



JEANNE COUGHLIN

SUMMARY

Jeanne Coughlin is a business owner and experienced & collegial board leader. She has served as Chairman of the Board, First Vice Chair and Committee Chair for Strategy, Governance and Revenue Committees and member of the Audit Committee. Her industry experience includes healthcare, manufacturing, distribution, technology, and professional service. For the last 27 years, Jeanne has been a trusted advisor, consultant, and coach to the owners of small and mid-sized companies, helping those organizations to grow and prosper.

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EXPERTISE & COMPETENCIES

- Strategic planning & implementation
- Creating culture of engagement & accountability
- Sales & sales management
- Building consensus in groups
- Family business & succession planning
- Talent planning & behavioral assessments

RECENT BOARD WORK SUMMARY

██████████ INC, 2016-CURRENT

- Vice Chairman of Board, Chair Revenue Committee, Member Governance & Investment Committees
- Private venture capital & entrepreneurial services

██████████ HOSPITAL, 2009-2016

- Board & Executive Committee, Chair Strategic Planning Committee, Member HR & Audit Committees
- ██████████ is one of largest health systems in the country

██████████, 1996-2008

- Chairman of Board, Executive Committee, Chair Editorial Board
- Purchasing Collaborative & Advocacy for small business

██████████, 2002-2016

- Board & Executive Committee, Chair Revenue Allocation
- One of the largest metropolitan chambers in the country

PROFESSIONAL EXPERIENCE

FOUNDER, THE COUGHLIN GROUP, INC., 1993-CURRENT

- Advisor to privately held & family businesses including:
 - ✓ \$50 mm global manufacturer in automotive industry
 - ✓ \$10 mm ERP software provider for industrial distributors
 - ✓ \$75 mm 3rd generation, wholesale packaging supplier
 - ✓ Professional service firms in accounting, law, marketing, technology & employment services.
- Assist clients in creation & implementation of strategy through a focus on people, process, and performance.
- Implement systems for measurement and plan review that hold leadership teams accountable.
- Create sustainable planning processes & systems that facilitate the sale of company.
- Strengthen leadership teams using behavior & motivators assessments and on-going coaching.

CHAPTER CHAIR, WPO NORTHEAST OHIO, 2016-CURRENT

- Women President's Organization: peer advisory group for second-stage, women led, multimillion-dollar companies.

ACCOMPLISHMENTS & EDUCATION

- Business owner & entrepreneur for over 28 years
- Published author, received Featured Book Recommendation from Harvard Working Knowledge Group
- Presidential Rank Meritorious Review Board
- Crain's Women of Note & Notable Women in Entrepreneurship
- Member of Leadership Cleveland class of 2004
- Certified Business Coach, Stages of Growth Strategist & Professional Behavioral Analyst
- Founding member of the Private Directors Association (PDA), Cleveland Chapter
- Early career was in top 1% of sales executives for Fortune 100 company
- Bachelor of Science in Business, Bowling Green State University

BOARD SERVICE DETAILS

██████████ INC, 2016-CURRENT

- BOARD MEMBER
- CHAIR REVENUE COMMITTEE
- VICE CHAIR & OFFICER
- MEMBER GOVERNANCE COMMITTEE

██████████ has 70 employees, is headquartered in Cleveland, Ohio and provides private venture capital & entrepreneurial services to guide high potential entrepreneurs. Assists founders in creating and articulating strategic and operational plans, accessing investment funds, and achieving growth milestones including finalizing intellectual property, securing follow-on capital, building internal systems, and developing strategic partner and client relationships. Special focus on supporting women and minority entrepreneurs in high growth industries.

Significant board governance topics/outcomes:

- Oversight of investment in portfolio companies.
- Focus on business assistance with a total of 4,000 companies assisted since 2010, and over 10,000 jobs created.
- Oversee deployment of grant funding.
- Created & oversee implementation of three-year Strategic Plan.
- Provide guidance on decisions related to capital investments including construction of new facilities.
- Provide direction on best use of investment returns to drive work of organization.
- Navigated a pivot in revenue model to adjust to changing customer needs.
- Guided creation of DE & I policies and monitor metrics for board and staff.
- Created and implemented Covid-19 contingency plans.
- Meet on a bi-weekly basis with CEO & officer group.
- Participate in yearly CEO performance review and compensation evaluation.

