



ESCAPADES COACHING

TRANSFORMATION AS A WAY OF LIFE

CAPABILITY STATEMENT

Transforming people. Strengthening teams.
Supporting organizations through change.

Austin | Central Texas | Houston & surrounding communities



WHO WE ARE

Escapades Coaching provides bilingual coaching, training, facilitation and organizational-development solutions for public agencies, community organizations and professional teams. We strengthen performance, leadership, communication and workplace culture while helping people navigate change.

CORE CAPABILITIES

- Leadership and workforce development
- Performance and quality improvement
- Customer-service excellence
- Communication, accountability and conflict resolution
- Change management for growth, restructuring or downsizing
- Time management, productivity and employee engagement
- Customized workshops, master classes and facilitation
- Standard Operating Procedures (SOPs), manuals and job aids
- One-on-one coaching for leaders and team members

THE ESCAPADES DIFFERENCE

WE DON'T SEPARATE THE PERSON FROM THE PERFORMANCE.

We look beyond a single skill gap to understand what is happening between the person, process, team, leader and expected outcome. This reveals whether the best solution is training, coaching, process improvement, leadership intervention, accountability - or a combination.

KEY DIFFERENTIATORS

- English- and Spanish-language delivery with a cross-cultural perspective
- Multidisciplinary experience across education, leadership, quality assurance, training, customer service, legal operations, consulting and entrepreneurship
- Coaching education on an ICF-aligned pathway, combined with Universal values
- Customized solutions based on organizational goals, culture, workforce and performance priorities
- In-person, virtual and hybrid delivery
- Ongoing development model that connects learning to workplace application

STRONGEST FIT

LEADERSHIP | PERFORMANCE | CHANGE

COMMUNICATION | CUSTOMER SERVICE

EMPLOYEE DEVELOPMENT | SOPs

WHO WE SERVE

Municipal departments | Public agencies | Government leadership teams

Workforce-development programs | Community organizations | Professional teams

Supervisors | Emerging leaders | Frontline employees | Organizations in transition

A CONTINUOUS DEVELOPMENT PARTNER

Customized learning. Individual support. Measurable application.

SIGNATURE PARTNERSHIP MODEL

01

MASTER CLASS

Interactive session on a priority topic

02

APPLY

Connect learning to real work

03

COACH

Targeted one-on-one follow-up

04

ADJUST

Reinforce behavior and outcomes

REPRESENTATIVE ENGAGEMENT

1 DISCOVER

Goals, challenges and desired outcomes

2 DIAGNOSE

Capability, behavior, process and communication gaps

3 DESIGN

Customized learning and coaching solution

4 FACILITATE

Training, workshops or master classes

5 COACH

Targeted individual support

6 REINFORCE

Workplace application and accountability

7 EVALUATE

Progress, feedback and priorities

8 EVOLVE

Adjust the next phase

WHY LOREINNA HERNANDEZ?

Loreinna brings a rare combination of educator, university professor, trainer, quality-assurance professional, consultant, legal-operations professional, entrepreneur, author, speaker and transformational coach.

MULTIDISCIPLINARY ADVANTAGE

- 26 years of teaching and professor experience across Mexico and the United States
- Texas bilingual teaching certification
- Graduate education in technology applied to education
- Dale Carnegie facilitation experience
- Training in positive psychology, positive organizations, metaphysics and project management
- Storytelling and experiential-learning approach

DELIVERY OPTIONS

- In-person at the client's location
- Virtual interactive sessions and coaching
- Hybrid onsite training with virtual follow-up
- English or Spanish facilitation

NAICS CODES

611430	Professional and Management Development Training [Main]
561499	All Other Business Support Services
541618	Other Management Consulting Services
611710	Educational Support Services
541611	Administrative Management and General Management Consulting Services

LET'S BUILD THE RIGHT SOLUTION FOR YOUR ORGANIZATION.

Loreinna Hernandez | Founder & Transformational Coach

Austin, Texas | Serving Central Texas, Houston and surrounding communities

www.escapadescoaching.com



RELEVANT EXPERIENCE

Leadership, training and organizational performance

SELECTED PROFESSIONAL EXPERIENCE

DALE CARNEGIE

Certified Trainer / External Training Provider

Delivered more than 90 hours of professional development training annually, focusing on leadership, human relations and presentations. Facilitated learning for managers and senior leaders.

LEGAL INVESTIGATIONS SUPPORT (LIS)

Quality Assurance / Lead Trainer

Developed escalation protocols and response flows for legal cases; provided quality oversight and feedback to improve accuracy and team performance.

LAW OFFICES OF MANUEL SOLIS

Consultant & Assistant Manager

Managed a high-volume client intake process, strengthened follow-up and communicated complex case updates. Helped increase qualified appointments by 20-30%.

ROUND ROCK ISD

Bilingual / Dual Language Teacher

Used differentiated instruction to support student learning; more than 50% of students exceeded grade-level literacy and math goals.

MEGACOMER

Marketing & Administrative Consultant

Coordinated outreach campaigns and buyer surveys, supported relationships with key accounts and created marketing and internal communications.

UNIVERSIDAD TECMILENIO

Adjunct Faculty

Served as a professor specializing in organizational development.