



Randel Consulting Associates is a management consulting and organizational development firm, leading organizations and businesses through change and growth.

Based in the Washington, D.C. metro region, we work locally, nationally and globally with organizations focused on making an impact in the world. We are internationally recognized as experts in the facilitation of meetings and workshops, and are sought out as advisors to organizations working in dynamic environments on complex issues.

We are experts in organizational development, facilitation and training.

- We coach teams and executive leadership through change and improvement.
- We design and facilitate meetings and retreats for staff, partners and external stakeholders.
- We create and run professional development programs that equip people with the skills and knowledge they need to succeed.

The RCA team currently includes more than thirty senior and experienced professionals with varied backgrounds in the private, public and non-profit sectors, including environment, education, real estate, publishing, finance, pharmaceuticals, and publishing. Our associates are based across the United States, and we have a global reach through our network of partner organizations. Associates are certified in a number of individual, team and organizational assessment tools.

Recent RCA clients include:

- Columbia University
- Consumer Finance Protection Bureau (CFPB)
- Fairfax County
- Foreign Service institute – U.S. State Department
- Health and Human Services (HHS)
- Health Resources and Services Administration (HRSA), HHS
- Institute for Museum and Library Services (IMLS)
- Inter-American Development Bank
- Internal Revenue Service
- NASA
- National Cooperative Bank
- National Oceanic and Atmospheric Administration (NOAA)
- University of Maryland
- US Green Building Council
- World Bank Group
- World Economic Forum



ICF Certified: PCC, most recently renewed in 2017

Coaching Hours: More than 4000 hours

Sheila Diggs has over 20 years of experience in developing leaders in public and private sector organizations, including financial services, international development, government and healthcare. With a specialization in executive coaching, leadership and team development, Sheila has worked extensively with technical experts to enhance their individual, organizational and interpersonal results through effective leadership. Some specific areas of focus for clients include creating vision; building and executing strategies to actualize their vision; developing emotional intelligence, developing talent in diverse working environments, building trust, mindful leadership and enhancing interpersonal communication to create strategic relationships.

Sheila's professional background in management, training, and human resources/professional services offers her clients an integrated approach to the strategic and tactical factors that are essential components for organizational life.

Sheila has served as Deputy Director, Professional and Organizational Development for Global Health Fellows Program, USAID and Lead Coach for the World Bank Group where she led organizational alignment on a strategy to effectively align leadership coaching with the organization's strategic direction.

Education: MS in Organizational Development (American University)

Assessment Tools: Sheila is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360, The Leadership Circle 360, Hogan, DISC, EQi 360.



ICF Certified: PCC, most recently renewed in 2016

Coaching Hours: More than 1000 hours

Marshall Brown is a certified leadership coach. known for his passion for growth, and laser like focus on results. Marshall believes that everyone has the capacity to succeed; through his intuitive and unique coaching techniques, he enables people to take hold of their inner power and unleash the champion within them. As a result, he has helped countless individuals, teams, and organizations hone their skills, thus reaching 100% optimum performance. Everything he does is results-driven and success-oriented.

In all coaching sessions, Marshall's goal is to help clients "Get Clear. Get Focused. Get Ahead." This applies to whatever goals or resolutions they want to tackle, be it a new career, business, or personal endeavor.

Marshall brings a significant amount of knowledge and experience in leadership coaching and leadership to his work with individual and organizational clients. His clients include government and association executives, lawyers, health care professionals, CEOs and business entrepreneurs.

Marshall is a respected leader, having served as president of the DC Metro Chapter of the International Coach Federation

Education: BS in Psychology (University of Pittsburgh)

Assessment Tools: Marshall is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360.



ICF Certified: PCC, most recently renewed in 2016

Coaching Hours: More than 3000 hours

Laurie is an experienced Leadership Coach, and has developed a leading-edge neuroscience-based personal and leadership learning and development practice. She is also co-author of *Six Steps to Unlocking Extraordinary Leadership: The Neuroscience of High Performance Leadership*. Combining research from modern neuroscience, quantum physics, stress resilience, and mindfulness, she helps individuals, teams and organizations change the way they think, feel, and show up in the world.

Laurie has over 22 years of experience in coaching, training, consulting, leadership, facilitation, and mind/body medicine, and is appreciated for her ability to evoke untapped capacities and help people eliminate outdated habits that keep them from excelling. She believes that gaining a deeper understanding of human relationships plays a key role in shifting out of status quo to move positive change forward. Her philosophy is that change happens from the inside out versus the outside in, and people have the solutions within them.

Education: MA in Psychology (Northern Arizona University)

Assessment Tools: Laurie is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360, EQ-I, SCARF 360.



ICF Certified: PCC, most recently renewed in 2015

Coaching Hours: More than 1500 hours

Constance Morris Hope is a seasoned Leadership Coach, Facilitator, and Trainer specializing in Leader and Organizational Development in multicultural workplaces with over 35 years of experience in corporate governance and communication in five international organizations, 24 US government agencies, non-profit organizations, and academia.

She works primarily with leaders, combining assessment, feedback, coaching, and consulting to help them identify areas for focus. Her client-focused approach assumes that all clients are 'naturally creative, resourceful, and whole'. Through an appreciative and reflective process, Constance help clients gain greater self-awareness, discover their strongest personal and leadership attributes, broaden their perspectives, and develop their personal confidence to enhance communication with others, strengthen relationships, and improve results.

