

# SUSAN M. GALLANT, ED.D, PCC

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## Education

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- Doctor of Education (Ed.D.), Boston University
- Master of Education (M.Ed.), Plymouth State College
- Bachelor of Science (B.S.N.), University of Maine
- Executive Development Program, Whittemore School of Business and Economics, UNH (Sponsored)
- Professional Certified Coach (PCC) through International Coach Federation (ICF)

## Summary

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Susan has over 25 years of experience adding velocity to organizational and leadership development. She synthesizes and integrates a range of theories, models, techniques, and tools from a variety of disciplines; then creatively and pragmatically employs what is most likely to be useful. She has partnered with clients and colleagues in various consulting, coaching, teaching, and learning environments. Her clients have been at all levels of the system and across diverse sectors; ranging from large for-profit multinational corporations to owners of small businesses; as well as government, health care and not-for-profit. Susan has coached, consulted, or trained internationally, with in-country experiences in Austria, Canada, Ethiopia, Kenya, Lebanon, Lithuania, Mexico, Trinidad, and across the United States; And virtual experiences in South America, Europe and the Middle East, and Asia Pacific (primarily China.)

## Relevant Experience

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**Organization Development Consultant, Coach & Trainer (External)** – Create and maintain strong partnerships while designing and delivering targeted interventions based on client needs. Examples include:

- Facilitate training of organization development practitioners and trainers on principles of adult learning and development and OD consulting skills through NTL Institute of Applied Behavioral science.
- Coach executives and leaders and maintain active client roster. Create in the moment learning and practice opportunities using evidence based methodologies in tandem with strong intuition.
- Designed and delivered virtual blended learning curriculum for global communications company and technology research institute. Serve regions of North and South America, Europe and the Middle East, and Asia Pacific (primarily China.)
- Collaborated on the design and delivery of a training intervention intended to create a shared understanding of the role of manager within the United Nations, Secretariat, worldwide.
- Co-created an innovative culture change intervention designed to support leaders in large teaching hospital to shift their relationships with colleagues and create a more patient centered culture.
- Consulted with several organizations to create and implement long-term organizational strategies to create a culture of inclusion, empowerment, and accountability.
- Increased the leadership capacity of large government agency by adapting several technologies to meet client needs in tandem with available resources. Intervention included culture survey, 360 assessments, and whole system learning; group and team development, peer coaching and 1:1 executive coaching.

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- Created a cadre of internal Lean Practitioners through a collaborative process with external technical experts, internal experts, participants, and sponsoring client. Resulted in the development of a learning network that is now self-sustaining and internal Lean Practitioners providing consulting to the system.
- Consulted with several organizations to create and implement long-term organizational strategies to create a culture of inclusion, empowerment, and accountability. Leadership development included intensive 3-5 day in person training, identity group learning networks, individual coaching, team coaching and an intensive diversity trainer development process. Leadership development was done in tandem with process improvement initiatives aimed at minimizing bias within all of the HR processes (recruitment, interviewing, hiring, mentoring, etc.)

**Manager, Consultant, Trainer, & Coach (Internal)** (8 years) – Worked in variety of roles while providing expertise, coaching, and consulting to line managers on human resources and organization development issues.

- In collaboration with engineering group, initiated and created pathway for non-managerial job promotion that inspired continuous learning and technical leadership.
- Designed, developed, and delivered tools and processes that linked learning to business needs.
- Influenced and consulted to the organization's strategic talent development plan. Partnered with line managers to monitor implementation and assess impact.
- Created and implemented a culture change strategy to shift "Personnel" from a culture of control to one of empowerment and accountability, "Human Resources."
- Initiated and lead applying process improvement methodologies to administrative work, which required substantive change in mindset.
- Recruited and lead the most diverse team of technical managers in the organization. Co-created innovative development opportunities tailored to each leader's unique needs, including my own. We exceeded all operational metrics.

