

GRAHAM M. SEGROVES

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SUMMARY

ICF ACC-credentialed coach, master's degree-trained educator, adept facilitator, and award-winning cultural change strategist with over 15 years of professional achievement for clients in the fields of International Development, Government, Intelligence Community, and Communities of Faith. Former intelligence officer and talented instructor with deep experience generating learning for diverse audiences via workshops, webinars, classrooms, conferences, and retreats. Areas of expertise and passion include diversity and inclusion in the workplace, comprehensive approaches talent management, sustainable organizational change mid-career leadership and career transition coaching, team coaching. Formal training in Education, International Affairs, Cross-Cultural Communication, and Leadership Coaching supplemented by certifications in assessment tools.

PROFESSIONAL EXPERIENCE

June 2011 – Present

Fountain Coaching and Development, Washington, DC

Founder and Principal Coach

Coach individuals and teams so that they identify common purpose, highest priorities, and hidden barriers to successful accomplishment of their goals.

Design and deliver instructional workshops and facilitate board meetings, strategic planning activities, and outdoor exploration events for clients in international development, small business, and communities of faith.

December 2011 – Present

West Coaching Network, Washington, DC

Associate Coach, Trainer, and Instructional Designer

Coach emerging leaders, intact teams, and people navigating career transition in private business and mission-driven organizations so that their performance aligns with the professional results they seek.

Partner with clients to identify traits, values, and visions of the future while taking steps to achieve meaningful change through experimentation and accountability.

Design and deliver development activities that deliver meaningful outcomes for teams and their leaders.

January 2002 – October 2012

Central Intelligence Agency, Washington, DC

Leadership Development Instructor and Coach – 2010-2012

Served as an instructional designer and as faculty for leadership development programs for junior mid-career officers and middle managers.

Delivered classroom instruction on the topics of trust-building, leadership values, application of the Myers-Briggs Type Indicator (MBTI), effective communication, and coaching skills for managers.

Coached mid-level and senior officers and delivered developmental feedback from 360-degree assessment instruments to senior executives and mid-level managers.

Designed and implemented the pilot for a long-term residential leadership development program for mid-career officers addressing goals for succession planning and diversity and inclusion.

Policy Officer and Strategist, Center for Mission Diversity and Inclusion – 2011-2012

Guided strategic planning for the Center during organizational turnaround and startup, counseling and coaching the senior management team in implementing its strategy for change.

Supported Agency-level strategic planning for diversity, inclusion, and Equal Employment Opportunity (EEO) by providing subject matter expertise to the CIA Executive Diversity and Inclusion Council.

Developed the framework for a diversity and inclusion learning strategy connected to talent management.

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Central Intelligence Agency (Continued)

Inclusion Program Manager, National Clandestine Service – 2009-2011

Led startup program to improve the way the NCS accomplishes mission with its diverse people by setting and achieving initial program goals; analyzing workforce demographics; and launching the NCS Inclusion Advisory Group for feedback and recommendations to the NCS Director.

Communicated program priorities, activities, and data analysis to the NCS workforce and senior leaders through in-person presentations and print, email, web, and video media.

Nurtured a community of interest to build transparency and workforce engagement in the program.

Administered selection of officers for external education in diversity, inclusion, and leadership.

Received CIA Director's award in 2010 and the Intelligence Community EEO and Diversity Exceptional Service Award in 2011 for significant impact on diversity and inclusion. The NCS promotion process changed as a result of the insights generated by this program.

Liaison Officer, Office of Congressional Affairs – 2008-2009

Guided CIA efforts to engage Congress through oversight committee Members and staff; educated CIA staff about Congressional roles and requests related to overseeing foreign intelligence and covert action programs.

Legislative Fellow, Office of U.S. Rep. Keith Ellison – 2007-2008

(American Political Science Association Congressional Fellowship Program)

Handled foreign affairs, homeland security, defense, veterans, and civil rights issues by analyzing and drafting legislation; writing op-eds and talking points; and interacting with constituents visiting the Capitol.

