

Jackie Shelpmann-Woolery, MEd, MS



Jackie Shelpmann-Woolery helps leaders manage and resolve complex interpersonal issues in the workplace. She has provided coaching, counseling and mediation services to teams and leaders over the past twenty-five years. Jackie began her career as a Case Manager, and then Mediator and Trainer for social service agencies in Arizona. She then moved to Oregon to work in Organization Development and Training before becoming an Ombudsman at a large company, where she still serves, in addition to maintaining her coaching practice.

During her tenure as an Organization Development Consultant, Jackie espoused a focus on conflict management, change management, and improving team dynamics. She continues to develop and facilitate conflict management trainings and workshops on a number of topics, including “Managing Difficult Conversations” and an eight-week series,

“Managing Interpersonal and Team Conflict.” As a Change Management Consultant, Jackie places an emphasis on the psychological and behavioral aspects of managing transitions.

As an Ombudsman, Jackie assists employees and leaders with problem-clarification and assessing options to address their concerns in a confidential, neutral setting. Interventions such as mediation, coaching, and informal inquiry are provided, as well as upward feedback to executive level management of systemic issues in order to facilitate organizational change and to proactively manage issues.

Jackie uses Empowerment and Systems Theory as foundational models when coaching managers and executives who are attempting to resolve difficult team dynamics or improve their own Emotional Intelligence skill set. By identifying and addressing the underlying causes of team, interpersonal and individual issues, and building on current strengths, it is possible to make sustainable behavioral and organizational changes.

Jackie holds a Bachelor’s degree in Sociology, a Master’s degree in Education, and a Master’s degree in Couples, Marriage and Family Therapy. She is certified in a number of assessments, including MBTI, Lominger 360 Feedback, EQ Learning in Action, Baron EQ, Appreciative Inquiry, International Ombudsman Association, Gottman therapeutic techniques, and is a licensed KRH Consultant. Jackie has provided consulting for a number of companies including IBM, NOAA, Genentech, Lawyers Title, and Logitech, and is an associate of Ceridian Performance Partners and Concern Employee Assistance Program.

For more information on Jackie’s coaching practice, contact her at jshelpmann@aol.com.