

**Laura L. Hauser, PhD, PCC**

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Dr. Laura Hauser brings over 30 years professional as a coach, consultant, trainer, and educator. She worked internally in both specialist and management positions for 18 years, and then founded Leadership Strategies International in 1993. She works with executives and managers of mid-to-large sized companies responsible for leading business units and staff functions who want to engage people and align business strategies that create long-term value. Hauser has a proven track record of helping leaders align executive thinking and strategic direction, improve organizational processes, and build innovation teams through executive coaching, consulting, and leadership training services.

As an graduate-level educator, Dr. Hauser teaches coach core competencies and theories through Fielding Graduate University's Evidence-Based Coaching program. She also designed and teaches advanced course on Team and Group Coaching for Fielding Graduate University and Royal Roads University. She serves as adjunct faculty for Pepperdine University's Organizational Theory and Management Department. She also serves as supporting faculty for Pepperdine University's executive residential M.S.O.D. program.

Dr. Hauser is nationally recognized as an expert in the fields of coaching and consulting. She has authored numerous articles and book chapters, presents regularly at professional conferences such as The Conference Board, SHRM, and the International Coach Federation (ICF).

Laura Hauser and family live in the City of Santa. As a leader in her community, Hauser has been actively involved for decades in enhancing and sustaining the quality of life for the City's 200,000 residents where she also served as an appointed Commissioner for eight years.

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## EDUCATION

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*Fielding Graduate University, Santa Barbara, CA*

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**Ph.D. Human and Organizational Systems**  
**2012**

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Dissertation: Shape-shifting: A conceptual framework for coaching work teams

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*Pepperdine University, Malibu, CA*

**M.S. Organization Development** **1993**

Thesis: "The role of executive leadership in effecting transformational change toward customer-focused quality"

*California State University, Northridge, CA*

**B.A Communications** **1987**

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## ADDITIONAL TRAINING AND CERTIFICATION PROGRAMS

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**Professional Certified Coach (PCC)**, International Coach Federation (2009)  
**Effective Organizational Intervening** certificate, Gestalt Institute Cleveland (2008)  
**Cape Cod Training Program** certificate, Gestalt International Studies Center (2008)  
**Organization Systems and Design** certificate, Gestalt Institute Cleveland (2006)  
**Evidence-Based Coaching** certificate, Fielding Graduate University (2007)  
**Senior Team Alignment and Team Development** certification, Intégro Leadership Institute (2001)  
**DiSC<sup>®</sup> Behavioral Profile** (2000)  
**Innovation**, Innovation Network (1999-2000)  
**Managing Training Design** certificate, University of Southern California (1989)  
**Neuro-Linguistic Programming (NLP)** certificate, American Board of NLP (1998)  
**FIRO-B<sup>®</sup> Interpersonal Relations Assessment** by William Schutz (1990)  
**Frontline Leadership** certificate, Zenger-Miller (Achieve Global) (1988)  
**Community Colleges Limited Service Credential**: University of California, Los Angeles (1985)

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## TEACHING EXPERIENCE

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***Fielding Graduate University*** **2009-Present**  
**Evidence-Based Coaching certificate program**  
**Adjunct Faculty**  
Courses taught: ICF core competencies

***Pepperdine University*** **2004-Present**  
**Graziadio School of Business and Management**  
**Master of Science in Organization Development (MSOD) Program**  
**Adjunct Faculty**

Course(s) taught: Learning groups  
Curriculum design: Learning group formation and development

***Antelope Valley College*** **1985- 1986**  
**Adjunct Faculty**  
Course taught: Medical terminology  
Curriculum design: Medical terminology course

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## CAREER HISTORY

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**Royal Roads University, Victoria, Canada** **2014-Present**  
**Adjunct Faculty**

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Co-designed and co-teaches an advanced course on team and group coaching.

**Fielding Graduate University** **2009-Present**  
**Evidence-Based Coaching certificate program**

**Adjunct Faculty**

Train coaches on ICF competencies. Conducts intensive skills training classes, individual mentoring, and group supervision.