BOARD SERVICE DETAILS continued...

██████████ HOSPITAL SYSTEM, 2009-2016

- BOARD & EXECUTIVE COMMITTEE
- MEMBER HR COMMITTEE
- MEMBER AUDIT COMMITTEE
- CHAIR STRATEGIC PLANNING COMMITTEE
- CHAIR QUALITY COMMITTEE

██████████ one of the country's largest healthcare systems based in Cincinnati, Ohio with more than 34,000 employees at 450 locations in Ohio and Kentucky. The ██████████ hospital is a 338 bed, full-service hospital providing inpatient, and outpatient ancillary healthcare services.

Significant governance topics/outcomes:

- Navigated implementation of Affordable Care Act which had massive implications to the financial and clinical operations of the hospital.
- As Chair of the Strategy Committee, guided ambulatory footprint of hospital and strategies for dealing with aggressive competition.
- Focused on organizational culture including Gallup employee engagement surveys.
- Stewards of hospital mission and vision as it related to quality of patient care.
- Dealt with issues related to hospital safety—behavioral health issues, substance abuse & violence.
- Guided Community Health Needs Assessment (CHNA) to identify greatest health needs in community.
- Helped lead organization through consolidation of leadership model and rebranding initiative.
- Guided board through transition from fiduciary board to advisory board.
- Participated in yearly CEO performance review and compensation evaluation.

██████████, 1996-2008

- CHAIRMAN OF BOARD
- CHAIR EDITORIAL BOARD

Membership organization and purchasing collaborative that provides business services and advocacy for over 10,000 small businesses in Northeast Ohio.

Significant governance topics/outcomes:

- Restructured governance and created new fiduciary board including identifying best practices for board governance and committee work.
- Negotiated \$450 mm health insurance contract on behalf of 14,000 member companies.
- Conducted Scenario Planning for determining the future of the health insurance program.
- Created the Business Plan Challenge that drove new venture creation for 1,500 companies.
- Guided the negotiation, creation and implementation of group purchased services in workers compensation, health insurance, freight, and energy to save members over \$140 mm annually.
- Represented the needs of the small business community with the region's top CEO's.
- Guided public policy agendas for small business at the state and federal level.
- Met with legislators and their staffs to provide education on matters important to small business.
- Represented the organization to the media including print and television interviews.

BOARD SERVICE DETAILS continued...

██████████, 2002-2016

- BOARD & EXECUTIVE COMMITTEE
- CHAIR REVENUE ALLOCATION COMMITTEE

With more than 12,000 members, ██████ is one of the largest metropolitan chambers of commerce in the country, providing economic development and business advocacy.

Significant governance topics/outcomes:

- Served on a board of 75 CEOs of small, mid-sized and large companies in the Cleveland Plus Region, as well as executives of major health care, educational and venture capital organizations.
- Was one of four members who represented the interests of small and medium sized companies on the twelve-member executive committee which was comprised of CEOs of largest companies in the region.
- Provided guidance on local and state issues for elected officials and created annual Public Policy Agenda.
- Targeted workforce development thru collaborations with the public and private sectors to align workforce training and talent recruitment.
- Participated in yearly CEO review & compensation analysis.

ADDITIONAL BOARD SERVICE

██████████, BOARD MEMBER, 2005-2014

- ██████ is a business and economic development organization focused on accelerating economic growth and job creation throughout the 18 counties of Northeast Ohio.

██████████, BOARD MEMBER, 2003-2011

- Located in Washington DC, ██████ is a nonpartisan organization with 65,000 members representing America's small-business owners. ██████ is the nation's first small-business advocacy organization founded over 80 years ago.

██████████, CHAIRMAN OF THE BOARD & BOARD MEMBER 2009-2015

- ██████ cultivates a diverse network of innovative leaders who envision what the county and region can be, empowering themselves and others to deliver positive change, and expand their awareness of community issues and resources.

██████████, BOARD MEMBER, 2006-2011

- Focused on creating community-based and community-led solutions that strengthen the cornerstones for a good quality of life: education, financial stability, and health.

PERSONAL

- Jeanne has been married to Kevin Coughlin for 31 years, and they live in a lakeshore community, Vermilion Ohio which is west of Cleveland. They have two daughters who recently graduated from Northwestern University & The Ohio State University, so they have enjoyed a lot of Big Ten football.