

Board Biography



NANCY J. CAPISTRAN

Non-Executive Director, CEO, & Operations Expert

📍 Boston, MA, United States

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🌐 www.linkedin.com/in/ncapistran/

Core Leadership Traits

Character

- ✓ Act on morals & values
- ✓ Courage to pursue personal convictions
- ✓ Prepare well for Board meetings

Communication

- ✓ The ability to listen, process, and understand key points
- ✓ Can articulate thoughts, opinions, rationales, and points in a clear, concise, and logical manner
- ✓ The ability to relate to a wide range of people and establish quality relationships

Analytical

- ✓ Ask for and use information to make informed judgments/assessments
- ✓ Understand issues from different perspectives
- ✓ Can read and interpret financial reports

Strategic

- ✓ Can assess overall company strengths and weaknesses, and how decisions will impact the business
- ✓ Understand the difference between governance/management issues
- ✓ Ensure strategies, budgets and business plans are compatible with vision/strategy

Knowledge

- ✓ Aware of latest business/management practices
- ✓ Keep up to date developing knowledge and skills
- ✓ Ability to recognize legal, accounting, and regulatory requirements affecting the company

General

- ✓ Integrity in personal and business dealings
- ✓ Entrepreneurial spirit and attitude
- ✓ A personal commitment to the Values, Vision, Mission, and Purpose of the organization

Non-Executive Director, CEO, & Operations Expert

with focus in Strategy, Governance, & Risk/Compliance

Nancy J. Capistran is a distinguished executive with extensive expertise in Strategy, Governance, and Risk/Compliance. Nancy empowers high-performing leaders to transcend limitations and achieve extraordinary results, inspiring confidence and resilience through her positive outlook and unwavering spirit. Her entrepreneurial mindset and multifaceted perspective, coupled with deep wisdom gleaned from adversity and honed emotional intelligence, enable her to provide stress-smart, agile guidance. Nancy's real-world solutions equip clients to make value-based decisions and navigate complex challenges effectively. Her steadfast commitment to driving business transformation through innovative strategies, robust governance, and operational excellence has earned her the moniker "*9-1-1 for Executives*," making her an invaluable asset to Boards seeking to enhance leadership capabilities and organizational resilience.

The overarching theme throughout Nancy's career has been her leadership aptitude. She has demonstrated an innate ability for *Expanding Human Excellence*® among CEOs and Executive Committees across diverse industry verticals and business sectors. Mark A. Pfister, the CEO of the International Board Director Competency Designation (IBDC.D), has said, "*Nancy's deep expertise and experience is coveted among modern, highly effective Boards. Her unique combination of leadership acumen and operational awareness make her an exceptional Independent Director.*"

As Co-Founder of Crisis Interception, Nancy leads decisive change during extreme adversity, providing critical support to Boards and C-suite executives. She equips leaders with mental resilience and strategic agility for informed decision-making in volatile environments. Nancy excels in stakeholder management, crafting communication strategies to maintain confidence and safeguard brand equity. Her expertise in risk mitigation, regulatory compliance, and business continuity ensures operational resilience, making her expertise particularly valuable to boards in fulfilling their fiduciary duties and maintaining effective corporate governance in challenging times.

As CEO of Capistran Leadership, she spearheads executive coaching programs tailored for growth-oriented C-Suite leaders, bridging the gap between their current position and future aspirations. Her deep background in operations allows for a clearer understanding of how to most effectively right size the goals and strategies for the organization, and business operations. Her intellectual curiosity and blend of micro/macro thinking enhances decision-making, precision, and addresses blind spots in critical areas.

Nancy also serves as a Vistage Worldwide Peer Advisory Group Chair for CEOs. Her extensive experience and acumen in leadership, coaching, mentoring, and facilitation ensures a confidential, enriching experience that consistently delivers substantial return on investment for the executive leaders, and their organizations.

Nancy holds a B.S. in Business Administration from Northeastern University, a Master Certification in Project Management from George Washington University, and she also holds multiple International Professional Certified Coaching credentials. Nancy is a graduate of the FBI Citizens Academy and an active member of its Alumni Association.

