

## Susan Curtin, MS, CEAP

Susan Curtin draws on two decades of successful internal experience coaching, mentoring & developing managers and leaders and three years as an external consultant. Her coaching work has included leadership development, transition to the next stage of leadership, succession management including work on key competencies such as interpersonal savvy and political acumen. She has also created successful Leadership development programs incorporating leadership competencies, Coaching & Mentoring.



She is known for her tenacity, passion for developing individuals, and her ability to work with others, motivating and inspiring them to carry out the mission and *vision* of their organization. Ms. Curtin is recognized as a skilled communicator who specializes in facilitating, coaching and training individuals and groups.

Susan holds a Masters degree in Counseling and is a Certified Employee Assistance Professional. She created and implemented the first internal Employee Assistance Program for the City of San Diego. She was also the *Diversity Project Lead* and *Program Manager* of the successful *Diversity Commitment* program in the City of San Diego along with working as the first *Career Development Program Manager* rolling out individual and group mentoring programs. She was the first Training and Development Manager for Health and Human Service Agency, County of San Diego, where she created and implemented their award winning Managers Development Institute. Susan teaches for San Diego University's Coaching for Organizational Excellence program.

### Key Highlights:

- Created and implemented the first internal Employee Assistance Program, Diversity Distinction Award, Career Development Program for City of San Diego
- Implemented and administered the first City of San Diego's Fellowship Program targeting high potentials
- Created and implemented Health & Human Services Agency Managers Development Institute
- Created and implemented comprehensive Training and Development programs:
  - Implemented a Supervisor Series to develop Health & Human Service Agency supervisors

- Implemented the Administrative Series to support the professional growth of the Agency's administrative staff
- Implemented the first Leadership Series for Edgemore Hospital Supervisors and Managers
- Implemented 1:1 and group Mentoring Programs in various departments and organizations
- Created and implemented new award winning programs and services in each internal position held:
  - Award winning HHSA Managers Development Institute resulting in 70% promotions for the first year
  - SDCCD-ETI Award for Superior Training & Development Programming 2006
  - ASTD Award winning Career Development Program, City of San Diego supporting their Succession Planning efforts
  - A nationally recognized internal Employee Assistance Program, City of San Diego
- Created and implemented comprehensive Leadership Development Initiatives and Coaching Programs for client organizations.
- Developed an integrated Leadership Development Pathway for global District Managers. Then customized a coaching model and process to develop the District Managers role of Coach. Facilitated managers to become skilled at developing teams with a consistent and effective coaching approach.
- Coached executives of a Health Services organization to address morale issue as a result of low scores on an annual employee satisfaction survey. Coached executives on a developing high performing teams and building talent for succession.
- Consulted and coached Battalion Chiefs of a large Fire Department seeking to develop leadership bench strength in preparation for Chief retirement. Designed and deployed a customized 360 degree feedback assessment, and conducted integration and implementation workshops to build accountability for ongoing development. Work resulted in identifying Fire Chief replacements and developing their strengths for succession.
- Provided leadership development and business coaching to leaders in a multiregional Construction Engineering Firm. Identified and developed their necessary leadership competencies for meeting their growth strategy. Provided coaching, facilitation, and training to their 20 executives

resulting in increased collaboration, cross functional teamwork, improved bidding efficiency and increased accountability.

### **Companies I've Worked With (and Years With Each Company):**

- Barney & Barney LLC 2007-2008
- Alcon Laboratories 2007-2010
- UCSD Healthcare 2008-2010
- San Miguel Fire District 2008-2009
- SANDAG 2008-2009
- Filanc Construction 2009-2010
- AMETEK 2010
- Neighborhood House 2010

### **Geographies I've Worked In:**

- USA

### **Leader Positions I've Coached:**

- C-suite and CEO candidates
- Global Directors, Regional Director, Director
- Managers and Supervisors
- Battalion Chiefs, Fire Chiefs

### **Business/Talent Challenges I've Helped Leaders Solve:**

- How to accurately assess and evaluate talent
- What is required to successfully recruit, develop and retain talent
- How to create and build high performing teams
- How to engage talent from the different generations
- Implementation of mentoring programs to ensure cross training and preparations for succession
- Determine the critical leadership competencies required for success in achieving the future vision mission of the organization
- Developing direct reports through coaching and mentoring while recognizing the different styles and strengths of each direct report

### **Leadership Experience:**

- Managed diverse staffs of Professionals, Administrative Staff and Contractors, ranging in size from 6 to 14 staff members
- Successfully negotiated Contracts and Memorandum of Understandings resulting in cost savings to the organization

- Successfully managed budgets that ranged in size from \$200,000 to \$2 million
- Currently a partner in a Leadership and Talent management consulting firm
- Has served in leadership roles in each of the professional organizations where she is a member