

HEATHER CARROLL, DBA

Dr. Heather Carroll is an organizational leadership expert, operations consultant, and speaker who helps law firms build stronger leaders, healthier teams, and organizations that perform. With more than 20 years of experience in the legal industry and a Doctor of Business Administration in Industrial and Organizational Psychology, Heather brings together the science of workplace behavior and the realities of running a law firm. Her work explores what makes people perform, what makes teams thrive, and how leadership decisions translate into culture, accountability, and business results.



PSYCHOLOGICAL EXPERTISE IN LEGAL OPERATIONS

Dr. Carroll brings a unique specialization to Vista, focusing on areas such as job satisfaction, motivation, burnout, and organizational commitment. She understands that the key to a successful business lies in its people. By delving into the psychology that drives businesses, she helps law firms understand not just what makes their firm work but why. This understanding allows her to create a work environment that is not only productive but also fulfilling.



INSPIRING SPEAKER

Heather believes the best presentations do more than inform an audience. They make people think, laugh, reflect, and leave ready to do something differently. Her engaging, authentic style blends the science of workplace behavior with real-world experience, relatable stories, and practical tools. Whether discussing leadership, culture, people, or operations, Heather makes complex ideas approachable and gives audiences clear, actionable strategies they can put to work immediately.



WHERE LEADERSHIP MEETS PERFORMANCE

Heather approaches leadership as a business discipline, not a personality trait. Drawing on I/O psychology and decades of experience inside law firms, she explores how leaders influence accountability, motivation, communication, retention, culture, and performance. Her work gives leaders practical tools for creating environments where people understand what is expected, take ownership of their work, and perform at a higher level.

PRESENTATION TOPICS

- Authentic Leadership and Leading with Self-Awareness
- Building Trust and Credibility as a Leader
- Communication and Connection in Leadership
- Psychological Safety and Creating a Workplace Where People Can Speak Up
- Leading Through Difficult Conversations and Conflict
- Creating a Culture of Accountability and Ownership
- Motivation, Engagement, and Bringing Out the Best in People
- Developing Strong Leaders at Every Level of the Organization
- Stress, Burnout, Resilience, and Workplace Well-Being
- Building High-Performing Teams and Healthy Workplace Cultures
- Leading Through Growth, Change, and Uncertainty
- Building Scalable Organizations Through People and Process
- Client Experience and Client Satisfaction
- Case Ranking and Value-Building Strategies
- Using Data, Reporting, and KPIs to Drive Performance



📞 678.522.9491

✉️ hcarroll@vistact.com

🌐 vistact.com

📘 facebook.com/Vistact