She is the creator of the '*Capistran Personalized Competency Calculator*' (CPCC), a strategic tool for evaluating executive leadership and Board members. It provides critical insights into leadership styles, stress responses, and change management aptitude. This comprehensive analysis enhances decision-making, improves governance, and fosters adaptability, ultimately contributing to long-term organizational success in dynamic business environments.

Her award-winning, internationally acclaimed book, '*Open Your Eyes and LEAD*,' offers valuable insights on maintaining balance, navigating adversity, and achieving leadership excellence. Nancy's influence has shaped and inspired leaders across multiple generations.

Nancy is a proficient Board Director, Board Advisor, and CEO with experience across multiple industry verticals. With her deep expertise, she is ideally suited for the Strategic Planning Committee, Governance Committee, Risk Committee, and Ethics Committee. Nancy's experience as a renowned Executive Coach and Crisis Advisor, having guided hundreds of CEOs, Board Committees, and Board Members across private, public, nonprofit, and private equity (PE) verticals, additionally offers up unique and informed viewpoints to the companies she serves.

Nancy holds an *International Board Director Competency Designation* (IBDC.D) through M.A. Pfister Strategy Group. Previously she was a *Certified Corporate Compliance and Ethics Professional* (CCEP) – Society of Corporate Compliance and Ethics (SCCE), and a *certified Project Management Professional* (PMP) through the Project Management Institute (PMI).



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Board Profile

Non-Executive Director, CEO, & Operations Expert

with focus in Strategy, Governance, & Risk/Compliance

I am an experienced Board Director, CEO, Executive Coach, and Crisis Advisor with over 20 years of deep experience across various industries and sectors. Specifically, I can evidence success in the Technology, Professional Services, and Healthcare industries. Highlights include success with high-growth startups to Fortune 500 global companies. In an executive capacity, I am currently the Co-Founder of Crisis Interception providing mental resilience and strategic agility to executive and Board clients during extreme adversity. As CEO of Capistran Leadership and a Vistage Worldwide Peer Advisory Group Chair, I am committed to Expanding Human Excellence® by empowering executive and Board clients to make informed decisions and navigate complex challenges effectively. Known as '9-1-1 for Executives,' I enhance leadership and organizational resilience both proactively and when the 'heat is on'. I was awarded an *International Board Director Competency Designation* (IBDC.D) through M. A. Pfister Strategy Group's Board certification program, I earned multiple International Professional Certified Coaching credentials, awarded a certification in *Corporate Compliance and Ethics Professional* (CCEP) through the Society of Corporate Compliance and Ethics (SCCE), and a certification in *Project Management Professional* (PMP) through the Project Management Institute (PMI).

Board & Board Committee Experience

- 2020 – Pres. **Advisory Board Member** at Vistage Worldwide, facilitating direction and insight of growth initiatives for C-Suite executives, with success in strategic planning, governance practices, risk management, and brand optimization.
- Chair of the CEO Peer Group
 - Chair of the Trusted Service Provider Peer Group
- 2013 – Pres. **Board Advisor/Executive Coach** for 300+ clients across industries. Enhancing growth in leadership, strategy, governance, succession, performance, brand, and risk management. Improving Board-CEO collaboration, and organizational excellence.
- 2015 – 2017 **Board Member** to Town of Ashland, Massachusetts, provided fiscal risk oversight, and strategic financial planning.
- Member of the Finance Committee
- 2012 – 2013 **Board Advisor** for Cycle the WAVE (Women Against Violence Everywhere) Massachusetts to Web of Benefit, Inc, a non-profit organization assisting survivors of domestic violence.
- Member of the Strategic Planning Committee
 - Member of the Steering Committee
 - Member of the Fundraising Committee
 - Member of the Events Committee
- 2010 – 2011 **Board Advisor** to Town of Ashland, Massachusetts, Public Schools. Developed the district's inaugural strategic plan, aligning with community values to enhance transparency, drive stakeholder engagement, and shaped long-term strategy.
- Member of the Strategic Planning Committee

Board-Level Experience

- 2020 – Pres. **Executive Professional Advisor** at Vistage Worldwide requiring deep and diverse industry expertise for CEO development initiatives. Providing strategy, governance, and reporting recommendations for the Board.
- 2017 – Pres. **Executive Professional Advisor** of Crisis Interception, an executive crisis advisory and Board consulting firm elevating governance during extreme adversity for Board Members, Board Committees, and C-Level Executives across all sectors.
- 2016 – Pres. **Executive Professional Advisor** at Capistran Leadership, a strategic advisory firm acting as a liaison between CEOs and Boards requiring strategy, governance, reporting, risk and compliance recommendations.



