

# Michela Henke-Cilenti

Dr. Michela Henke-Cilenti is a British customer service thought leader and expert based in St. Louis, Missouri. Co-author, consultant, and keynote speaker training and coaching over 15,000 students, team members and leaders she is known for her contribution to critical topics such as leadership, the psychology behind recommending and selling, culture, resilience and motivation.

In 2021 'Ready for Anything: The Making of a Change Leader, co authored with Jeff Haldeman, is a book of essays on change to provoke the reader to think wider about change - starting with themselves and our role in the process. The updated and revised second edition captures the organizational climate right now, intentional and authentic leadership, culture of change, diversity and differences that make a difference.

A former regional operations director, she is on a continual quest for engagement and deeper guest experiences in both the ultra hospitality and the service industry. A passion for the human side of change, she coaches and supports leaders on complex change issues. In addition, she has the perspective from both sides of Webster University. As a Doctoral of Management Webster alum and adjunct assistant professor since 2015 she is a lead instructors on the MA organizational development and change program (OD&C) at Webster University. This text book was written with the students and for the students of the program. Fall 2 students will be using this second edition text for the first time with Michela.

One of her greatest passions and lifetime's work is inspiring and teaching people to connect with each other and take the other person's perspective, easier. Tapping into ones' true purpose and work in ones' strengths are the theme for those Michela mentors, coaches and trains either virtually or in person.

Her goals in life are simple- to finish raising her two children and three dogs. Getting on the yoga mat daily is a goal as is bringing kindness and more yesses into all we do.

Born and raised in Bradford, England Michela now resides in St. Louis, Missouri with her tribe of hubby, kids and dogs. Giving back is central and she volunteers in many community projects and recently became a Big Sister.

"*Ready for Anything* challenges leaders to think differently about their internal and external experience with change. We know that action not wedded to creative

thought around change may lead us down blind alleys. Again and again," Dr. Henke-Cilenti says.

"We also know that we grow through accepting our limits, not denying them. This book embraces complexity, dilemmas and the paradoxes of organizational change, elevating change theory from beyond the just the obvious."

For more information, visit [michelahenkecilenti.com](http://michelahenkecilenti.com) and [readyforanythingthemakingofachangeleader.com](http://readyforanythingthemakingofachangeleader.com).