



Laura Phelps, M.S., PCC

International Coach Federation (ICF) Professional Certified Coach (PCC)

Laura is a passionate and versatile coach who supports people to create positive, lasting change and lead more fulfilling personal and professional lives. After a long-term career in higher education administration, Laura's enthusiasm for human development and helping people realize their potential triggered her decision to change careers and dedicate herself fully to leadership development and coaching.

With Laura's background in university administrative leadership roles and more than seven years of experience coaching executives, managers, and individual contributors from a variety of organizations, she understands the importance of providing the support, structure and guidance that allows her clients to succeed. Her coaching is shaped by her direct experience in leadership, career transitions, parenting, continuing education, and considerable time spent serving as a coach to more than 100 clients.

Coaching Style and Approach

Laura is an empathetic listener who provides a safe, open, and supportive environment for her clients to fully express themselves, reflect, explore possibilities, and take action to achieve their desired results. She enjoys working with people to identify their strengths, values, and purpose. Awareness of these qualities create a strong inner personal foundation from which individuals can embrace who they are and what is truly important to achieve greater fulfillment.

Laura is known for her directness, her insight, her ability to listen deeply and to identify core issues for clients. In a complex and fast-moving world, it can be easy to operate on automatic pilot. Laura says, "Coaching helps people slow down, take some time out and reflect on their lives to determine what is wanted, what is possible and what is needed to get there. That is where coaching is really helpful."

Laura frequently coaches female leaders to find their authentic leadership style and is passionate about helping people overcome thoughts, beliefs and behaviors that may be limiting them from achieving their greatest potential. Her clients consistently report experiencing feelings of safety, validation, increased self-awareness, better knowledge of strengths and values, and shifts in perspective. Clients also appreciate having a confidant and thought partner. Laura is repeatedly requested and trusted to provide 360 assessments, one-on-one coaching, leadership development and career transition guidance.

Professional Experience

Laura had an extensive career in higher education administration and held leadership positions in digital learning, communications, and organizational analysis and development. She has proven experience in recognizing the communication and professional development needs of an organization and creating programs to meet those needs. Laura has trained managers to use coaching skills, facilitated Appreciative Inquiry workshops and conducted quantitative and qualitative research for program evaluation. Laura led several large-scale communication initiatives including the creation of strategic communication plans and website design. Laura is especially proud to have helped design and manage an internal coaching program that serves the employees of a large public university.

During the past several years, Laura has coached executives, managers, and individual contributors in a variety of organizations including federal government, education, private, and non-profit sectors. Most of her clients span a range of organizations including George Mason University, Robert H. Smith School of Business - University of Maryland, Millennium Challenge Corporation, Defense Health Agency, Defense Logistics Agency, Health Resources and Services Administration, Federal Drug Administration, National

Science Foundation, United States Department of Agriculture, and Freddie Mac. Laura runs her own private coaching practice as well.

Laura served as a board member of the ICF Metro DC chapter. She participated as a coach observer and reviewer of students in ICF credential coaching programs and has served as a volunteer coach for several non-profit organizations including students in the Georgetown School of Medicine, Teach for America, and Leadership Fairfax.

Education and Credentials

Laura has a master's degree in Organization Development and Knowledge Management from George Mason University. She completed coach training through the Coaches Training Institute and earned a certificate in Leadership Coaching for Organizational Performance at George Mason University. She is a Professional Certified Coach (PCC), credentialed by the International Coach Federation (ICF). Laura is also certified to administer the Myers-Briggs Type Indicator (MBTI) and EQ-I 2.0 and EQ 360 assessments.