

## ***Susan C. Cobb***

Susan is a management and organizational development consultant with over 20 years experience working with individuals at all levels of the organization in the areas of organizational and culture change, and training and development. Areas of expertise include:

- Organizational development
- Change management
- Team building
- Coaching
- Leadership development
- Customer relationship management and training.

Susan works closely with both public and private client systems to understand their organization and its culture. In collaboration with organizational leadership, she offers creative alternatives to business challenges, and designs interventions, which range from teambuilding and other forms of training and experiential learning, to culture change strategies.

Most recently, Susan has partnered with associates to develop and implement a 360-degree leadership assessment for management in the Advanced Technology Programs at the *National Institutes of Standards and Technology*. This also included the development of individual action plans and executive coaching around the findings. Susan has also recently partnered with associates in designing and implementing an extensive strategy for call center transformation, employee development and management development at *AAA Michigan*

Susan has partnered with associates to design and deliver a leadership development program for the *Defense*

*Logistics Information Service*. She has also developed and implemented employee development, customer focus and satisfaction strategies, and a corporate university for *The Auto Club Group* in Dearborn, Michigan. She has also recently developed a performance management system for an accounting firm based in Maryland. Additionally she has consulted with a private sector organization and developed a management skills training curriculum based on leadership competencies for frontline managers and directors. For this same organization she has done extensive teamwork consulting and executive coaching.

In addition, she has served as an SME for *Management Concepts, Inc.* and designed leadership and management training courseware for their leadership and management division.

Susan's skills include: excellent written and verbal communication, expert facilitation, powerful public presentations, insightful organizational assessment and diagnosis, effective problem solving, proven influence and consulting ability, conducting focus groups and interviews, and administering surveys and needs assessments.

Susan holds a Bachelor of Science in Communications from Brigham Young University, and a Masters Of Applied Behavioral Science from Johns Hopkins University.