

JOANNE RUSSO-CAIN

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Executive Leadership Coach and Organizational Consultant

Joanne is a C-suite leadership coach and organizational consultant who is passionate about transforming individuals, top teams and cultures to elevate performance. Recognized for award winning program design and performance inflection, Joanne is known for delivering the deep work needed to shift mindsets and behaviors towards desired outcomes. Joanne leverages the neuroscience of superior performance to help leaders identify gaps and opportunities for growth. She partners with her clients to embody and execute the shifts needed to excel. Joanne has extensive global experience, her work in over 20 countries means she is attuned to cultural difference, the power of inclusion and diverse ways of working. Joanne has recently co-founded her latest venture with the launch of Encore Retreat, a high end retreat business focused on health and wellness, longevity, mindfulness and personal growth for clients.

People Skills

- Relationship Building
- Business Partnership
- Licensed Exec. Coach
- Keynote speaker

Assessment Skills

- Leadership Circle 360
- Advanced Life Event Coaching
- Hogan/MBTI/ Disc/ TRACOM Social Styles/Emotional Intelligence

Technical Skills

- Microsoft Suite
- Zoom/TEAMS
- Miro Boards

PROFESSIONAL EXPERIENCE

Co-Founder, CEO of Encore Retreat

Aug 2024 – present

- Launched a global luxury retreat business focused on delivering holistic wellness (mind, body and soul) for clients
- Oversee business development, operations, financial management and content delivery for each retreat

Private Practice, Leadership Coaching and Consulting, Global

Nov 2010 – present

- Provide 360 diagnoses, life event insights and coaching to C-suite leaders across a wide range of industries and roles. Focus on thinking patterns needed to differentiate leadership performance in matrixed organizations
- Design programs; facilitate workshops and fieldwork customized for clients' specific needs. Focus on organizational impact on employees and consumers (customers, clients, vendors, agents and partnerships). Statistically significant shifts made in employee engagement, leadership performance and Net Promoter Score (NPS) metrics
- Align companywide initiatives with strategy, brand positioning, company values and consumer value proposition
- Instill a respect and openness for learning and development in service of the client's long and short term strategy

McKinsey & Company/Aberkyn

Sept 2015 – March 2025

Senior Affiliate Advisor

- Partner with McKinsey client c-suite executives to lead transformations in top team effectiveness, employee engagement and desired culture shifts
- Design, syndicate and deliver top team learning journeys focused on deep dialogue, effective communication, storytelling, conflict resolution, decision making, accountability, difficult conversations, increased self-awareness and awareness of others, trigger identification and tools for delivering superior outcomes
- Coach CEOs and functional leads on leadership mindsets and behaviors that deliver superior performance & outcomes
- Keynote speaking engagements for audiences 150-300 people

Starwood Hotels & Resorts Worldwide, Inc

Feb 1992 – Nov 2010

- Global Head of Learning & Development, White Plains, NY
2006-2010
 - Six Sigma, Process Improvement programming globally
 - Differentiated service culture programming across nine Starwood brands
 - Leadership development programming for Corporate & Field based leaders
 - Coaching culture development for all supervisors, managers and senior leaders
- Global Head of Six Sigma Learning Design & Delivery, White Plains, NY
2004-2006
- Divisional Six Sigma Learning & Development/Deployment Lead, Asia Pacific
2002-2004
 - Design, facilitation and coaching of Master Black Belts, Regional leaders,

hotel General Managers across Asia Pacific Division: Australia, New Zealand, Fiji, China, Japan, Malaysia, Indonesia, Philippines, Thailand, Singapore.

- Director of Human Resources, Sheraton Auckland, Exec Committee, New Zealand 1999-2002
 - Task Force Assignment 1: Sheraton Fiji Resorts, HR, Coaching 4 months
 - Task Force Assignment 2: Sheraton Seagaia Resort, Miyazaki, Japan 4 months
- Training Manager, Central London Hotels, London, UK 1996-1999
 - UK, Europe Task Force team member 6 months
 - Designed first Starwood UK, Europe Trainee Management Program: “*Vita Futura*”
A differentiated product for attracting top graduating students from hotel schools to Starwood properties
- HR & Training Manager, Sheraton Auckland Hotel & Sheraton Rotorua, New Zealand 1992-1996

EDUCATION

- External Coaching Certification, Columbia Business School, NY, NY 2017
- Bachelor of Arts, Major in Psychology, Auckland University, New Zealand 1992

AWARDS & RECOGNITION

- Institute for Corporate Productivity (i4CP) Award for Innovative Learning Program in partnership with Cigna Healthcare 2017
- Brandon Hall, Gold Medal recipient for Learning Program Metric Performance in partnership with Cigna Healthcare 2018
- Brandon Hall, Bronze Medal recipient for Learning Program in support of Company Strategy in partnership with Cigna Healthcare 2018

PHILANTHROPY

- Patroness of the National Charity League, New Canaan Parish Chapter: A Mother/Daughter organization that focuses on support, donations of time and resources for local charities. Current
 - Primary Role Commitment: Liaison for Person to Person, Darien
 - Coach, facilitate workshops for Juniors/Seniors in preparation for the College Application Process
 - Partner non-profit, “New Canaan Cares” supporting community based parent/child education events
- Global Volunteering with International Volunteer Headquarters, (IVHQ) New Zealand
 - Volunteered in elementary school, Orchid Garden, in Kathmandu, Nepal.
 - Taught young “at risk” children classes in english, writing and math, music, dance
 - Ongoing financial support to support the school with resources, clothing and nutrition Current