



KETS DE VRIES INSTITUTE

CAROL GEFFNER

Carol is Professor of Governance, Management and Policy Process at the University of Southern California's (USC) Sol Price School of Public Policy. She is also faculty director of the Executive Master of Leadership program and a partner at Newpoint Healthcare Advisors.



For more than twenty years, Dr. Geffner has been an advisor, consultant and coach to boards of directors, CEOs and executive teams representing industries such as financial services, healthcare, entertainment, retail, law enforcement and insurance. Her work focuses on strategy development and execution, largescale culture transformation, executive team alignment and coaching. She has directed culture transformation initiatives for large, complex organizations being disrupted by societal, economic and political trends, while also serving as an advisor to the CEO.

Dr. Geffner has served as interim CEO, COO and CAO for numerous client companies. A partial list of prior clients includes Countrywide Financial, Balboa Insurance, Kaiser Permanente, United Healthcare, Taco Bell, ABC and ConAgra.

Prior to joining USC, Carol was President of Newpoint Healthcare Advisors and CEO of ArpeggioHealth, national healthcare management consulting firms. She served as President of Shared Services and Chief Learning Officer for a \$1.5 billion integrated newspaper, publishing and media company.

Additionally, Carol launched and led the first Western Regional Organizational Consulting business for Right Management Consultants which was acquired by Manpower Group. Carol has held faculty positions at the Peter F. Drucker and Masatochi Ito Graduate School of Management at Claremont Graduate University and Chapman University. She is a nationally recognized speaker and is frequently sought for her thought leadership on a range of issues by industry publications such as Modern Healthcare, Trustee Magazine and Becker's Hospital Review.

Carol earned her PhD from Claremont Graduate University, an MPA from the University of Southern California, and a BA from the University of Toronto.