



Senior Consultant

# Heather Goff

Greensboro, North Carolina

Heather is a Senior and Lead Consultant and Executive Coach with FranklinCovey and has held various roles of leadership in the organization formally as the Leadership Practice Leader and Regional Lead Consultant for the southeast region of the company. She consults with executives, teams, managers, and individuals and is driven to coach results.

Prior to joining FranklinCovey, Heather served as an Advanced Consultant for Gallup Consulting in their Behavioral Economics division. She was responsible for the application of Gallup Consulting science and practice areas of talent selection, Employee Engagement the Gallup Q12™, Gallup StrengthsFinder™, leadership development, succession planning, change management, and performance management.

Prior to joining Gallup, Heather worked for Pfizer's world headquarters in New York City for nearly a decade in marketing analytics and operations supporting the launches of global blockbuster products.

## Education & Certifications

- B.S. Communications Management – Missouri State University
- Completed course work for M.S. – Organizational Systems & Psychology – Saybrook Graduate School – San Francisco

## What learners say about Heather...

*"Heather has exceptional skills and is very informed. She is relatable, gave great, realistic examples and validated different experiences and points of view so that we could collaborate."*

*"Heather showed great and deep knowledge of the methodology; she listened carefully to all contributions from all participants, then made relevant remarks. She was very interactive and understood the challenges of our business very well."*

*"She's charismatic! Heather is a very personable facilitator and very skilled at getting input from each person while staying on task and on time and making sure that the conversations stay relevant to the topic and our business."*

## Highlights

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15+ years of professional services & consulting experience

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Measurement & results obsessed

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Reads predictive analytics & behavioral economics statistics for fun

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Over two decades of pharma experience, both inside and consulting to industry

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Passionate volunteer and mental health advocate

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