



## Pfeiffer Partner Program

### **Patricia L. Jackson, MBA**

Patricia Jackson is the founder and president of Xpect Results, LLC. A nationally recognized practitioner and provider of management development and solutions strategies with an expertise in business performance improvement

### **Professional Expertise/Services**

Ms. Jackson honed her skills in coaching/training, human resources, and organizational development positions over the past 18 years in escalating leadership roles, including an adjunct professorship in business communications. Patricia's approach to change management and coaching is own her best-practice mantra, which she brands as "*doing the opposite.*"

A longtime advocate of membership in business and community associations, Patricia is affiliated with ASTD, SHRM, the Baldwin Wallace Alumni Association, ICMI, IQPC, the Junior Achievement League, the National Black MBA, and Zeta Phi Beta, among other organizations. She holds a B.A. in communications from Baldwin Wallace College, an M.B.A. from Capella University and a certificate in Organizational Psychology and Development from Walden University, and attended the Ritz Carlton Leadership Center.

Now, in addition to her consulting and training work at Houston-based Xpect Results, Patricia regularly speaks at national industry conferences and is a go-to media source for strategic business enhancement insight and analysis.

### **Recent Assignments** - Examples below

- Kentucky Technical and Community College System – Customer Service Workshops
- Northern Virginia Community College – Exemplary Customer Service Experience Workshop
- Non-Profit VP coaching to learn how to develop and effectively communicate strategic objectives
- VP of a major energy company with a focus on enhancing leadership effectiveness and sales relationship strategies
- VP of Student Success of a community college looking to increase student engagement and retention throughout the organization.
- Facilitate and deliver workshop on conflict resolution and effective communications for a large citywide K-12 school district.

### **Education and Professional Affiliations**

- M.B.A. Capella University
- B.A. Baldwin Wallace College
- Certificate, Organizational Psychology and Development, Walden University

### **Contact Information**

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