis was extremely competent technically but was underperforming as a manager. Jim transformed himself with coaching help. The "Manager of the Year" plaque for the entire agency is one of his proudest possessions. (Shared with the permission from this client, who continues to be a friend.)

Testimonials

"My managers have made tremendous progress in leading this organization. We're delivering our projects and getting the recognition we need. Terry's coaching has been a major contribution."
—Duane Smith, Executive Director, Oklahoma Water Resources Board

"I couldn't have led the transformation of my agency without Terry's coaching. It is a particular strength that he doesn't tell me what I want to hear, but what I need to know."
—Sue Hickey, Assistant Administrator, Bonneville Power Administration

"I got impartial feedback about myself and those I report to. As valuable, I planned next steps to the next level of my career."
—Fonda Logston, Enterprise Management, DHS

"New practices gained in my working with Terry allow me to offer a better product to my customers. I'm more productive at work because I've learned to balance my day using my work time, and family time more efficiently. Terry's talents are very helpful to me and to our organization."
—Jim Hutchinson, Child Protective Services

Contact

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