



2021 Women in CRE: Caroline Gadaleta, JLL

November 02, 2021 - Spotlights

Name: Caroline Gadaleta

Title: Managing Director/Regional Manager for Property Management

Company Name: JLL

In the past year, what project, transaction or accomplishment are you most proud of?

I had started my current position just three months before the COVID-19 crisis hit. Despite the pandemic, I was able to increase revenues by 21% and profitability by 40% over the course of the year. I was named a JLL Gold Achiever for top line revenue growth and earned an Extra Mile award for my leadership throughout the pandemic. In addition, I was honored this summer in Park City, UT as a Globe St. 2021 Woman of Influence.

Regarding deals, my largest undertaking in 2020 was the transition of a four million s/f portfolio for one of JLL's most significant clients. This endeavor was made particularly challenging by the remote nature of all negotiations and interactions. My team was able to build a strong foundation with this new property management client with my help and experience in hiring high value talent for leadership roles.

How do you contribute to your community or your profession?

I am active member of multiple organizations. Regarding the real estate industry, i serve on the board of directors of the NYC Building Owners and Managers Association (BOMA). For 12 years, I have served as chair of the Board of Assessment Review in my hometown Rye, N.Y. I am a member of the Facilities Committee of the Rye City School District and has served in this capacity for five years. Lastly, I volunteer my time for my Alma Mater, Wesleyan University, as the Westchester County Alumni Association representative.

In addition to my daily responsibilities in running a multi-million-dollar business line for JLL, I volunteer my time to mentor many individuals in the real estate industry. I am considered a "go-to" person for recruiting, providing feedback, and connecting candidates with suitable roles. I have also been on the cutting edge of developing new property management business lines and a frequent consultant to JLL Spark, JLL's technology opportunity fund.

How do you keep your team motivated despite conflicts and obstacles?

My core strength is creating an environment in which the people around me can do their best work. I lead with inclusion and empathy, making each individual feel supported and cared for. I achieve high client satisfaction scores and continue to be consulted by past clients on a regular basis. I build tremendous trust with my colleagues and stakeholders and always provides honest, useful guidance and feedback. The result has been highly impactful – I have built a strong reputation in the real estate industry as a mentor, leader and advocate for my colleagues and clients, transforming and fortifying every business I touch.

How do you advocate for your fellow women in real estate?

I serve as a mentor for women across the globe with whom I have had the pleasure to interact over the years. My goal is to ensure they know that I have their back, and I often counsel them on situations they are facing professionally, encouraging them to move forward with strength. Hiring and promoting women is a high priority for me. I have learned through my years of experience that having multiple perspectives in the room always leads to better decision-making, which is what our clients need and want from us. Recently I have heavily focused on making sure women get a “seat at the table” for the higher-level strategy sessions or a “place on the panel” for industry discussions. There has been progress, but there is more work to be done.

What books or social media influencers would you recommend to other women?

I enjoy reading Sallie Krawcheck on LinkedIn and am an avid reader of The Harvard Business Review. LinkedIn is my go-to for inspiring leadership content, and I have been known to write a post or two myself. I am drawn to leaders of all backgrounds who can lead with humility, grace, empathy and kindness, and believe these characteristics drive productivity and ultimately result in greater profits.

Why should women consider a career in commercial real estate and related services?

There is a huge opportunity for women to make an impact in real estate. As more and more of our clients in leadership positions are female, we have a chance to connect with them on many different levels. Women bring a host of perspectives on leadership and what different approaches work best for broader more diverse teams. Even regarding design, our priorities can be different for women in the workplace – from lighting to seating and beyond. Our intern class for 2021 was more than 50% female – that was exciting!

Tell us a thing or two about you that is NOT on your resume or LinkedIn profile?

I am blessed with a very loving family – my husband Frank and two lovely daughters Shelby and Jessie. Having two daughters is what inspires me to do better every day. I simply must leave the business world in better condition than I found it. Not just in terms of women, but regarding everything. My goal and drive have always been to “make an impact.” Also, someday I would like to teach college students!