

Shannon O'Connor Bock

New Jersey, USA

Senior Vice President



A.J. O'CONNOR
ASSOCIATES



Career Background

As SVP, Shannon participates in defining the firm's strategy and drives operational initiatives that strengthen A.J. O'Connor's brand and service offerings. She partners with the Practice leads across the company to oversee all coaching and leadership activities for AJO and develops and strengthens the firm's relationships with key client accounts.

With an unwavering focus, Shannon works collaboratively with internal leadership, including Sales and other teams across the AJO organization, to ensure a best-in-class client experience. She builds strong relationships at all levels of client organizations and manages new service innovation, ensuring the firm leverages client feedback to improve services and the client interaction model. Shannon partners with leadership teams across departments to improve internal and external processes to benefit the client experience and ensure client retention. She also contributes to the development, ongoing assessment of, and maintenance of key service and satisfaction metrics.

Shannon leads the effort to source coaches and consultants for the Talent Development and Consulting Practices, helping to grow the firm's capabilities and business. With her ability to recognize talent, she works to attract, develop and retain team members. As the firm's client base grows, the team continues to grow and expand as well.

Specialties

- Client Relationship Management
- Strategic Development
- Brand Management
- Service Innovation
- Talent Development
- Effective Networking
- Program Management
- Partnerships/ Collaboration
- KPI's/Metrics

Industry Experience

- Fortune 500
- Pharmaceutical
- Biotechnology
- Consumer Goods
- Financial Services
- Hospitality

Noted Accomplishments

- Partnered with A.J. O'Connor's VP of Marketing to refresh the firm's brand.
- Redesigned internal process to ensure quality checks across the Executive Coaching Practice.
- Managed Leadership Development project for major Pharmaceutical client. This 18-month endeavor incorporated workshops and 1:1 coaching sessions, and utilized the talents of five Executive Coaches.

Education

Pursuing BA in Organizational Leadership at Penn State. Attended Mason Gross School of the Arts at Rutgers University.

Additional Information

Member: Council Member - Corporate Leadership Council for Cornerstone Family Programs; Ellevate; MCCC; SHRM; BIONJ; and The Conference Board. Serves as a representative of A.J. O'Connor and ambassador within the local communities to promote positive relationships and strong partnerships.

Shannon has a passion for the arts and has worked in the non-profit Professional NJ Theatre community and held positions within The New Jersey Theatre Alliance and The Shakespeare Theatre of New Jersey.