

Insight on Coaching – Guest Bio

Susan Schwartz

Principal Consultant, The River Birch Group

Introduction

Susan Schwartz has more than 25 years of experience creating innovative business solutions to help collaborative teams succeed. She has coached a variety of global, cross-organizational teams targeting customer satisfaction to achieve corporate revenue goals and improve business productivity and support operations.

Experience

Susan Schwartz has worked with a variety of global enterprise project teams. A common thread across many of these projects has been urgent time frames and minimal budgets. Her focus on strong communications skills, including listening and diplomacy, enabled these teams to bring projects in on-time and under budget. One such project involved a global initiative for an international Enterprise Resource Planning company in which Susan led the collaborative effort to coordinate 10 countries, 5 functional support areas, and 5 product lines to consolidate the worldwide curriculum development practice. The end result of the project created an internal knowledge transfer process that shortened the product training development time lines by six months.

Susan developed strong matrix management coaching and development skills working with international teams creating a sense of community, identifying a shared business vision, and sharing her passion for excellence.

Her professional articles have been published in *Chief Learning Officer Magazine Webzine*, *HR.com*, and *CEO Refresher*.

Education

- Goucher College - B.A., Baltimore, Maryland

Professional Affiliations, Publications and Recognition

- International Society for Performance Improvement (ISPI) – current
- Women In Technology – current
- Project Management Institute (PMI) – 2000-2001
- Computing Technology Industry Association (CompTIA) – 1994-1998