

LATISE HAIRSTON, PH.D., PCC, CDP, CCMP

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DIVERSITY, EQUITY & INCLUSION STRATEGIST

Dynamic, accomplished certified **Diversity, Equity & Inclusion Strategist** respected for delivering a consistent creative vision based on data-driven decision making. Proven track record of effectively designing and managing large scale culture transformation projects overseeing the entire implementation cycle. Known as a motivational, influential thought leader and collaborator who is a life-long learner. Builds and maintains lasting relationships, leveraging communication skills to converse with clarity and diplomacy to individuals from diverse backgrounds and expertise. Exemplary educational qualifications include a Doctor of Philosophy in Leadership, Policy, and Organization Behavior from Niagara University, a Master of Science in Counseling, and a Master in Science in Creativity and Change Leadership, combined with numerous certifications. Out-of-the-box thinker committed to designing, managing, and facilitating enterprise-wide innovative change management solutions.

SKILLS & EXPERTISE

Program Development
Strategic Planning & Design
Community Outreach
Organizational Development
Coaching
Public Speaking
Leadership Development
Collaboration
Change Management
Communication
Culture Transformation
Diversity, Equity, and
Inclusion Leadership

CAREER HIGHLIGHTS

- ✧ Created and implemented the **Diversity, Equity, and Inclusion strategic plan** for a multi-billion-dollar international hospitality company.
- ✧ Utilized **evidence-based assessments** to build problem-solving capabilities and collaborative solutions.
- ✧ Led the company-wide **Inclusion Index assessment** to understand the gaps in demographic representation and provide a strategic roadmap to **drive internal change**.

PROFESSIONAL EXPERIENCE

Adjunct Faculty Member

Mar./2019 – Present

Medaille College, Department of Business, Management & Leadership: Buffalo, NY

Teach with excellence, designing innovative course work that provides students with an integration of theory and practice.

- ✧ Designed, organized, and instructed graduate courses for the Business, Accounting, and Organizational Leadership programs.
- ✧ Developed interactive activities that integrated theory, practice, and real-world application of principles deepening student understanding and creating a positive learning environment.
- ✧ Encouraged students to achieve their goals through open communication, positive feedback, and support.
- ✧ Strived to develop graduates for responsible citizenship and leadership roles to meet the global challenges of the 21st century.

Lead Development Specialist/Diversity Lead

May/2018 – Present

Delaware North: Buffalo, NY

Deliver and facilitate new enterprise-wide training and learning development initiatives/programs designed to position the organization for success and profitability.

- ✧ Served as a development expert and consultant to business leaders, key stakeholders, Human Resources (HR)VPs, and Corporate HR Centers of Excellence (CoEs) on talent development.
- ✧ Designed and implemented enterprise-wide learning and development initiatives, including e-learning content, structuring development programs, manager onboarding, virtual and in-person workshops, and compliance training.
- ✧ Co-lead the initiative to modernize the Learning Management System's user interface and realign the 600+ courses with the company's core competencies, **resulting in a 41% increase in the number of courses taken**.
- ✧ Designed, facilitated, and evaluated training for new, existing managers and executives, focusing on developing core leadership skills, enhancing self-awareness, increasing understanding of the business, and employee engagement and retention.
- ✧ Collaborated with internal business partners and subject matter experts to identify performance gap(s) and design, source, and implement training and development for individuals, managers and teams that support business unit needs.

- ✧ Utilized critical metrics related to business goals to evaluate employee learning and development programs.
- ✧ Oversaw the execution of development events across the enterprise or within a subsidiary/corporate office and provided support and coaching to leadership teams and trainers in the field.
- ✧ Partnered with development vendors and acted as the liaison with businesses to source and developed relevant learning content for units/region/enterprise.

Key Achievement/Projects

- ✧ Developed the Diversity, Equity, and Inclusion strategic plan and implementation for a multi-billion-dollar global hospitality company.
- ✧ Led the company-wide Inclusion Index assessment to understand the gaps in demographic representation and provide a strategic roadmap to drive internal change.
- ✧ Founded and developed the charter for the first Diversity, Equity, & Inclusion Council and Business Resource Group.

Chief Impact Officer

May/2016 – Present

Harvesting Opportunities with People Everywhere (HOPE): Buffalo, NY

Founder and a key leader in the overall development, strategic planning, service delivery, and management of the organization

- ✧ Developed and cultivated the overall strategy and vision of the organization.
- ✧ Created custom-designed coaching, facilitation, and training to enhance job performance and strengthen organizational capacity.
- ✧ Specialized in diversity, equity, inclusion, & justice, innovation, and change leadership.
- ✧ Utilized evidence-based assessments to build problem-solving capabilities and collaborative solutions.

Senior Training and Development Specialist

Jul./1999 – Jul./2017

Center for Development of Human Services: Buffalo, NY

Developed learning strategies built on need-based assessments of individuals to coordinate learning and development activities.