**Pepperdine University** **2004–Present**  
**Graziadio School of Business and Management**

**Master of Science in Organization Development (MSOD) Program**

**Adjunct Faculty**

Key contributor to the MSOD program, coaching groups of students through their learning group formation and development throughout the program.

**Leadership Strategies International** **1993–Present**  
**Partner**

Owner/operator of organizational development consulting firm. Supporting the growth and development of individuals, teams, and organizations through executive coaching services, team innovation processes, strategic change alignment, and organizational diagnosis and design. Clients include Sony Pictures Entertainment, PlayStation, MTV Networks, Nestle' USA, and Cedars-Sinai Medical Center.

**McKesson Water Products Company** **1993**  
**Director of Training, Organization Development & Communication**

Directed the communications and management training for a core business process change. Gained alignment of thinking and actions of key executives through first-line workers required to implement key business changes.

**First Interstate Bank, Ltd., Los Angeles** **1990–1992**  
**Assistant Vice President & Senior Design Trainer**

Built the management development department from scratch. Oversaw the design and facilitation of all management development training, including improved performance through coaching. Served on a small, hand-selected committee to revamp training services company-wide, analyzing and recommending how to move from providing training services for individual banks to providing training services to a single organization of 37,000 people.

**Glendale Federal Bank, Glendale Corporate** **1989–1990**  
**Senior Training Specialist**

Conducted a nation-wide assessment of management development needs. Designed and implemented management development courses for the California bank.

**Great Western Bank, Northridge Service Center** **1987–1989**  
**Training & Design Specialist**

Conducted an assessment of the management development needs for the operations service center. Designed and facilitated the training curriculum for the operations department.

**Prudential, Woodland Hills** **1986–1987**  
**Employees Relations Intern**

Conducted employee interviews at branches to resolve employee relations issues. Made

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recommendations for positive improvements.

**Antelope Valley College** **1985–1986**  
**College Instructor**

Designed curriculum and taught a medical terminology course.

**Los Angeles County Health Department** **1978–1984**  
**Public Health Registrar**

Managed the Antelope Valley office. Reported the births, deaths, and communicable diseases for the region.

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## COMMUNITY SERVICE

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**Commissioner, Santa Clarita Valley Parks, Recreation and Community Services Commission.** Appointed by the City Council (2000–2008)

**Chair, Santa Clarita Valley Trails Advisory Committee** (2001–2008)

**Facilitator, College of the Canyons History Committee** (2007)

**Board Member, Pepperdine University Alumni Association** (2000-2001)

**Committee Member, formation of the Dick Beckhard Scholarship Fund for Pepperdine University MSOD Alumni** (2000)

**Volunteer, Los Angeles County Sheriff's Posse** (2000–2007)

**Chair, Sand Canyon Trails Committee** (1990–1999)

**Chair, Crystal Springs Homeowner Association** (1990–1991)

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## MEMBERSHIPS

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**Academy of Management**

**Organization Development Network**

**American Society of Training and Development**

**Gestalt International Studies Center**

**Human Resource Planning Society**

**Orgdyne Coach Consultants Consortium**

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## PUBLICATIONS AND SELECTED PRESENTATIONS

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Hauser, L. (2015, March). *"The Complexity of Coaching Teams."* The Conference Board: 12<sup>th</sup> Annual Executive Coaching Conference guest speaker. New York City, Times Square. March 11, 2015.

Hauser, L. (2014). Shape-Shifting: A team-coaching model for coach practitioners, educators, and researchers. *Journal of Psychological Issues in Organizational Culture*, 5(2), 48-71.

Hauser, L. (2013, August). *Coaching Work Teams: Bridging the Gap Between Theory and Practice.* San Diego Society for Human Resource Management Chapter guest speaker. San Diego, CA. August 21, 2013.

