

Susan M. Hailman
Change Focus Coaching

Accomplishments

Management Skills

- Coaching and mentoring employees to higher levels of achievement and vision
- Building work environments and relationships that encourage self-directed work teams to reach their highest goals and individuals to sustain high achievement
- Overseeing federal contractual agreements including designing, writing and assessing proposals, negotiating contracts, recommending awards, monitoring budget and performance.

Collaborative Skills

- Designing and leading meetings that result in common vision and coordinated planning and action.
- Synthesizing ideas and needs of culturally diverse partners and constituencies to build effective collaborative training initiatives
- Writing persuasive reports, proposals and position papers.

Technology Transfer Skills

- Utilizing and interpreting programs and community needs assessments.
- Designing technically sound and educationally stimulating curricula.
- Linking planning and evaluation methodologies systematically to maximize training outcomes.

EXPERIENCE

Change Focus Coaching

Oct 2007-present

Principal

Engage mid-career professionals in nonprofit, for-profit and governmental environments seeking growth to successfully transition to positions that fully utilize their skills and gifts ignite creativity and passion of retirement-age workers to explore and adopt Encore careers Set goals and measure progress with new managers to help them develop their unique leadership potential.

Campaign Consultation, Inc.

July 1998 – Sept 2010

Knowledge Transfer and Utilization Director,

Project Director Special Projects and SustainAbility Initiative

Duties included managing the development and delivery of face-to-face and on-line training, coaching and technical assistance to over 35,000 national service grantees and participants

(staff and volunteers). Form and nurture working partnerships with state commissions, state CNCS offices and education agencies to assess needs and coordinate development of targeted learning. Select, train and coach trainers and facilitators. Mentor and manage 5-7 staff members. Design evaluation tools and analyze evaluation results. Aggregate and summarize data to report to funders. Design and facilitate processes for other nonprofit groups including grantees of CSAT and OJJDP.

The Enterprise Foundation
Director of Training

June 1996 to June 1998

Manage the development and delivery of training and technical assistance to 23 cities throughout the country. Responsibilities include supervision of 3 staff members, curricula development, faculty selection, needs assessment, all reports to funders and budget management.

University College, University of MD
Faculty Reviewer for EXCEL program

March 1996 to Dec. 1998

Review and evaluate the portfolios of students claiming academic credit for life experience learning. Determine equivalence of life learning to traditional course work. Suggest means for students to enhance their education through additional reading, mentoring, classes.

Center for Substance Abuse Prevention
Public Health Advisor

Jan 1990 to June 1996

Manage federal; alcohol / drug prevention training contracts valued at over \$9 million / yr. Responsible for successful development and delivery of more than 300 innovatively designed learning events based on community development principles and practices, reaching more than 8,000 professionals and volunteers nationally. Responsibilities include all aspects of project development; situational assessment, marketing, curriculum development and delivery and training follow-up. Manage all coordination with other agencies, and evaluate training impact.

Center for Human Development / Sheppard Pratt Hospital
Faculty / Curriculum Coordinator

Feb 1988 to Jan.1990

Conducted needs assessment with specific center audiences. Coordinated the development of in-service training to meet the needs assessed, and aligning the delivery of educational services. Monitored the development of all promotional materials. Assured the quality of educational products and evaluated educational outcomes. Duties included the development of faculty policy and procedures handbook and editing quarterly faculty newsletter, as well as facilitating professional development seminars for faculty.

Grassroots Crisis Intervention Center
Manager of Volunteers and Community Education

July 1982 to Jan.1988

Supervised 32 professional staff and volunteers who provided crisis counseling and emergency shelter to youth and families. Responsibilities included recruiting, training and supervising and evaluating all volunteers as well as maintaining liaison with other community organizations, such as Low-income Housing Alliance. Designed and delivered community education to 20-30

groups / year. Doubled volunteer manpower contribution of active volunteers from 25-55 volunteers during 2 years in this position.

Seton Hall University

June 1980 to Dec. 1981

Assistant Director of Student Life

Managed a staff of 20 undergraduate, graduate and professional staff who supervised residence halls and commuter student activities. Responsibilities include oversight of disciplinary hearings, facility management, student development programs and crisis management and triage.

Social Security Administration

Aug. 1973-Jan. 1977

Claims Representative

Jan. 1980-June 1980

Assisted claimants with Social Security and SSI applications. Filed requests for review and disseminated information about benefits to the public. Made recommendations about program development procedures for newly established federal poverty program. Reviewed requests for benefit redetermination.

EDUCATION

Coach Training Alliance (CTA) certification April 2007
(recognized for credit by International Coaching Federation)

Seton Hall University, S. Orange, N.J.

M. Ed in Counseling / Special. Services, 12/79

Drew University, Madison, N.J.

B.A. in Psychology, 5/72

Minor: English

PRODUCTS AND PUBLICATIONS

- National Summit on Recovery
- Resources Now Learning Institute
- ASK to Sustain Learning Institute (20 1.5 hour workshops on sustainability-related topics)
- Community Connections Simulation
- Collaboration Toolbox
- Multicultural Leadership Institute
- Hispanic Latino Leadership Institute
- Institute for African American Mobilization
- Gathering of Native Americans
- Asian and Pacific Islander Institute
- Institute of Partnership Development
- Prevention in Public Housing Training
- Community Partnership Institute 30 one and two day workshops in community organizing, Prevention and organizational development topics.