

Board Biography

Non-Executive Director, CEO, & Operations Expert

with focus in Strategy, Governance, & Risk/Compliance



NANCY J. CAPISTRAN

Non-Executive Director,
CEO, & Operations Expert

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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

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).