



EXECUTIVE
EDUCATION

InterACTION: Operations With Jackie Williams

November 2020

Jackie Williams

COO, University of Michigan
Executive Education



- As Chief Operating Officer for Executive Education at the University of Michigan's Ross School of Business, Jackie is responsible for worldwide operations and program delivery excellence. She leads the charge as we improve both our customer-facing and internal processes, and expands the ways that we partner with our clients. Her financial acumen, coupled with a deep understanding of business and people processes, drive continuous improvements in all areas of our business.
- Jackie is also an expert in program design and development. In her 20+ years with Executive Education, she has personally designed and delivered hundreds of programs around the globe. She is known as a supportive and inclusive leader who delivers results while still maintaining an integrated and cohesive team environment.
- Prior to Ross, Jackie was an HR leader responsible for recruiting and talent development. She has a business degree from Eastern Michigan University. Outside of work, Jackie enjoys an active and healthy lifestyle, spending time with friends and family.



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THUNDERBIRD WELCOMES YOU

Poll Questions

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Breakout Questions

- Questions =====>
- We'll put you into a breakout room to work through *one* of the questions with colleagues.
- Each breakout group will have a page in a Google Doc to capture your discussion – your Breakout Group Number is the same as the Google Doc Page Number.
- 25 minutes for discussion and then we'll come back to share (Please start the breakout session with introductions)

Being Relevant: how does Executive Education pivot in the way we deliver our program? (Inclusion, Intelligence, Innovation, Impact)

1. How might we pivot in the way we deliver our products that will allow us to play a larger role in building a more inclusive society and reach a broader base?
2. How might we pivot in the way we deliver programs that support just in time delivery that provides greater impact?

Thank You!

**Please visit your Canvas
portal for the link to the
next session.**

