

Susan Curtin, MS, CEAP, BCC, MCEC

Susan draws on over two decades of successful internal and external experience coaching, mentoring & developing managers and leaders. 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, Action Learning, Coaching and Mentoring.



She incorporates strengths based philosophy in working with individuals to identify and utilize their strengths to become better leaders while addressing any “blind spots” that may prevent their ultimate effectiveness & career success. 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 organizations. Ms. Curtin is recognized as a skilled communicator who specializes in facilitating, coaching and training individuals and groups.

She created and implemented award-winning programs that included the first internal Employee Assistance Program and Career Development Program for the City of San Diego. She was the Diversity Project Lead and Program Manager of the successful Diversity Commitment in the City of San Diego. 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 taught Coaching Managers & Leaders for 6 years in San Diego State University, Coaching for Organizational Excellence program.

Susan holds a Master’s degree in Counseling from San Diego State University, CA, is a Board Certified Executive & Business Coach, Certified Employee Assistance Professional, Licensed HeartMath Coach and provider. She is also certified in Hogan Assessments, Meyers-Briggs Type Indicator, Everything DISC, Leadership Challenge LPI Assessment, The Five Behaviors of a Cohesive Team, Strengths Deployment Inventory, Thinking Pattern Profile, Interaction Management, EQ 2.0 and 360 Assessments 5 Behaviors of a Cohesive Team Certification.

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):

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| • Barney & Barney LLC | 2007-2008 |
| • Alcon Laboratories | 2007-Present |
| • UCSD Healthcare | 2008-2010 |
| • San Miguel Fire District | 2008-2009 |
| • SANDAG | 2008-2009 |
| • Filanc Construction | 2009-2010 |
| • AMETEK | 2010 |
| • Neighborhood House | 2010 |
| • Realty Income | 2012-2013 |
| • Environmental Health | 2013-2014 |
| • Havas Formula PR Firm | 2015-Present |
| • PCI | 2015-Present |

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
- Board Member, Copley-Price YMCA
- President, San Diego Professional Coaches Alliance
- Has served in leadership roles in each of the professional organizations where she is a member