

# CARTER S. DREW

## The Carter & Reynolds Group

Carter S. Drew is Principal and Co-Founder of The Carter & Reynolds Group (C&R): an Executive Coaching, Leadership Development and Strategy Firm. Acting as a strategic thought partner and executive coach, The Carter & Reynolds Group enables business executives, organizational leaders and high-potential candidates to increase their levels of leadership effectiveness and business performance. Whether clients require new leadership skills for high-stake business endeavors, accelerated learning skills, or greater leadership competencies to achieve unprecedented results, The Carter & Reynolds Group delivers. Our coaching philosophy is to empower the “whole person” to achieve higher levels of leadership, business and personal performance.



## Types Of Clients

C&R specializes in coaching executives who are:

- In retail or franchising executive positions focused on improving customer satisfaction, sales and profitability.
- Leading high performance teams
- Responsible for business transformation
- Acculturating into new or expanded leadership roles
- Focused on achieving a higher level of leadership effectiveness
- Leaders in transition
- Aligning leadership culture, talent management and business strategies.
- We also work to maximize the Performance, Commitment and Executive capabilities of diverse global teams.

## Clients Listings:

- |                 |                     |
|-----------------|---------------------|
| ➤ Starbucks     | ➤ McDonalds         |
| ➤ Wyndham       | ➤ Agility Logistics |
| ➤ Sodexo        | ➤ Home Depot        |
| ➤ Lens Crafters | ➤ Novartis Drug     |

Company

- |   |                   |
|---|-------------------|
| ➤ (Avis/Ford                                | ➤ Jaguar          |
| ➤ Land Rover                                | ➤ UNCF            |
| ➤ State Farm                                | ➤ National Agents |
| ➤ Institute For Capacity Building Insurance |                   |

## Coaching Approach

Our unique ability to connect with our clients on a personal, cultural and business level allows us to establish sincere and genuine trust. This trust encourages clients to gain deeper self-discovery and self-awareness. Clients will discover a new level of commitment to achieving their own personal goals and aspirations, but they also gain a renewed sense of commitment to their organization.

C&R conducts ongoing exclusive research into the thought and behavioral patterns of high performing leaders.

***“We believe that leadership is not a position or a title, but a way of being. To that end, our coaching techniques integrate leadership effectiveness and personal development “***

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**Executive coaching** is a precision process that utilizes on-site field visits and purposeful conversations to create an environment for action, sustained leadership and business improvement. C&R's goal is not to "fix" people but to help them create a "future thinking" orientation to achieve desired business and organizational results.

## Keynote Speeches

- Institute For Capacity Building HBCU Presidents – “Leading Change”, Atlanta, GA
- State Farm Insurance Atlanta Field Executive Conference – “Emotional Intelligence & Leadership”
- UNCF “Transformational Leader” VP’s of Institution Advancement, Board Chairs and Alumni Directors
- Global Retail Marketers, “The Leadership Dash Board”, Tampa FL
- “How to Develop Emerging Markets,” Northwestern Kellogg Graduate School of Business; Chicago, IL
- “Leadership Strategy and Execution,” University of Chicago Graduate School of Business;
- “Navigating the High Seas of Corporate America,” Pepsi Center ITMSA Conference, Chicago;
- Chicago’s Youth Street Law Program, Taskforce Panel
- ESKOM, “Global Competitiveness,” Johannesburg, South Africa

## Relevant Work History

Carter spent more than 25 years of his life in the challenging, competitive, and demanding retail environment of the McDonald’s Corporation. He served in the following capacities:

- Senior Vice-President, Worldwide Operations and Systems – Next Generation Project McDonalds
- Senior Vice President of Restaurant Support for a 2500-restaurant, \$3.7 billion-dollar division
- Senior Vice President of Franchising and Franchise Relations for McDonald USA’s 2600 franchisees
- Founding President and Managing Director of McDonald’s South Africa, as McDonald’s 86<sup>th</sup> country to open, his team set a new-country International Development record for by opening 35 restaurants in its first 25 months of operations — 8,000 miles away from the nearest McDonald’s market
- Group Vice President for Restaurant Development -- Great Lakes Division, responsible for a 2500 restaurant development strategy to include: new store development, rebuilds, relocations and existing store reinvestment strategies.
- Regional Vice President Philadelphia Region -- responsible for 270 restaurants and 105 franchisees and 1 Co-Op. Lead a high performing team turnaround – improving region’s financial success factors from the bottom 5 to the top 5 of 40 regions in two years.

