

# Judy Bodenhamer



As co-founder of Client Experience Institute™, Ms. Bodenhamer is passionate about creating customized learning experiences for professionals. Judy is an entrepreneur, business executive, coach, mentor, innovator and community volunteer. She has committed her career to helping businesses and individuals achieve accelerated levels of success.

Her engagements involve the innovative delivery of business consulting, executive coaching, organizational development consulting, sales and marketing programs, strategic planning, training and leadership development initiatives with those organizations and/or individuals who want to positively impact their performance and skills.

Her Business Leadership Experience spans over 20 years, of which, Judy spent half of her career at Fortune 50 organizations, where her last assignment was Area Vice President, leading a ~\$200M division, with well over 100 employees.

In keeping with her commitment to life-long learning and the future growth of our business community, Judy teaches, facilitates and is a guest lecturer for selected continuing education, undergraduate and graduate level courses at The University of Akron, Kent State University, Baldwin Wallace, and Cleveland State University. Because of her ties to business and education communities, Judy was invited to become a board member with the Institute for Creative Leadership and a Mentor for the YWCA Wisdom Circles program.

Judy's Civic Activities include support and sponsorship of the Cleveland Metropolitan Bar Association's Women In Law Section and the Ohio Women's Bar Association and Foundation. She was recognized by the YWCA as a Women of Achievement and has participated in their Wisdom Circles program. She is involved with several community and non-profit organizations in Northeast Ohio and is a former longstanding member of the Board of Directors for the Cleveland Rape Crisis Center. Judy has traveled to Honduras for a mission to provide aid to residents of remote villages.



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## Interactive Coaching & Consulting Expertise

- Certified Conflict Coach (Straus Institute-Pepperdine University School of Law)
- Certified Corporate Mediator (Center for Dispute Resolution)
- Certified Reach™ Personal Branding Specialist
- Development Dimensions International (DDI) and Achieve Global Training Curriculum
- DiSC™ Behavioral Styles Assessments and Training (Wiley Publishing Distributor)
- Emotional Intelligence™
- Gallup StrengthsFinder™ Facilitator
- Leadership Retreats and Leadership Development Experiences
- Midnight Lunch™ Facilitator (Innovation Process)
- Marketing Communications and Social Media Specialist
- Team Development Programs
- 360° Employee Satisfaction/Engagement Studies
- 5 Behaviors of a Cohesive Team™ (Wiley)
- 5 Dysfunctions of a Team™ (Table Group)

## Functional Experience

Branding and Marketing Management  
Business Development Coaching  
Conflict Coaching & Facilitation  
Executive Coaching, Training & Development  
Human Resources Management  
Leadership & Organizational Development  
Marketing Communications and Strategy  
Public Relations & Social Media

## Education

Masters in Business Administration (M.B.A.)  
Cleveland State University

Bachelor of Arts in Business Administration (B.A.)  
Bowling Green State University

Executive Education Program  
The Darden School of Business in Virginia

## Training Certifications

Achieve Global™, Conflict Coach®, DDI™, DiSC™, Gallup StrengthsFinder, Reach™ Personal Branding, Team Management Systems™