

Loraine Trotter

BIO

Loraine Trotter, Division Manager of the Organizational Support and Staff Development Division at the Pension Benefit Guaranty Corporation. She has more than 18 years' experience supporting and establishing strategic, business, leadership and operational objectives within her organization and throughout the agency. Loraine also has more than eight years' experience as a certified coach; helping her clients develop and enhance skills for career advancement. Prior to PBGC Loraine gained experience in the insurance, mortgage banking and real estate development industries.

Loraine leads BAPD's budget, space and human resources liaison functions. Loraine has extensive experience and successes managing, directing, and designing programs to promote staff, leadership development and change management. Loraine has forged strategic partnerships with HR as well as the management staff within BAPD to provide an environment for self-improvement and growth. She has directed employee engagement initiatives such as the Gallup Q-12 assessment (which measure employee engagement in the workforce) and StrengthFinder (which assesses employee's talents and strengths). She has designed impactful leadership development programs to support technical staff transition to management and leadership positions and has received several special achievement awards in recognition of her efforts. BAPD Leaders are thinking more strategically and have a higher self-awareness of their leadership style.

She spearheads new practices that reward innovative thinking for BAPD's Knowledge Management Project to direct a culture shift that continually encourages sharing knowledge and best practices across all disciplines. BAPD maintains six to eight communities of practice (CoP) responsible for implementing approximately 30 projects. These projects continue to benefit the organization; from new methods of collecting participant data to identifying more efficient ways to service our customers; improving our interactions and increasing the ACSI scores (customer satisfaction). Other achievements include leading a management services team that provides dedicated resources and BAPD specific requests and concerns for more than 270 staff.

Education

Loraine holds an M.A. in Human Resources from Marymount University and a B.A. in Management/Marketing from Simmons College. She is a certified and credentialed Success Coach, and holds several leadership and organizational development certificates.

Awards and Professional Recognitions

At PBGC, Loraine has received numerous customer service, performance and special achievements awards. Loraine was also selected to participate in PBGC's 2003 **Leaders Growing Leaders** as well as the Council for Excellence in government Leadership Fellows Program. Loraine is an active member of Executive Women in Government where she was selected to participate in their 2011 Protégé Mentoring program. She is a member of the Federal Manager's Association, Executive Development Exchange Network, and the International Coaching Federation.