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Executive Experience

- 2017 – Pres. **Co-Founder & Business Crisis Advisor** of Crisis Interception, a critical risk mitigation partner delivering rapid response strategies, executive counsel, and stakeholder communication expertise to safeguard organizational resilience and preserve brand equity during critical events.
- 2016 – Pres. **CEO & Certified Executive Coach** at Capistran Leadership, a strategic advisory firm focused on executive coaching. Empowering leaders to foster innovation and effectively navigating intricate challenges, enhancing organizational resilience and performance.
- 2013 – 2016 **Managing Partner & Executive Coach** of SHIFT Coaching & Consulting, providing cross-industry expertise in strategy, governance, and risk management, equipping C-suite leaders to navigate complexities and drive sustainable growth, ensuring long-term value creation for stakeholders.

Publications & Teaching

- 2024 – Pres. Author and Publisher of *'Expanding Human Excellence®'*, a monthly Board Director, Board Advisor, and C-Level Digital Publication
- 2024 Facilitator/Speaker: Leadership and Law – Kenney & Sams, P.C.
- 2022 Facilitator/Speaker: Crisis Interception for Family Business – Burns and Levinson, P.C.
- 2021 Facilitator/Speaker: Crisis Interception for Lawyers
- 2020 *'Seven Steps to Make Meaningful Change in 2020'* – Banker & Tradesman
- 2020 Facilitator/Speaker: The Financial Executives Networking Group (FENG)
- 2019 Facilitator/Speaker: Massachusetts Collaborative Law Council
- 2019 *'Identifying Your KRYPTONITE; What is Holding YOU Back from Success in the Workplace?'* – The TJB American Business Magazine
- 2018 – Pres. Internationally published and Amazon best selling book author of *'Open Your Eyes and LEAD; Hardship and Wisdom Shape the Best Leaders in Life'*
- 2018 Facilitator/Speaker: Northeastern University Center for Family Business
- 2018 Facilitator/Speaker: AM&AA New England at BNY Mellon
- 2017 Executive Committee/Creator/Facilitator/Speaker: 500 Voices – USA500 Clubs
- 2016 – Pres. Creator of the *Capistran Personalized Competency Calculator (CPCC Assessment)*
- 2016 *'It's Not Copying, It's Connecting, We're Networking; MIRRORING'* – The Wall Street Journal

Education, Certifications, & Awards

- 2024 – Pres. International Board Director Competency Designation (IBDC.D) – M. A. Pfister Strategy Group
- 2022 Award: The Top 100 Entrepreneurs of 2022 – Alumni Spotlight
- 2018 – Pres. FBI Citizen's Academy Alumni – Federal Bureau of Investigations
- 2018 – 2021 Reader Rankings Award: Best Crisis Management – Mass Lawyers Weekly
- 2018 – 2020 Reader Rankings Award: Best Executive Coach – Mass Lawyers Weekly
- 2019 Greatest Professional Achievement: Night of 500 Stars – USA500 Clubs
- 2017 Most Inspirational Member: Night of 500 Stars – USA500 Clubs
- 2014 – Pres. Professional Certified Coach (PCC) – International Coaching Federation
- 2014 Energy Leadership Index Master Practitioner – Institute for Professional Excellence in Coaching (iPEC)
- 2013 – Pres. Certified Professional Coach – Institute for Professional Excellence in Coaching (iPEC)
- 2010 – 2012 Certified Corporate Compliance and Ethics Professional (CCEP) – Society of Corporate Compliance and Ethics (SCCE)
- 2008 – 2021 Project Management Professional (PMP) Certification – Project Management Institute (PMI)
- 2007 Outstanding Research and Project Management – Bose Corporation
- 2007 Outstanding Teamwork – Bose Corporation
- 2006 Masters, Project Management – The George Washington University
- 2005 – 2006 Leadership Academy – Leadership MetroWest
- 1982 – 2006 B.S., Business Administration (*Cum Laude*) – Northeastern University
- Sigma Epsilon Rho Honor Society – Northeastern University