

Charles J. Wolfe
59 Winterset Lane
Simsbury, CT 06070
www.cjwolfe.com
860-658-2737 cjwolfe@cjwolfe.com



Chuck is CEO of Charles J. Wolfe Associates, LLC a result-driven consulting firm dedicated to improving leadership and performance. He is a speaker, consultant and author, whose expertise includes executive coaching, leadership development, talent management, culture change and team building for fortune 500 companies, military and government organizations, universities and schools.

Chuck is internationally recognized as a leader and pioneer in emotional intelligence (EI). He is a member of the prestigious Consortium for EI Research in Organizations. In 1999 he formed a strategic alliance with the pioneers in EI, Peter Salovey, President of Yale University and Professor Jack Mayer, University of New Hampshire. Chuck co-wrote the certification program for the MSCEIT, their unique ability based assessment of emotional intelligence. He was lead trainer for the first certification workshop. Independently he created the Emotion Roadmap, a unique methodology which helps leaders manage change, strengthen teams, and improve performance. His newest workshop "**Getting Smart about People Skills**" features unique insights and approaches that enhance leadership skills for anyone in any position.

Selected key clients and achievements:

Aetna: Helped Aetna implement culture change, in part, teaching people to take the responsibility for managing their own careers and how to lead from any position.

AIG, ING: Executive Coaching: One client, Dennis Roberts, former senior VP made a presentation regarding his coaching experience. <http://www.cjwolfe.com/aig.avi>.

Allianz, Allied World, Concord Hospital, Yale New Haven Hospital, Travelers: Designed and developed workshops to teach about emotional intelligence, organization behavior, and leadership development.

ESPN, Dresdner Bank, Bank of America, Xerox, UTC, Viacom: Introduced a workshop called New Pathways for Inspired Performance. The workshop teaches leaders about talent management, succession plans, leadership development and career development.

Exxon, Coca Cola, MIT Sloan School of Management, Wharton Leadership Center: Taught **Emotional Intelligence and Negotiations training**

Fidelity and Kaiser Permanente: Worked with leaders of IT on talent management, culture change and leadership development that supported strategic and tactical planning. The work with Kaiser, one of the world's largest health care providers, is featured in the video, "**Emotional Intelligence,**" developed & introduced by CRM Learning.

Foxwoods and the Mashantucket Pequot Tribal Nation: Worked as a leadership coach for the Chairman, Tribal Council, and senior executives of the Foxwoods enterprise.

Palomar Health: Selected to lead and certify 14 professionals in a major emotional intelligence intervention whereby hundreds of doctors, nurses and other healthcare

professionals will take the MSCEIT (emotional intelligence assessment) and receive coaching. Adaptation of the Emotion Roadmap is a key part of the intervention.

Philips: In the search for a world class program Philips selected Chuck's two day workshop called **Emotional Intelligence Critical Skills for Success**. The workshop is running successfully for Philips and other organizations in the US, Europe and Asia.

Sheraton, Gaylord Entertainment hotel and convention centers in Orlando, D.C., Nashville and Dallas: Coached executives at corporate as well as GMs, Sales VPs, and Directors of Quality, Catering. Implemented change management in the Opryland Hotel.

US Army, US Coast Guard, state and local government: Senior leader workshops involving emotional intelligence and executive coaching.

Webinars & Teleconference

Navigating Your Emotion Roadmap- Are You in Four Wheel Drive? **HCI**
Agree to Disagree: Tackling Everyday Conflict in the Workplace **Training Center**

Venetian and Palazzo Hotels, Sands Convention Center: Created a series of video interviews with their President, John Caparella, teaching about trust and courage.

Volunteer Efforts:

Along with "for profit" work Chuck created and hosts the show "The Emotion Roadmap: Take the Wheel and Control How You Feel" on WPKN, a public radio station. Since 2009 Chuck volunteers his time to help countless callers deal with emotional challenges. He also features interviews, e.g., Yale President Peter Salovey; former Chilean Ambassador Arturo Fermandois; Vineet Nayar, former CEO of HCL Technologies, India; Professor Linda Hill of Harvard Business; John Caparella, President, Venetian and Palazzo hotels in Las Vegas.

Chuck has also volunteered his time and expertise to his town, religious organizations and to A Better Chance (ABC), a program whose mission is to increase substantially the number of well-educated young people of color who are capable of assuming positions of responsibility and leadership in American society.

Background and Achievements prior to forming Charles J. Wolfe Assoc., LLC:

- **Harvard Business School:** Chuck worked at Harvard's Executive Program. He led classes, researched and wrote cases on leadership and executive education.
- **Exxon:** While working at Exxon Chuck led efforts on a worldwide study of best practices in leadership development. The results were incorporated into practice.
- **Hartford Insurance:** As Director of Leadership Development Chuck worked with executives to develop a state of the art leadership curriculum. He also partnered with Harvard Professors to lead team building for Hartford's CEO.