Carter also spent 5 years in Law Enforcement in Arvada, CO where he served as a Patrol Officer and Police Training Specialist

## Education

- Graduate University of Illinois Chicago, BS Criminal Justice
- Graduate Mercer University School of Medicine, MS Marriage and Family Therapy 2012
- Graduate of the Georgetown University Leadership Coaching Course, Washington, D.C.
- The Coach's Training Institute for Life Coaching, Chicago, IL
- Certified Boardloggy coach – Boardroom Bound, Chicago, IL
- Certified Relationship Coach – Hendricks's Institute, Ojai, CA

## Professional Certifications:

- **Leadership**
  - ◆ The Leader as Teacher” course, University of Chicago Graduate School of Business
  - ◆ LGE Performance Course “The Corporate Athlete: The Power of Full Engagement,” Chicago, IL
  - ◆ Coaching Intensive Newfield Network, taught by Coaching Pioneer Julio Olallo, Boulder, CO
  - ◆ The Center for Authentic Leadership – Leadership Intensive Course with Jan Smith “Childhood Survival Adaptive Behaviors in Adulthood”, Atlanta, GA
  - ◆ New Ventures West Coaching Intensive with James Flaherty, San Francisco, CA
  - ◆ Marshall Goldsmith Coaching Intensive, Chicago, IL
  - ◆ Certified Provider Management Research Group, Strategic Leadership Development LEA 360° Assessment and Personal Directions, Chicago, IL
  - ◆ Certified Provider “The Leadership Circle” Assessment Tool and Leadership Workshops, Toledo, OH:
    - The Authentic Leader
    - Mastering Leadership
    - Pathways to Partnership
  - ◆ Leadership and the Stages Of Adult Development Workshop, conducted by Chris Wahl, Executive Director of Leadership Coaching Georgetown University, Washington D.C. and Barbara Braham, Ph.D.
  - ◆ The Inner Game of Work workshop, Timothy Gallwey, John Whitmore, Bob Kriegel, Ph.D. and Sean Brawley, Los Angeles, CA
- **Leadership Communication**
  - ◆ Blue Point Leadership Institute “The Leader’s Voice” Leadership Communication Course, Washington, D.C.
  - ◆ “Talking Sense “Leadership Communication, Barry Jentz, Georgetown University, Washington, D.C
- **Relationships**
  - ◆ The Albert Ellis Institute, New York, NY
    - Emotional Upset Before, During and After a Relationship; conducted by Raymond DiGiuseppe, AEI, Ph.D.
    - 3-day Rational Emotional Behavior Therapy (REBT) Primary Certificate; conducted by Raymond DiGiuseppe, Ph.D., Kristene Doyle, Ph.D. and Windy Dryden, Ph.D.
    - Rational Emotional Behavior Therapy Intensive – 4-day Practicum; conducted by Diana Richardson, PhD, Mark Terjesen, PhD and Basic Principle of Rational Thinking To Achieve Lasting Behavior Change

- ◆ Gottman Institute – Couples and Relationship Therapy Coaching
  - Level 1 Couples Therapy, San Francisco, CA
  - Level 2 Assessment Intervention Co-Morbidities, Seattle, WA
  - Certified Educators, “ 7 Principles of Making Marriage Work”

## Professional Affiliations

Member Board of Directors L.E.A.D Foundation for artistic African American males in Atlanta Public Schools. He is a recent graduate of **Leadership Atlanta Class of 2008**, a member of the Women’s Food Service Forum, National Restaurant Association – Georgia Chapter, the Multicultural Food Service and Hospitality Alliance, a former Chair Member of the UNCF Advisory Board (Chicago-Midwest Region), the International Coaching Federation, the NFL Alumni Association, Athletes and Executives, Boardroom Bound Chicago and the Society for Human Performance in Extreme Environments. Boy Scouts of America Chapter

## Publications & Awards

Mr. Drew has been featured in several publications, including Ebony, Black Enterprise, Dollars and Sense, Franchising, Fast Food and Family Restaurants Magazine. Some of the awards that Mr. Drew has received include: “Seizing the Global Marketplace”, McDonald’s International, McDonald’s Presidents Award, Three-time McDonalds Outstanding Contributor, Two Regional “People Awards” recipient and Philadelphia Liberty Bell award.