



Ellen Burts-Cooper

PhD, MBA, MBB

**Chief Improvement Officer, Senior
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Improve Consulting and Training Group

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Dr. Ellen Burts-Cooper is the senior managing partner of Improve Consulting and Training Group, a firm that provides personal and professional development training, coaching, and consultation. Improve has been featured in Time Magazine, Black Voices, Smart Business Magazine, Bloomberg BusinessWeek, Cleveland Jewish News, Cleveland.com, and Crain's Cleveland Business. Ellen works across numerous industries, including manufacturing, healthcare, financial services, education, retail, utilities, governmental agencies, not-for-profit, and small businesses.

Dr. Burts-Cooper is on faculty at Case Western Reserve University in the Weatherhead Executive Education Program and The Institute for Management Studies (IMS), and a resident coach for the American Medical Association and Brigham and Women's Hospital, Harvard Medical School. She currently serves on the Board of Directors of First Federal of Lakewood and Sea-Land Chemical Company. She is the author of the books "aMAZEing Organizational Teams: Navigating 7 Critical Attributes for Cohesion, Productivity, and Resilience" and "Canine Instinct: A Guide to Survival and Advancement in Corporate America."

As a former PhD chemical researcher, she now uses her background to study wellness and the most effective holistic techniques to help people in high-stress jobs holistically improve various components of their health. She designed and opened the Halotherapy Wellness Renewal Studio in Cocoa, FL, where she provides a wide array of wellness practices designed to support self-care, stress management, mindfulness, and overall wellness. She uses many of these techniques to successfully treat her 20+ year autoimmune disease and chronic respiratory illness. Ellen believes that wellness is not just a destination; it is a journey that should be enjoyed every step of the way. Her mission is to provide clients with the tools and resources needed to achieve optimal wellness and live their best lives.

Previously, Ellen served as a Senior Vice President and Senior Director of Operational Excellence, IT Performance Management, and Governance for PNC Financial Services. Prior to the financial services industry, Ellen worked in the electronics industry, where she led global teams in several functions at 3M Company in St. Paul, MN.

She earned a BS in chemistry from Stillman College in Tuscaloosa, AL, her PhD in organic/polymer chemistry from Virginia Tech in Blacksburg, VA, her MBA from the University of Minnesota, Carlson School of Business, her Lean Six Sigma Master Black Belt certification from 3M Company, and her Resilience and Thriving Facilitation certification from the National Wellness Institute.

Ellen is also an active volunteer and supporter for a host of community-related organizations across the US and provides college scholarships through her fund at The Cleveland Foundation. She is a member of the Private Directors Association and the National Wellness Institute.

Education

- Lean Six Sigma Master Black Belt (MBB) Certification, 3M Company, St. Paul, MN
- MBA, Univ. of MN, Carlson School of Mgmt, Minneapolis, MN
- PhD, Polymer/Organic Chemistry, Virginia Tech, Blacksburg, VA
- BS, Chemistry, Stillman College, Tuscaloosa, AL

Service Areas (core support staff of 9)

- Process Improvement – Lean Six Sigma
- Organization Change and Management
- Team Building - aMAZEing Team Building Experience
- Team Retreats – Loft 2E, A Transformation Space for Team Engagement
- Individual and Team Assessments – Everything DiSC Assessments
- Executive Coaching, Strategy Planning and Consulting for 14 CEOs, 4 CFOs, 11 CTOs, 9 CHROs and numerous senior executives.

Professional Experience

- PNC Financial Services – Senior Vice President, Senior Director of IT Performance Management, Governance and College Relations
- National City Corporation – Vice President, Portfolio Enablement, Information Services – Vice President, Quality Leader/Six Sigma Master Black Belt
- 3M Company – Six Sigma Master Black Belt - Senior Technical and Commercialization Manager

Current Teaching Experiences

- Case Western Reserve University
- Instructor - Weatherhead School of Management, Executive Education
- Institute for Management Studies (IMS), National Speaker

Boards and Committees

- Sea-Land Chemical Company, Board of Directors, 2021-present
- First Federal Of Lakewood Bank, Board of Directors, 2017-present
- The Cleveland Foundation, African American Philanthropy Committee, 2011-present; Chair 2016-present
- Cleveland State Operation STEM, Advisory Board, 2013-present
- The Cleveland Foundation, Bagby, Palmer Memorial Scholarship, 2011-present
- Case Western Reserve, Masters in Engineering Management Program (MEM) Advisory Board, 2013-2022
- Stepstone Academy, Board of Directors, 2013-2022
- JumpStart, Inc. Board of Directors, 2015-2020
- Joint Commission Center for Transforming Healthcare Targeted Solutions Tool, Ambassador, 2013- 2015
- Northeast Ohio Regional Nonprofit Technology (NorTech), Board of Directors, 2013-2014
- Consortium of African American Organizations (CAAO), Advisory Board, 2011-2013
- National Black MBA Association, Cleveland Chapter, Advisory Board, 2008-2012
- Cleveland Foundation MYCOM Youth Out of School Time Committee Member 2009-2011
- Entrepreneurial Preparatory (E Prep) School, Cleveland, OH, Board of Directors, 2008-2010
- Providence House, Cleveland, OH, Board of Trustees, 2008-2009
- St. Paul Partners for Violence Prevention, Board of Directors, 2006-2007
- Metropolitan Minority Outreach (MMO), Board of Directors, 2002-2007
- St. Francis of Assisi Animal Rescue, Board of Directors, 2001-2006