



## MEET YOUR COACH

### ABOUT SUSAN

Susan is fascinated by emotional intelligence and the science behind it to create better leaders, more engaged teams, and healthier, happier workplaces.

She launched The Ei Coach, LLC with a commitment to help leaders gain insight into how emotions affect their work, relationships, and results. She works with clients to put emotional awareness into action with simple, research-proven people strategies to increase trust, de-stress, and improve workplace happiness.

As a Master Certified EQ® Coach and certified Happiness Coach (CiHS®) she partners with clients to develop research-backed people skills that better align emotions with behaviors that increase trust, improve decision-making, build relationships, cope with daily stress, and help leaders thrive in work and life. Her clients come from a range of professional service industries such as consulting, healthcare, and technology.

Working with Susan, leaders understand the science of perception. They build the mental muscles they need to balance emotions, and confidently address habitual thoughts, impulsive decisions, and subconscious reactions. Susan's a Marshall Goldsmith Stakeholder Centered® Executive Coach, offering a unique "Executive EQ" coaching approach that helps clients define and target positive, long-term behavior changes that make the biggest difference to those they lead. Using "feedforward" vs. feedback, clients achieve success in closing gaps between their intentions and how others perceive them.

### EDUCATION

- MA, Missouri State University
- OD Graduate Certificate, DePaul University
- [CPC®](#), Institute for Professional Excellence in Coaching
- [CiHS®](#), Happiness Studies Academy

*Susan is masterful at emotional intelligence. I highly recommend her for her knowledge of EQ, and her ability to coach leaders in this space. She is personable, authentic, resourceful, and highly engaging. Susan is the real deal – an absolute pleasure to work with and someone with the ability to develop trust quickly by creating a safe space. – C-SUITE CLIENT*

*Susan is a phenomenal EQ coach to work with. I appreciate her style, methods, and overall approach to this work. She manages to deliver difficult feedback in a way that I can hear it and accept it. I look forward to every coaching session! – VP OPERATIONS CLIENT*

## QUALIFICATIONS

### CERTIFICATIONS

- [ICF PCC](#) (Certified Professional Coach)
- [EQ-i 2.0®](#) Master Coach, Multi-Health Systems Inc.
- [Marshall Goldsmith Stakeholder Centered®](#) Executive Coach
- [CiHS®](#) Certified Happiness Trainer
- [Energy Leadership®](#) Master Practitioner
- [Forté® Communication Styles](#) Master Trainer

### PARTNERSHIPS

- Adjunct Coach and Facilitator, [Multi-Health Systems Inc.](#)
- Executive EQ Coach, [RK Empathy](#)
- [Wiley DiSC](#) Authorized Partner and Trainer

### HIGHLIGHTS

- 9+ years of emotional intelligence leadership coaching
- 14+ years of executive coaching
- 20+ years of leadership development, organizational development, talent management, training, and development
- [Applied Positive Psychology Coaching](#) student, expected graduation 2025.

### CAREER EXPERIENCES

- OD & Talent Development Consultant, Adtalem Global Education
- Talent Management Consultant, DeVry Education Group
- HR Consultant & HR Project Manager, CNA Insurance
- Director OD & Training, General Board of Pension
- Manager, Organizational Development, Consec
- Manager, Training and Development, FTD

