



NANCY J. CAPISTRAN

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Board Committees

- Strategy
- Nomination & Governance
- Human Capital
- Risk
- Executive

Special Committees

- CEO Succession
- Executive Search
- Crisis Management

Experience / Expertise

- Board-level decision-making & fiduciary responsibility
- Leadership development & executive advising
- Corporate strategy formulation & execution
- Board governance best practices
- Enterprise risk management & mitigation
- Crisis leadership & rapid response management
- Change management & organizational culture
- Talent development & human capital strategy
- Operational oversight and organizational transitions
- Succession planning & CEO transition advisory

Skills / Abilities

- Consistency & dependability
- Determination & resilience
- Emotional intelligence
- Strong curiosity driving continuous learning
- Preparedness & situational savvy
- Advanced problem-solving
- Conflict resolution & negotiation
- Clear, strategic communication
- Financial literacy

Board Biography

Independent Board Director | 3x Founder | Risk & Resilience Advisor

Driving governance, strategy, and operational excellence for sustainable growth

Nancy J. Capistran delivers **practical, future-ready insights** that **strengthen governance** and drive **sustainable performance** for Boards of **medium-to-large privately held companies**, balancing **risk and resilience** with **growth and innovation**. Trusted as **"9-1-1 for Executives,"** she enables Boards to navigate **complexity** while safeguarding **stakeholder confidence**.

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**. She helps leaders and Boards make **value-based decisions**, manage **volatility**, and uphold **governance effectiveness**.

As Founder of **Capistran Leadership**, Nancy partners with Boards and C-suite executives to **manage risk**, ensure **operational continuity**, and sustain performance under pressure. She excels in **stakeholder management** and **communication strategies** that preserve **trust** and protect **brand equity**. Her expertise in **governance, compliance, and risk oversight** positions her as a strong contributor to committees focused on **strategic planning, governance, risk, and ethics**.

Nancy also designs **executive coaching programs** that sharpen **decision-making** and align **strategy with scalable execution**. Her combination of **macro foresight** and **operational precision** helps leaders identify **blind spots**, improve **governance effectiveness**, and accelerate **growth**. She also serves as a **Vistage Worldwide Chair for CEOs**, facilitating **confidential peer advisory forums** that deliver **measurable ROI** for executives and their organizations.

Her credentials include a **B.S. in Business Administration** from Northeastern University, a **Master Certification in Project Management** from George Washington University, multiple international **Professional Certified Coaching credentials**, and the **International Board Director Competency Designation (IBDC.D)**. She is also a graduate of the **FBI Citizens Academy** and active with its Alumni Association.

Nancy created the **Capistran Personalized Competency Calculator (CPCC)**—a proprietary tool that evaluates **leadership effectiveness** and **Board dynamics** in areas such as **governance, stress response, and change management**. More than an assessment, the CPCC equips Boards with **actionable insights** to strengthen **executive effectiveness**, reinforce **resilience under stress**, and enhance **overall Board functionality**. By surfacing critical **blind spots** and aligning **leadership behaviors** with **organizational goals**, the CPCC helps Boards improve **decision-making, adaptability, and long-term performance**.

An **award-winning, internationally published author**, her book *Open Your Eyes and LEAD; Hardship and Wisdom Shape the Best Leaders in Life* provides actionable strategies for leading with **clarity, resilience, and balance**.

Mark A. Pfister, CEO of the **International Board Director Competency Designation (IBDC.D)**, affirms: *"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."*

Nancy maintains a strong **intellectual curiosity** with a focus on areas most critical to Boards today, including **Risk and Resilience, Technology and Innovation, and Leadership & Succession**. She continuously deepens her knowledge to provide relevant, evolving insights that keep Boards **future-focused**.

Her passion is **Expanding Human Excellence®**—a commitment she demonstrates through her work with CEOs and executive committees across diverse industries. With her proven ability to strengthen **leadership, governance, and organizational resilience**, Nancy is a **high-impact Board contributor**, positioned to deliver **lasting value** and **strategic clarity** in today's dynamic environment.



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Board Profile

Independent Board Director | 3x Founder | Risk & Resilience Advisor

Driving governance, strategy, and operational excellence for sustainable growth

Nancy J. Capistran drives **governance excellence, operational resilience, and strategic growth** for Boards and executives across Professional Services, Technology, and Manufacturing. She partners with **high-growth small businesses to large, privately-held organizations** to strengthen leadership resilience, improve decision-making, and advance long-term organizational performance.

As CEO of Capistran Leadership, and Chair of Vistage Worldwide Peer Advisory Groups, she empowers Boards and executives to navigate **complex, high-stakes challenges** with confidence. Known as **"9-1-1 for Executives,"** she brings steady leadership, strategic agility, and a stress-smart approach under pressure.

Nancy holds the **International Board Director Competency Designation (IBDC.D)**, multiple international Professional Certified Coaching credentials, and expertise in Corporate Compliance, Ethics, and Project Management. She advises Boards on governance, risk oversight, and strategy while developing executive coaching programs and proprietary tools such as the **Capistran Personalized Competency Calculator (CPEC)** to strengthen leadership, decision-making, and organizational performance.

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.
- 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.
- 2017 – 2024 **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.



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Executive Experience

- 2016 – Pres. **Founder & Certified Executive Coach** at Capistran Leadership, a strategic advisory firm focused on executive coaching. Empowering leaders to foster innovation and effectively navigating complex challenges, enhancing organizational resilience and performance.
- 2017 – 2024 **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.
- 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
- 2018/2021 *Internationally published and Amazon best selling book author of 'Open Your Eyes and LEAD; Hardship and Wisdom Shape the Best Leaders in Life'*
- 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 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