



PAMELA STAMBAUGH, MBA



Behavioral Change Master

Accountability Coach | Executive Team Facilitator

STRENGTHS + COMPETENCIES

Training/Facilitation

- Strategic Planning
- Senior Executive Coaching
- Team Facilitation
- “CEO Toolkit” to:
 - Communicate
 - Execute
 - Optimize
- Key Performance Indicator Training (measure what matters)
- Surveys:
 - Leadership Impact
 - Team Effectiveness
- Harrison Assessment Indices
 - Recruiting “A” Players
 - Onboarding
 - Employee Development
 - Team Paradoxes
 - Succession Planning
 - Career Pathing

CERTIFICATIONS + LICENSES

- CEO Tools Certified Coach
- Certified Women Owned Business, Platinum Supplier Designation 2017–2020
- Managing Partner, Master Trainer, Harrison Assessments Talent Solutions – Expert Level, 1999 – Present
- DBE – Disadvantaged Business Enterprise, Transportation designation, 1999–2020
- CUPC Certified, Supplier Clearinghouse 2018-2020

Pamela Stambaugh, has practiced as a **Behavioral Change Master** for over 30 years. She is a seasoned advisor to C-suite executives and senior HR professionals. As President and Founder of Accountability Pays, she delivers accountability coaching and leadership effectiveness training to elevate performance on what matters most. For clients, this has included raising operating results, upgrading team performance, and creating a culture of trust and open, authentic communication. She has worked with global, small and mid-sized companies across many industries.

EXPERIENCE

Accountability Pays

President, Founder, San Diego, CA (1986-Present)

Pamela has for 30+ years skillfully served as a trusted advisor to business leaders desiring to transform and elevate their leadership conversations and behaviors with other executives, their direct reports, clients and others. Included in her methodology, she is an accredited trainer/facilitator in The Five Dysfunctions of a Team, The Speed of Trust, and the Leadership Impact Survey for assessing and achieving the ideal intact team performance.

Harrison Assessments Talent Solutions

Managing Partner and Master Trainer, San Diego, CA (1999-Present)

Pamela is a master trainer on, and incorporates the Harrison Assessment in her approach for hiring, executive and team development, engagement and retention analysis and succession planning, including developing high potentials.

Vistage (formerly TEC International)

Group Chair, San Diego, CA (2003-2008)

Facilitator and coach for CEOs and Key Executive groups. Formed, facilitated and coached three groups of senior executives, providing significant operating achievements at member companies.

Examples of Improvements made in Vistage Member Companies:

- Revenues increased 22%
- Costs decreased by 17%
- Staff size decreased
- Productivity improved by 44%
- Tripled gross income of the principal
- Highest enrollment ever due to improved market awareness
- Addition of a midline product to compete at the mid-price range
- 100% increase in sales over past best performance
- Shifted to new, more appropriate target markets

SELECTED PUBLICATIONS + ACHIEVEMENTS

- *Women in Business Leading the Way*: Book Co-Author.
- *Performance Counts and Accountability Pays*: Book Co-Author.
- *Market Smarter, Not Harder*: Book Co-Author.
- Public Speaker and Facilitator: Asia, Europe, Latin America and the U.S., spanning 20 years.
- National Speakers Association (NSA): Past President, San Diego Chapter. Presented “Making the Learning Stick” at the NSA National Conference.
- International Collegiate Business Strategy Competition: Past Board Chair, Judged Competition for 5 years.

EDUCATION

Masters of Science in Executive Leadership, University of San Diego: Adjunct Professor 2003
MBA, Business Administration and General Management, University of San Diego
B.A., Lewis and Clark College

YEARS EXPERIENCE

30+ Years Total Experience as a Behavioral Change Master

CLIENT ENGAGEMENT RESULTS

Consulting Assignments Include:

- **Good team desiring to become great team.** Team self-evaluation improved year over year, attributed by the team to Pamela’s behavioral coaching. Team manager’s feedback - helped me improve my performance; 80% increase to 95% favorable as rated by the team; open honest two-way communications, 68% increased to 80%; and team rating as a work group (most remote) improved from 74% to 80%.
- **Improved systemic processes measurably in four years of strategic management facilitation** at Fairfield Residential. Achieved systemic improvements by eliminating silos and improving workflow. Empowered an intranet-based software to measurably improve the speed and effectiveness of communications inside the company and with suppliers. Facilitated the strategic management plan that was instrumental in securing a significant and important strategic partner. Facilitated a shift in management structure and authority by creating a COO position and helping identify the person to fill that position. Assisted in the integration of the Dallas accounting and HR functions with San Diego’s operations, saving several million dollars of operating expenses.
- **Reorganized accountability** at a destination management company with offices in three cities and franchises across the country by pushing lines of authority down into the organization including performance management systems based on the Harrison Assessment-office-by-office measures of success with design teams, measuring results at the leverage points and making adjustments as conditions changed.
- **Improved profitability** from 20% to 27% through implementing the Balanced Scorecard process at a building services company. Additional enhancements at this company included: creating a new division; 20% growth in employees; Decreased turnover from 80% to 40%; \$2 million in new sales (\$140,000 additional profit); and implemented training measurements to ensure in-house job training success.
- **Identified and evaluated key behavioral requirements** for vice presidents, deans and the campus president for suitability, for a Wisconsin community college. In addition to a succession plan, the groundwork was laid to create a performance management program.
- **Doubled revenues** through design and delivery of sales and marketing training for licensees in Asia, Australia and Europe, at the Ken Blanchard Companies when they extended their operations internationally. This two-year intervention included leading two annual international conferences, one in Denmark and one in Malaysia.
- **Co-led and established two innovative integrated marketing training programs** at Kodak worldwide with a crossfunctional internal team.