**Teaching Experience** – Demonstrated success facilitating adult learning experiences in a variety of settings and with diverse participants across all levels of system. In addition to the facilitation and training embedded in the above examples, other experiences include:

- Faculty, Global Organization and Leadership Development Hub, within NTL. (current)
- Adjunct faculty, Fielding Graduate University, School of Leadership Studies. (current)
- Executive pro-bono coach, McColl School of Business, Queens University, Charlotte, NC.
- Co-lead project, Institute for Civic Leadership, facilitating peer coaching sessions & matching leaders with pro bono credentialed coaches.
- Senior faculty member NTL Institute of Applied Behavioral Science, OD Certificate Program (current)
- Adjunct faculty, Antioch New England, focus on managing performance, diversity, and OD.
- Adjunct faculty, USM, focus on human relations in business, conflict resolution, & negotiation skills.
- Faculty School of Nursing, Vocational Technical College, Berlin, NH, focus medical-surgical nursing.
- High school teacher, Concord, NH.

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## Corporate Background

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- Managed and lead human resources function in Fortune 500 electronic manufacturing company.
  - Managed and lead process engineering function in Fortune 500 electronic manufacturing company.
  - Board member of a start-up Custom Electronics company.
  - Founder and president of Lapis Consulting, an organization development consulting firm.
  - President of Kleen Sky, a small distribution company. **Partial Client List**
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Acadia Insurance, Alcatel-Lucent, Bangor Savings Bank, Bowdoin College, Center for Grieving Children, Center for Organizational Development, CoreState Financial Services, Diversified Communications, Institute for Civic Leadership, The Jackson Laboratory, Kennebec Valley Mental Health Center, Kodak Equipment Manufacturing, LIFT360, LL Bean, Maine Coast Waldorf School, Maine Department of Labor, Maine General Health, Maine Medical Center, Martin's Point Health Care, National Education Association, National Semiconductor, Nike, Shell Oil Company, United Nations Secretariat, Veteran's Administration, Wachovia Corporation, WEX.

## Publications

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- Gallant, Susan and Rios, Daisy. *The Organization Development (OD) Consulting Process*. In The NTL Handbook of Organization Development and Change (2<sup>nd</sup> Ed). San Francisco: CA: Wiley, 2014.
- Gallant, Susan M. *Is This Coaching? Holding the Role Boundary*. 2013
- Gallant, Susan M. The Mechanic Meets the Gardener. Falmouth, ME: Town Landing Press, 2012 (Awarded)
- Gallant, Susan and Rios, Daisy. *Entry and Contracting Phase*. In The NTL Handbook of Organization Development and Change. San Francisco: CA: Pfeiffer, 2006.
- Hayes, S. and Gallant, S. M. Saying Goodbye to Joe. Self-published hospice pamphlet, 2002.
- Gallant, Susan M. *Cultural Assumptions in Cross-Cultural Relations*. In Reading Book for Human Relations Training, (8<sup>th</sup> Ed.). Alexandria, VA: NTL Institute for Applied Behavioral Science, 1999.
- Gallant, Susan M. *Evaluation of a Hospital Based Employee Health Promotion Program*. Dissertation, Boston University.

## Professional Memberships

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- ODN (National Organization Development Network)
- NTI (National Training Institute)
- ICF (International Coach Federation)
- Maine Coaches Connection (co-founder)
- ICPA (Institute Coaching Professionals Assoc.)
- CoachSource
- 100+ Women Who Care
- Maine Peace Singers (co-founder)

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## Recent Presentations

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- Ethics: Cases, Conflict, Conversations, & Conduct. ICF New England, Maine Event, Portland, Maine, June 2016.
- Back to Basics... ICF New England, Maine Event, Portland, Maine, March 2016.
- Stamina for Life Long Leadership, Lift360 Conference, Portland, Maine, 2014
- Coaching for Lean Leaders and Change Agents, 2014 Lean Systems Summit – Northeast, August 2014
- Is This Coaching? Or Something Else? ICFNE Maine Chapter, September 9, 2013
- The Mechanic Meets the Gardener: Worldview and Impact on OD. OD Network 2013 Conference, Oct 7, 2013, San Jose, CA; poster session.
- The Mechanic Meets the Gardener: Engaging Creativity. 2013 Maine Human Resources Convention. Samoset, Camden Maine, May 9, 2013.
- Leading Transformational Change in Lean Initiatives. 2010 Lean Systems Summit – Northeast, August 12-13, 2010, Eastland Park Hotel, Portland, Maine.