



## DR. PHUONG LE CALLAWAY, (PhD)

ADR Academy

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Dr. Phuong Le Callaway is an expert in business, organization and management, and leadership with an extensive work and educational background in government, human resources, budget and financial management, resource management, strategic plan, workforce plan, succession plan, organizational development and change, workforce diversity management and conflict prevention and resolution. With her deep understanding and multifaceted approach, she's become a sought-after Certified Executive Coach.

### **Education**

Dr. Callaway's education is broad and deeply rooted in both the practical and theoretical aspects of business:

- Ph.D. in Organization and Management/Human Resource Management: Her doctoral work explored the relationship between trust and job satisfaction in the U.S. Federal workforce.
- M.S. in General Administration/Human Resource Management: This degree helped her dive deeper into organizational structures.
- B.S. in Management and Business: This degree encompassed a wide range of subjects, such as accounting, finance, marketing, strategic planning, customer satisfaction, project management, organizational behavior, human resources, operations management as well as general management and business practices.
- A.A. in Accounting: This degree explored financial analysis and reporting, auditing, financial statements, general ledger, etc. and gave her insights into financial planning and strategy.

## **Certification**

Executive Coaching  
Clinical Aromatherapist  
National Caregiver  
Nutrition Coach

## **Coaching Approach**

Dr. Callaway works with business leaders in a way that's tailored to their individual needs. Her coaching covers:

- **Personalized Strategy Development:** Helping executives to overcome challenges while focusing on improving organizational efficiency and effectiveness and in the management of organizational resources and talent management.
- **Leadership Skills:** Coaching people how to be effective leaders with focus on talent management and development.
- **Wellness and Work-Life Balance:** Incorporating concepts of Aromatherapy, caregiver, nutrition to promote holistic well-being.

## **Government Experience**

Dr. Callaway's work in various U.S. government roles has given her a wide range of expertise:

- **Assistant to Associate Managing Director for National Transportation Safety Board (NTSB) Training Center:** A high-level role where she contributed to strategic decisions in policies and programs, training and development policies for NTSB Employees and the public in accident investigations.
- **Senior Administrative Officer for NTSB Office of Aviation Safety:** She was responsible for providing leadership in administrative management, policy development, training and development, budget and financial management, financial reporting, resource management and plan for Aviation Safety Staff at Headquarters and field locations. Government Experience (continues)
- **US Department of Agriculture (USDA):** Including roles as Chief of Administration for Dairy Programs, Budget Analyst for Wildlife Services, and Personnel Management Specialist for USDA's Animal and Plant Health Inspection Service, Civil Rights Enforcement and Compliance Staff (now Office of Civil Rights, Diversity, and Inclusion).

## **Responsibilities**

Her many responsibilities in these roles were diverse:

- **Equal Opportunity, Equal Employment Opportunity, Civil Rights and Disability Employment:** Ensuring compliance of equal opportunity, equal employment opportunity, employment of people with disabilities, and ensuring fairness for all.
- **Budget and Resource Management and Planning:** Short and long-term planning for effective management of organizational resources, including organizational

talent, staffing, workforce plan, strategic plan, financial management and fund control.

- Hiring and Training: Recruitment and placement, training and development of staff, and performance management.

### **Government Awards and Recognitions**

- NTSB Distinguished Service Devoted to Federal Government, 2017
- NTSB Special Service Award for Dedicated Service to the NTSB, 2017
- NTSB Office of Administration--Outstanding Performance, CY 2016 and CY2015
- NTSB Training Center—Performance Awards, CY 2010 to CY2015, FY'05 to FY'09
- NTSB Special Recognition Award, NTSB Diversity Task Force, 2011
- NTSB Managing Director's Certificate of Appreciation- Design and logistics management for the NTSB International Family Assistance Symposium, 2011
- NTSB Training Center-Quality Step Increase for outstanding performance, FY'08, FY'04, FY'03
- NTSB Chairman Group Award-Certificate of Appreciation-development of the NTSB Training Center, 2004
- NTSB Training Center-Fiscal Year '02 Special Act Award-strategic plan, position descriptions, and database development, 2002
- USDA/AMS Dairy Program-Certificate of Appreciation for exceptional service via leadership nomination program, 2001
- USDA/AMS Dairy Program-FY'02 Performance Award—Efficient Restructuring of the Dairy Program's budget and accounting systems, 2001
- USDA 2000 Secretary Group Honor Award for Excellence-Y2K Rollover Efforts, 2000
- USDA/AMS Dairy Programs--Deputy Administrator's Letter of Appreciation-- strategic student recruitment program, 2000
- USDA/APHIS Certificate of Merit-mediation and conflict management (1998)
- USDA/APHIS Certificate of Appreciation-Agency end-of-year budget close-out (10/1997)
- USDA/APHIS Certificate of Appreciation from Administrator-workforce diversity programs (6/1997)
- USDA/APHIS/Wildlife Services-Certificate of Merit-budget and financial management (1996 and 1997)
- USDA/APHIS/Wildlife Services-Certificate of Merit-Special Act/Service Award-budget and financial management (1995)
- USDA/APHIS/Wildlife Services-Certificate of Merit—Special Act/Service Award-budget, EEO and Civil Rights (1994)
- USDA/APHIS/Office of Civil Rights Enforcement and Compliance Staff—Certificate of Merit—EEO, Civil Rights and Workforce Diversity (1993)

- USDA/APHIS/Human Resources Division—Certificate of Appreciation, Executive Resources (1992).

### **Doctoral Dissertation**

The Relationship between Organizational Trust and Job Satisfaction: An Analysis in the US Federal Work Force

### **Publications**

- Strategy Formulation and Positioning: Relationship to Competitive Advantage
- Workforce Development in the U.S. Federal Workforce: Best Practices and Workforce Development Models
- Creating an Engaged and Motivated Workforce: Issues, Practices, and Solutions
- Aromatherapy and Its Applications for Body, Mind, and Spirit
- Aromatherapy and Neurodegenerative Diseases: Issues and Practices
- Phuong Le Callaway's Kitchen