- ✧ Conducted classroom training, skill clinics, and coaching for staff across all levels of the organization.
- ✧ Assisted in the hiring and development of new staff through coaching, Training of Trainers, and mentoring.
- ✧ Provided technical assistance to organizations based on needs assessments, developing proposals, and strategic planning.
- ✧ Participated in the development of synchronous and asynchronous web-based curricula and in-person training on multiple topics, including diversity, equity, inclusion, and cultural humility.
- ✧ Served as the content expert on multiple research and evaluation projects.

Additional Experience: Training Specialist, SUNY Buffalo State

PROJECTS

Project Coordinator | SUNY Buffalo State | 2017-2018

- ✧ Coordinated a \$4M NYS contract, assigning appropriate staff to develop project deliverables and collaborating with team members to create curricula, training, webinars, and materials.
- ✧ Oversaw all training and coaching logistics for the project, facilitating need-based assessments with organizations and key stakeholders to identify trainee development needs and strengths.
- ✧ Acted as the project administrator, supervising research projects that supported training deliverables and producing quarterly and annual reports.
- ✧ Served as subject matter expert on key elements and activities related to curricula, training, and coaching, conducting and disseminating up-to-date research to support contractual needs.

Project Outreach Coordinator | Buffalo State Cares | 2011-2014

- ✧ Coordinated all activities for a three year federal SAMHSA grant and related program evaluation and reports.
- ✧ Delivered electronic seminars and classroom training to faculty and students and the local community on suicide prevention.
- ✧ Developed a plan for marketing and outreach on campus and throughout the local neighborhood/community.

EDUCATION & CERTIFICATIONS

Master of Science – Creativity and Change Leadership

Buffalo State College, Buffalo, NY: 2018

- ✧ Relevant Coursework: Certificate in Creativity and Change Leadership, 2017

Doctor of Philosophy – Leadership and Policy, Organizational Behavior and Development

Niagara University, Lewiston, NY: 2015

- ✧ Awards/Honors: Dean's List 2012-2014, Outstanding Doctoral Student in Leadership and Policy, May 2015
- ✧ Clubs/Activities: Kappa Delta Pi, Kappa Gamma Pi

Master of Science – Counseling

Canisius College, Buffalo, NY

Bachelor of Arts – Psychology

St. John Fisher College, Rochester, NY

Certifications or Additional Education:

Certified Facilitator, Engaging in Bold, Inclusive Conversations, The Winters Group, Inc., November, 2020

Certificate in the Applied Neuroscience of Navigating Bias, APA Solutions, October 2020

Intercultural Development Inventory Qualified Administrator, IDI, LLC, September 2020

Certified Contemplating 400 Years of Inequality Facilitator Training Levels I-III, Acosta Consulting, LLC, September 2020

Certified Diversity Professional, Institute for Diversity Certification, August 2020

Certified Restorative Justice Conference Facilitator, Erie County Restorative Justice Coalition Inc., July 2020

Certified Change Management Professional, Acuity Institute, July 2020

Certified Restorative Practices & Circle Facilitator, Erie County Restorative Justice Coalition Inc., July 2020

Diversity, Equity, & Inclusion Academy graduate, Buffalo Niagara Partnership, March 2020

Professional Certified Coach, International Coaching Federation, Lexington, KY, September 2019

Neuro Linguistic Programming Certified Holistic Coach, August 2019

Paper Planes Business Simulation, Building High Performing Teams, CMC Leadership, July 2019

Change Style Indicator & Change Navigator, December 2018

Hogan Assessment Level 1 & 2 Certification, December 2018

Certified DISC Behavioral Analysis Trainer & Consultant, November 2018

Associate Certified Coach, International Coaching Federation, Lexington, KY, October 2016

John Maxwell Certified Trainer, Coach, and Speaker, The John Maxwell Company, Duluth, GA, August 2016

Holistic Life, Career & Executive Certified Coach, July 2016

FourSight Certified Facilitator, FourSight LLC, Evanston, IL, May 2016

QPR Certified Gatekeeper Instructor, QPR Training Institute, Inc., Spokane, WA, October 2011

Certificate in Trauma Counseling, University at Buffalo, SUNY, School of Social Work, Buffalo, NY, December 2007

TECHNOLOGY & TOOLS

Microsoft Office (Word, Excel, PowerPoint, Outlook)

LMS (Saba)

BOARD AND COMMUNITY INVOLVEMENT

International Coaching Federation – **Co-lead/Contributor, Human Capital Community of Practice** – 2016 - Present

Charter School of Inquiry, Buffalo, NY – **Board Trustees** – 2019 - Present

The Association for Talent Development – **Member** – 2014 - Present

Governor Andrew M. Cuomo's New York State Suicide Prevention Task Force – **Task Force Member** – 2017-2019

INTERESTS

International travel / Cuisine exploration