Collection Management Officer and Branch Chief, Counterterrorism Center – 2002-2007

Managed overseas collection of classified human intelligence and served as substantive expert on counterterrorism issues for CIA's Counterterrorism Center as a member of the National Clandestine Service.

Interacted extensively with U.S. intelligence and law enforcement consumers to identify, prioritize, and fill intelligence gaps; briefed consumers on CIA collection capabilities.

Sought-after supervisor of junior officers, providing on-the-job instruction, mentoring, and coaching support.

Chairman and Member, Agency Network for LGBT Employees and Allies – 2002-2012

Led employee group in efforts to improve the workplace environment by formulating internal policy and advocating for changes, conducting workforce and manager education, supporting lesbian, gay, bisexual, and transgender (LGBT) employees, and conducting outreach to external LGBT communities.

November 2000-January 2002

National Democratic Institute for International Affairs, Washington, DC

Program Coordination Officer

Reviewed proposals for federal funding from the National Endowment for Democracy and USAID.

Managed narrative and financial reporting requirements and ensured adherence to applicable federal regulations.

Led training of programmatic staff on writing, federal grants process, and compliance issues.

August 1998 – November 2000

National Gay and Lesbian Task Force, Washington, DC

Communications Associate – 1999-2000

Represented civil rights advocacy organization by authoring press releases and providing on-the-record, live interviews for television, radio, and print media to educate the general public about LGBT issues.

Development Associate – 1998-1999

Contributed to nationwide direct-mail fundraising; managed donor data; coordinated benefit auction.

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March 1994 – August 1998

Delaware Community Service Commission, Wilmington, DE

Commissioner and Vice-Chairman

Twice appointed to represent young people on state commission charged with selection and oversight of programs receiving federal AmeriCorps and other funds in Delaware.

Surveyed statewide needs and evaluated programmatic and financial aspects of federal funding proposals.

Led strategic planning for commission and served as vice-chairman 1997-1998.

Mentored statewide youth action council.

August 1996 – May 1998

University of Delaware, Newark, DE

Graduate Teaching Assistant

Delivered foreign language instruction as solo and team teacher, planning content and methods, managing classroom dynamics, and coordinating with other faculty in parallel courses.

Supported the Center for Teaching Effectiveness as a graduate assistant focused on early web presence.

EDUCATION

University of Delaware – Newark, DE

- B.A., International Relations and Foreign Languages and Literatures, 1996

University of Delaware – Newark, DE

- M.A., Foreign Languages and Education (Pedagogy), 1998

George Washington University – Washington, DC

- M.A., International Affairs, 2000

Georgetown University - Washington, DC

- Certificate in Leadership Coaching, 2011

ASSESSMENTS & CREDENTIALS

International Coach Federation – Associate Certified Coach

Center for Creative Leadership – Benchmarks 360, SKILLSCOPE

CPP, Inc. – Myers-Briggs Type Indicator (MBTI) Step I and Step II

Lominger – Leadership Architect, Voices 360

Eckerd College – Conflict Dynamics Profile

Also familiar with Development Dimensions International's Leadership Mirror; the Leadership Circle Profile; the Hogan suite; DiSC; Strong Interest Inventory; and Gallup Clifton StrengthsFinder.

AWARDS & DISTINCTIONS

Office of the Director of National Intelligence (ODNI) Intelligence Community Equal Employment Opportunity (EEO) and Diversity Exceptional Service Award, 2011

CIA Director's Award for Outstanding Contributions to Diversity, 2010

Exceptional Performance Awards from the CIA Center for Leadership Development, CIA University Intelligence Language Institute, CIA Office of Congressional Affairs, CIA Counterterrorism Center, and CIA Europe Division, 2003, 2005, 2006, 2007, 2009, and 2012.

Quality Step Increase (QSI), Counterterrorism Center, National Clandestine Service, CIA, 2004

Foreign Languages and Area Studies Fellow, U.S. Department of Education, George Washington University, 1998

Eugene M. DuPont Memorial Distinguished Scholar, University of Delaware, 1992