- Hauser, L., Gallegos, P. (2013, January). *Shape-shifting: a conceptual framework for coaching work teams*. Fielding Graduate University Human and Organization Development conference workshop. Co presenter. Santa Barbara, CA. January 8, 2013.
- Hauser, Laura. "On the Edge: Human Potential and the Esalen Institute." Introduction. In L. Wildflower, *The Hidden History of Coaching*. New York: McGraw Hill, 2013. Pages 11-12.
- Hauser, L. (2012, April). "Knowledge-Based Coaching for Work Teams." Vancouver Island International Coach Federation Chapter guest speaker. Webinar. 17, April, 2012.
- Hauser, L. (2011). Team and Group Behavior. In L. Wildflower & D. Brennan (Eds.), *The handbook of knowledge-based coaching: Theory and practice*. West Sussex, England: Wiley & Sons, Inc.
- Hauser, L. (2011, August). "Are you flying-by-the-seat-of-your-pants or using knowledge-based coaching?" Society of Human Resource Management guest speaker. San Diego SHRM chapter. 17 August, 2011.
- Hauser, L. (2011, May). "Evidence-Based Coaching". Professional Coaches, Mentors, and Advisors Association guest speaker. Pasadena, CA. May, 2011.
- Hauser, L. (2009, October). *Evidence-Based Coaching or Fly-By-The-Seat-Of-Your-Pants Coaching: What Do Your Clients Want?* OD Network Annual Conference, co-presenter, Seattle, WA.
- Hauser, L. (2009). Evidence-based coaching: A case study. *OD Practitioner*, 41(1), 8-13.
- Hauser, L. L. (2006). Team innovation. In N. Breuer (Ed.) *Wisdom of ASTD-LA* [American Society for Training and Development, Los Angeles]. Whittier, CA: ASTD-LA.
- Hauser, L. L. (2005). *Team innovation*. Paper presented at Pepperdine University Annual MSOD [Master of Science in Organizational Development] Conference, Carmel, CA.
- Hauser, L. L. (2005, April). *Increasing employee engagement through building higher levels of trust and personal responsibility*. Workshop leader, Pepperdine University Los Angeles Affinity Group meeting, Los Angeles, CA.
- Hauser, L. L. (2000, November). Leading with horse sense: Lessons from an unlikely mentor. *Training & Development*, 54 (11), 62.
- Hauser, L. L. (2000). Horse sense: Lessons from an unlikely mentor. *Pepperdine University Career and Business Journal*, 8-9.
- Hauser, L. L. (1998, October). *Leadership*. National Association of Women Business Owners, Los Angeles University, conference panelist, Los Angeles, CA.
- Hauser, L. L. (1998). A new way of guiding large-scale organizational change. *The 1998 annual: Volume 2 consulting* (pp. 257-284). San Francisco: Jossey-Bass.
- Hauser, L. L. (1997, May). *Experiencing community through a new leadership model*. Speaker, Leadership for the Common Good Conference, Sierra Madre, CA.
- Hauser, L. L. (1996). The intangible dimensions of business: Can you afford to neglect it? In J. Renesch & W. DeFoore (Eds.), *The new bottom line: Bringing heart*

- and soul to business* (pp. 269-282). San Francisco: New Leaders Press.
- Hauser, L. L. (1996). Reigniting spirit in the workplace. In J. W. Pfeiffer (Ed.), *The 1996 annual: Vol. 1 training* (pp. 297-303). San Diego, CA: Pfeiffer.
- Hauser, L. L., & Maurer, R. (1996). *Spirit and the workplace*. National Leadership Institute & University of Maryland University College panelist, College Park, M.D.
- Hauser, L. L. (1996, May/June). Connecting spirit and the bottom line. In J. Renesch (Ed.) *The new leaders* (p. 7). San Francisco: Sterling & Stone, Inc.
- Hauser, L. L. (1994). *Strategic change management: Spirit and leadership in the 21<sup>st</sup> century*. Senior track conference speaker, 37<sup>th</sup> Annual Professionals Human Resources Association Conference, Long Beach, CA.
- Hauser, L. L. (1993). The role of executive leadership in effecting transformational change toward customer-focused quality. Confidential master's thesis, Pepperdine University.
- Hauser, L. & Woodard N. (1992). A multicultural diversity intervention: The employee relations training and line management partnership. In J. A. Wildhorn (Series ed.) & R. M. Schwartz (Vol. ed.), *Managing the multicultural workforce: Strategies for human resource professionals* (pp. 40-50). Los Angeles: University of California, Los Angeles, Institute of Industrial Relations.