



DR. THOMAS D. ZWEIFEL, PH.D.

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Leadership for the 21st century

Facilitator | Speaker | Professor | Author

“The 3 Cs”: Coaching, Communication, Cross-Cultural Strategy

“I have personally seen Dr. Zweifel in action... He is a man who deserves a title that is all too often bestowed without merit, but in this case is truly deserved: miracle worker”.

David Searby, program officer, U.S. State Department

Work

1997-Present: **Senior Consultant, Swiss Consulting Group Inc. (New York City)**

Global performance management company with coaches/facilitators in 13 countries. Core competencies: “The 3 C’s”: Coaching, Communication, Culture Clash. Selected clients: Fortune 500 companies (Aventis, Banana Republic, Citibank, Credit Suisse, DHL, General Motors, Goldman Sachs, Johnson & Johnson, JP Morgan Chase, Kazakhstan government, Medtronic, Nestlé, Novartis, Procter & Gamble, Siemens, UBS); European Center for Pharmaceutical Management; UN Development Program; US State Department; USMA West Point. → Selected assignments:

- Coached the Retail Team of a global energy company to produce €1 more per customer (\$73 million additional revenue) in shops while spreading a culture of coaching/leadership in the organization. Coached the President in leadership, delegation and succession strategy while keeping results expanding. Coached the Managing Director to become a top communicator, cut out wasteful communication, bring new products to market, and produce €5 million from them while re-branding himself internally as a global marketing expert.
- Coached the Executive VP Sales of a top-tier cement manufacturer to lead during a post-merger integration, manage cross-culturally up and down the hierarchy, ensure a successful succession, and on-board his successor. Coached the incoming CFO for Europe of a global financial services firm in establishing a European team and making tough changes while respecting the various cultural values.
- Coached the incoming CFO for Europe/Asia of a global investment bank to build and manage a cross-cultural team.
- Coached a Managing Director of a New York investment bank to take charge as a leader, double average deal value to \$500,000+, and increase annual deals by 33% to \$8+ million.
- Coached the principal of a mid-size financial services firm to produce \$1 million in new investments while formulating clear long-/mid-term strategies and act on them.
- Coached the principals of an Israeli venture capital fund in raising \$100 million new capital from US investment banks.
- Facilitated a Strategy-In-Action process for an Australian IT firm; coached CEO and senior executives to become a tight leadership team that grew revenue by 60% in 9 months.
- Coached 28 executives of a multilateral agency in 25 countries to design and implement leadership breakthrough projects with measurable goals in governance (e.g. ending police corruption in Bangladesh, building e-governance in Serbia, empowering women’s participation in Saudi Arabia).
- Coached the Director of Alumni Relations of an Ivy-League university to streamline his operation, focus on strategic priorities, and double revenue from alumni.
- Coached the prime minister and 20 cabinet ministers in moving from a hierarchical “Soviet”

model of leadership to a “Singapore” model (i.e. transparent, efficient, collegial).

- 1997: **Senior Consultant, Legacy Transformational Consulting Inc. (Montreal / Canada)**
www.legacytc.com
Coach to the CEO and leadership team on a sustainable breakthrough in sales and on strategic client assignments.
- 1985-96: **Director of Global Operations, The Hunger Project (New York City)** www.thp.org
Facilitator, Senior Executive Team, reporting to President on business and leadership development in Global Affiliates. Helped pioneer Strategic Planning-In-Action, a dynamic, systematic strategy/leadership/empowerment methodology. Built global high-performance team, produced 45% annual compound revenue growth over 5 years while keeping expenses stable. Based in New York (1992-1996), San Francisco (1991-92) Tokyo (1990-91), London/Paris (1990), New York (1987-89), Bombay (1987), Berlin/Munich (1985-86).