Education: MA (Johns Hopkins School of Advanced International Studies)

Assessment Tools: Constance is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360, and EQ-i



ICF Certified: PCC, most recently renewed in 2014

Coaching Hours: More than 1250 hours

Paul McFadden is a seasoned executive and team coach, learning and development strategist, facilitator, speaker, advisor, and veteran of the US Navy/Merchant Marine Reserves. He has developed a leadership and workforce development practice with foundations in neuroscience, quantum physics and heart-intelligence. He co-authored “Six Steps to Unlocking Extraordinary Leadership: The Neuroscience of High Performance Leadership” and is co-founder of NeuroLeader University™, an online learning academy dedicated to using science to transform leadership and organizational performance.

Paul is recognized for his ability to help leaders and organizations build a resilient culture of high performance through the integration of strategies and techniques grounded in science-based research (neuroscience, heart intelligence, quantum theory, systems thinking and mindfulness) with innovations in leadership, performance and change management practices.

Education: BS (U.S. Merchant Marine Academy)

Assessment Tools: Paul is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360, Certified SCARF® 360 Assessor, DiSC.



ICF Certified: PCC, most recently renewed in 2015

Coaching Hours: More than 1500 hours

Sally Seppanen works with clients to help them manage feeling overwhelmed, communicate more effectively and exhibit a personal style of leadership that leads to long sought after goals. This is done through examining what a client wants to make happen and guiding conversations to the insights that make goals accessible and practices that make new behaviors sustainable.

She delivers coaching to executives and those within the leadership pipeline to help them establish the actions and mindsets that will make them more successful. She also works with teams to help build communication, collaboration and understanding. This team development is crucial amidst increasing demands and levels of overload experienced within the workplace. She also works with individuals and groups to build their capacity to respond more ably to challenging situations with more satisfying responses.

Education: MS in the Neuroscience of Leadership (Middlesex University)

Assessment Tools: Sally is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360, DISC, and ESCL.



ICF Certified: ACC, most recently renewed in 2016

Coaching Hours: More than 380 hours

Linda Gooding has coached leaders for professional and personal effectiveness since 2003, specializing in coaching leaders at all levels – from the individual whose objective is to be more successful in achieving personal goals through managers and senior executives whose aim is to sharpen their leadership skills and abilities and move their organizations forward.

Linda's current practice is as an external coach. She previously worked as an internal coach during her career in federal government, where she served as supervisor, coach, and program manager. She was awarded the Intelligence Commendation Medal for her work in mentoring.

Education: MA (George Washington University)

Assessment Tools: Linda is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360, the Leadership Circle and DISC.



ICF Certified: ACC, awarded in 2012

Coaching Hours: More than 700 hours

Laura Mendelow provides Leadership and Team Development consulting to individuals, teams, and organizations. She believes “when you ‘get’ people, you get results.”

Laura has made a career of applying psychology to the workforce. Laura has done extensive work in the learning industry since 1994 including managing the internal Executive Coaching and Organization Development programs for Booz Allen Hamilton. Her experience, as both an external and internal consultant combined with a strong experiential training background, gives her a unique perspective in working with clients to create innovative yet sustainable results.

Laura works in both the private and public sectors and works with a range of organizations at local, state and federal levels, as well as the private sector.

Education: MA (Marymount University)

Assessment Tools: Laura is qualified or certified to administer a number of 360 assessment tools, including the Leadership Circle, Hogan, EQi, CCL 360 By Design, and DISC.



ICF Certified: PCC, most recently renewed in 2016

Coaching Hours: More than 1000 hours

Marion Smith is a professionally certified Leadership Coach and Facilitator. Marion brings more than 20 years of business knowledge and skills to enrich her work with clients. When coaching, consulting, and facilitating, Marion works with clients to raise their self-awareness and increase understanding of situations and opportunities they face. She supports and challenges clients to uncover and explore their potential, enabling achievement of important personal and organizational goals. Her ability to focus on core issues and possibilities while considering the 'big picture' allows identification of key areas for impact and improvement and provides unique insights for clients.

Working with integrity and focusing on her clients' needs, she offers leaders and executives a business relationship based on trust, confidential discussion and the exploration of opportunities and practical solutions for personal growth, the resolution of issues and achievement of results.

Education: MS (University of West Scotland)

Assessment Tools: Marion is qualified or certified to administer a number of 360 assessment tools, including Leadership Practices Inventory 360, Hogan Leadership Series, DiSC.



Michael Randel has spent the last 25 years working with organizations going through change, many in the public sector, tackling messy, ‘wicked’ problems to which there are no easy answers. Michael founded Randel Consulting Associates, LLC, in 2010, a consulting firm that leads organizations through change and change. He is an experienced organizational development consultant and a master facilitator. He has worked as a consultant for such organizations as the World Bank, NASA and the US Green Building Council.

Michael has assembled and led consulting teams providing services to public sector and nonprofit clients. He has successfully led the company in winning four competitive procurement contracts:

Before founding his company, Michael worked for 6 years as an internal consultant in the World Bank Group. He spent 4 years in program management, overseeing a team of 30 team coaches working across the global organization.

Michael's broad experience includes coaching individuals, leading project teams, facilitating meetings of all sizes, and advising on enterprise-wide change processes. He was presented with the Facilitation Impact Award in 2013 and 2015 by the International Association of Facilitators for the results of his work. He is recognized by the International Association of Facilitators (IAF) as a Certified Professional Facilitator (CPF).