



TOM DRUCKER



Tom serves as a trusted advisor and a business consultant to owners, professional partnerships and leaders of every kind of business. He helps his clients solve problems, whether with people or with business results. Tom's work is unique because he integrates the principles of positive psychology with the methods of process improvement. This combination enables him to make measurable changes in business performance. Lasting change comes as people learn to think creatively and act collaboratively to create new levels of success.

Background

Tom received a degree in clinical psychology from UCLA while working with and being mentored by Abraham Maslow and Viktor Frankl. He pursued a PhD at UCLA's Business School where he combed operations research, anthropology, linguistics and behavioral science.

Xerox Corporation recruited Tom from the doctoral program and he began his business career working directly for the Chairman of Xerox. In his 15-year career with Xerox, Tom developed a reputation for creating practical and cost-effective methods for designing and implementing new strategies and sustainable organizational changes. Among his many accomplishments, he ran a global business improvement division that helped Xerox win the Baldrige Quality Award and led the re-engineering and culture change of the worldwide Service and Manufacturing functions.

Tom left Xerox in the early 80's to start Consultants in Corporate Innovation. CCI's results can be measured in improved leadership, profitability, quality, and customer service. CCI also introduces new business models and processes to sustain innovation and idea management.

Whether it's teaching customer service at Cisco, coaching financial executives at GE on leadership in the era of Sarbanes-Oxley, transforming the HR function at the Ford Foundation into a customer-focused team, or helping a father turn over the operation of his business to his daughter at Playboy, Tom impacts the lives of leaders by enhancing their ability to harness the collective intelligence and imagination of the people they lead. In addition to the transformational work he does at large corporations, Tom makes the tools of big business available to the owners and leaders of mid-market companies and professional service partnerships.

Tom serves on the Board of the Otis College of Art and Design in Los Angeles where he has started a mentoring program for young artists.

Throughout his career, Tom has continued to delve deeply into the factors that make businesses excel. He brings his energy, integrity and focus to every client.

Client Observations

“Tom helped to create a company culture that supported consensus and collaboration among senior managers and staff.”

-Peter Schwab, Chairman and CEO, Wells Fargo Foothill

“Tom helped me to plan in a systematic manner and to lead from my plan so others are energized and aligned. He helped my team and me to roll out the plan so that everyone in the company knew what to do to support it. “

- David Roden, CEO of a 200M telecommunications firm

“Tom gave us tools that enabled us to better understand how to manage our operations and to understand the external business environment that enabled us to be more competitive. Along the way, Tom also helped us to develop more effective ways to work with each other.”

- Steve Holland, President of a 300M family business

“Tom focused us on ways to improve our business by helping us think and speak more consciously and creatively. In this way, he helped us to improve our productivity levels, while helping us to learn to interact more effectively with each other. We use these practices and principals he taught us on a daily basis. He permanently altered our company's culture.”

- Paul Bastille, CEO of a 35M technical services company

“He helps you see where you are, where you are going, and how to get there.”

- Bruce Stuckey, Vice President, Ford Foundation

“We met our objectives after a few meetings with Tom. I found each session enlightening and insightful; they were also valuable in terms of clarifying the best course of action for us in a difficult, competitive situation. Tom functioned both as a mentor and a counselor, providing perspective and guidance to me, both personally and professionally.

- Eric Balinski, Vice President of a regional telecommunications company

“What I like about working with Tom is that he gets straight through to the main point, past the symptoms and the complaining we all do. Anyone who's open to that kind of coaching, which sometimes is hard to hear, is going to be a better business person for it.”

- Michael Fleming, President of a global entertainment company