Selected Radio Shows and Publications

- ➔ To listen to selected radio programs that show the diverse ways Chuck applies the Emotion Roadmap click on Public Radio Exchange <http://www.prx.org/series/32235-the-emotion-roadmap-take-the-wheel-control-how>.

There you can hear Chuck's shows about helping **Facebook** deal with bullying, helping combat veterans deal with stress, recognizing and treating burnout, helping with athletic performance with a Division 1 men's basketball team, leadership in the field of EI, and leadership in the workplace.

Along with these shows about professional work there are also shows helping individuals deal with personal challenges such as Asperger Syndrome, cancer, marriage difficulties, and feeling overwhelmed.

- To read an article he co-authored for the Defense Industry Daily in February, 2010 called, "Want an Effective Kaizen Event? Don't Forget the Human Side!" click on <http://kaizenfieldbook.com/marksblog/archives/1611>
- M. Brackett, B. Alster, C. Wolfe, N. Katulak and E. Fale, "Creating an Emotionally Intelligent School District: A Skills-based Approach" in Educating people to be emotionally intelligent. Ed. By R. Bar-On, K. Maree, and M. Elias (Portsmouth, NH: Greenwood Publishing Group, 2007).
- Mark R. Hamel and Charles J. Wolfe, "Transformation Leadership" in Kaizen event fieldbook. By Mark R. Hamel, (Dearborn,MI: Society for Manufacturing Engineers, 2009).
- Charles J. Wolfe, "The Practice of EI Coaching in Organizations: A Hands-on Guide to Successful Outcomes" in Educating people to be emotionally intelligent. Ed. By R. Bar-On, K. Maree, and M. Elias (Portsmouth, NH: Greenwood Publishing Group, 2007).
- David Caruso and Charles J. Wolfe, "Emotional Intelligence and Leadership Development" in Leader development for transforming organizations. Ed. by D.V. Day, S. Zaccaro, & S. Halpin (Hillsdale, NJ: Erlbaum, 2004).
- David Caruso and Charles J. Wolfe, "Emotional Intelligence at work," in Emotional intelligence in everyday life: a scientific inquiry. Ed. By J. Ciarrochi, J. Forgas, & J. Mayer (Philadelphia: Psychology Press, 2001).
- Charles J. Wolfe, "Results of Emotionally Intelligent Actions at Kaiser Permanente," Competency & Emotional Intelligence, Summer 2001, Volume 8, Number 4, pp. 25, 26.
- Charles J. Wolfe, "Assessing, Developing, & Coaching Executives Using the MS model of Emotional Intelligence" (London, Linkage Conference, 2000)

His work has been cited in Tom Peters' newsletter "On Achieving Excellence," "Bricker's Bulletin on Executive Education," "Management Development Journal" and "Training Magazine."

Education

Chuck has a B.A. in psychology and a M.Ed. in counseling from Northeastern University. He is ABD at Harvard University. He was inducted into honor societies at Northeastern and Harvard.

Key References

Rick Hollar, Chairman & Chief Executive Officer

Life Profit Center & Independent Distribution, AIG American General Life Insurance

I highly recommend Chuck Wolfe as an excellent Executive Coach. He has been very instrumental in helping us manage change, build our team, and manage our talent. We have hired Chuck to be an Executive Coach for many Members of our senior team, including myself, and the progress has been great. In addition we have used Chuck in larger and smaller settings with working groups of middle management personnel. Again, the results have been excellent. All of us at American General that have worked with Chuck have personally benefited and we highly recommend him to you.

John Caparella, President of Venetian and Palazzo Hotels, Sands expo center

"I have had the pleasure of working with Chuck Wolfe for over 15 years. He has provided tremendous assistance and guidance to me when either formulating new teams or trying to enhance work teams in various hotel settings. I continue to work with Chuck presently with his model of Emotional Intelligence and have great confidence on it improving our business..."

Chuck is a commensurate professional who refreshingly challenges my thinking and helps stretch the organization to new heights.”

Garry Hurlbut, Chief Operating Officer of Information Technology Kaiser Permanente

“Emotional Intelligence coaching for the senior leaders and staff had a significant positive impact on their effectiveness. It has improved our relationships with our business customers and our interactions with other internal IT divisions. By understanding the emotional ‘landscape,’ we are much better equipped to understand and manage our own reaction to events in the workplace and to more effectively understand our business and IT partners’ frame of reference. As a result, we are more able to use our training in analytical and design skills to produce more effective solutions with our business and IT partners.”