Speaking / Media

- 2006-Present: **Speaker** on the rosters of **International Speakers Bureau, Brooks International Speakers Bureau, European Speakers Academy, Vistage/The Executive Committee, Gail Davis & Associates, Eagles Talent Connection, Speakers Associates.**
- 1997-Present: **Selected Media Appearances:** ABC (on Microsoft in China), CNNfn (on communication; coaching on salary negotiation and job searches), Bloomberg TV and Radio (on DaimlerChrysler merger and Nissan-Japan), Radio BFM, NY1 (on culture clash), *Financial Times* (on coaching and mentoring), *Basler Zeitung* (on communication), *TagesAnzeiger* (on communication), *ChangeX* (on communication).
- 1991-Present: **Selected Speaking Engagements** in Australia, Canada, France, Germany, India, Japan, Israel, Kazakhstan, Netherlands, Russia, Sweden, Switzerland, United States:
- On 21st-Century Leadership:** Academy for Chief Executives, Bank Leumi, DHL, Government of Kazakhstan, Johnson & Johnson, Network IP, Vistage CEO groups.
- On Coaching Leaders:** Cemex, European Center of Pharmaceutical Medicine, Bar-Ilan University, Israel Coaching Community, Swiss Consulate-General New York, UN Development Programme, US State Department.
- On Communication:** Geneva Press Club, Johnson & Johnson, Newark Association of Financial Advisors, Rotary, Swiss Australian Chamber of Commerce and Industry.
- On Culture Clash:** American Swiss Business Council; Berlitz; Citigroup; Columbia Business School; Fuqua School of Business; Goldman Sachs; Linth Congress; Novartis; Pharmacia; Prudential; Rennert; Russia Protocol Forum; Swisspeaks; The College of New Jersey; UBS; USMA West Point.
- On Strategy-In-Action:** Columbia University, *Credit Suisse*, oikos-Conference.
- On Geopolitics:** American Political Science Association, Midwest Political Science Association, New School University, Northwest Political Science Association.

Teaching

- 2004-Present: **St. Gallen Business School (St. Gallen/Switzerland)**
Visiting Professor, MBA Program, Leadership.
Haute Ecole de Gestion (Fribourg/Switzerland)
Adjunct Professor, Executive MBA Program, Leadership.
- 2001-2008: **School of International and Public Affairs, Columbia University (New York)**
Adjunct Professor, Leadership; Global and Intercultural Competencies.
- 2007: **Interdisciplinary Center (Herzliya, Israel)**
Guest Professor, Argov Fellows, Lauder School of Government, Leadership.
- 2005: **Jones International University (first university exclusively online)**
Online course designer, Influence Strategies for Organizational Change.
- 2003-2005: **UNDP Virtual Development Academy (New York/worldwide)**
Instructor, Advisory Services (28 countries); Democratic Governance (100+ countries).
Sydney University (Sydney/Australia)
Guest Lecturer, Global Leader Residential.
- 2000-2002: **New York University (New York)**
Adjunct Professor, International Organization.
- 1999-2000: **InView Inc. (Chicago/London)**
Guest speaker, multi-point videoconferences with 100-250 participants on the “3 Cs.”
- 1998: **Carlson School of Management, Executive Development Center (Minneapolis)**
Instructor, Change Management.

Books and Articles

- 2010: (Under contract) ***Strategy-In-Action***. New York: SelectBooks. With Edward J. Borey.
(Under contract) ***Coaching Leaders to Meet the Future***. New York: SelectBooks.
- 2009: ***Leadership in 100 Days: A Self-Coaching Workbook***. New York: Swiss Consulting Group.
“Breakdown to Breakthrough: Leading in an Unpredictable World,” *Leadership Excellence*, October.
- 2008: ***The Rabbi and the CEO: The Ten Commandments for 21st Century Leaders***. New York: 2008 National Jewish Book Awards Finalist. SelectBooks. With Aaron L. Raskin.
- 2005: ***International Organizations and Democracy: Accountability, Politics, and Power***. Boulder CO: Lynne Rienner Publishers.
- 2004: “Leading Through Language: Communicating Your Way to the Top,” *Student Leader*, Fall 2004.
“Global Citizenship: The Leadership Advantage,” *The Advantage Newsletter* vol. 6, JP Morgan Partners (July). 1-4.
“Culture Clash: Thomas D. Zweifel outlines the 10 most costly cross-cultural sins committed by American-centric managers,” *American Executive* (July). 58-60.
- 2003: ***Culture Clash: Managing the Global High-Performance Team***. New York: SelectBooks.
Communicate or Die: Getting Results Through Speaking and Listening. New York: SelectBooks.
“Democracy, Dictatorship, and Infant Mortality Revisited,” *Journal of Democracy* 14:3 (July). 90-103. With Patricio Navia.

"Democratic Deficits in Comparison: Best (and Worst) Practices in European, US and Swiss Merger Regulation," *Journal of Common Market Studies* 41:3 (June). 541-566.
"Getting Results Across Borders," *Forum* (October), Deutsche Bank. 43.
"Leadership at the Apex vs. Leaders," *Political Studies Review* 1:3 (September). 493-494.

- 2002: ***Democratic Deficit? Institutions and Regulation in the European Union, Switzerland, and the United States.*** Lanham MD: Lexington Books / Rowman & Littlefield.
"... Who Is Innocent Cast the First Stone: The EU's Democratic Deficit in Comparison," *Journal of European Public Policy* 9:5 (October). 812-840.
- 2000: "Democracy, Dictatorship, and Infant Mortality," *Journal of Democracy* 11:2 (April). 99-114. With Patricio Navia.
- 1999: "Listen Up!" *American Advantage* (February).
"Talk Less, Sell More," *Newsletters Inc.* (May).
- 1998: "Listen Up!" *Fast Company* (December).
"Be Still and Hear: The art and science of listening is good business," *Christian Science Monitor* (September 22).
- 1995: "New, Genuine Leaders in Africa," *Christian Science Monitor* (September 6).

Education

- 2001: **Ph.D., New York University (New York)**
Department of Politics. Sub-field: International Political Economy. Committee: Michael J. Gilligan, Lawrence Broz, Youssef Cohen, Walter Mattli, Adam Przeworski.
- 1996: **Master of International Affairs, Columbia University (New York)**
School of International and Public Affairs. Concentration: International Political Economy.

Languages

English, German, French, Italian (fluent); Spanish, Portuguese, Hebrew (rather poorly); Latin (reading and writing).

Other

- 2008-Present Speaker, **Eagles Talent Connection, Inc.**, www.eaglestalent.com
Speaker, **Gail Davis & Associates, Inc.**, www.qdaspotlight.com
- 2007-Present Speaker, **Vistage** speakers bureau, www.vistage.com
Speaker, **Brooks International Speakers Bureau**, www.brooksinternational.com
- 2005-Present Speaker, **International Speakers Bureau (ISB)**, www.internationalspeakers.com
Board member, **Lama Gangchen World Peace Foundation (New York/United Nations)**
Board member, **La Fondation Arthemis (Geneva/Switzerland)**
- 2000-2002: Board member, **Dow Digital Global Pty Ltd (Australia)** and **Streamcom Pty (Australia)**.
Advisory Board member, **Leadership in Public Affairs Program**, The College of New Jersey.
- 1998-Present: Member, **American Political Science Association**.
- 1997-2000: Board member, **Institute for Press Freedom (Kenya)**.

1996: Fastest CEO in **New York Marathon** (2:59.58) and featured in *Wall Street Journal*.

1992-96: Member, **National Association of Fund-Raising Executives**.

1979-84: Actor, **Stadttheater Basel (Switzerland)**.
Co-founder and actor, **Werktheater Basel (Switzerland)**.
Actor in film "**Gehen**" ("Walking") by Ruben Dellers,
Actor in film "**Deni Blue**" by Ulrich Georg Meyer.

Dr. Zweifel is based in New York City and Zurich, where he lives with his wife and two daughters.