

Steve Sussman, Organization Training and Consulting

PHILOSOPHY STATEMENT

Of course high performing organizations struggle with leadership challenges, people at odds, poor communication and conflicts. It's how they tackle these obstacles that set these groups apart. In today's high stress environment, an organization's principal advantage may well be its ability to learn from its experience. Organizations that consistently achieve their business goals pay close attention to the way their leaders and members work and learn together.

My practice is based on these principles:

- People are well intended and often unaware of the impact of their behaviors. Given a reasonable environment, people want to learn from their experience. As a result, success comes principally from within - becoming more self aware, making informed choices, learning to bring more of who we really are. The **Self**, and living on purpose, are the focus of my work.
- No one leads unless others follow. Effective **Leaders** lead from the inside, not by mastering techniques or shaping themselves to fit a role. They lead by example, modeling the "Learning" behaviors they expect from others. They instill a shared vision, set clear expectations, and balance authority and influence. Without Leaders as strong **Sponsors**, all change will fail.
- Successful organizations have a **Learning Culture** where members are inspired to be and do their very best. Real information is openly shared in real time, conflict is dealt with cleanly and timely, people feel influential, and learning is valued over perfection. In this culture where curiosity, self-awareness, eagerness to learn from experience and the achievement of goals are the rewards.
- **Team effectiveness** is built on a hierarchy of Goal Clarity, Role Clarity, Effective Work Processes and Culture. The principle causes of poor teamwork stem mainly from these variables. While interpersonal struggles are real, they are more often symptoms than causes of poor teamwork.
- Every interaction and every relationship is **Co-created**. Learning begins when people honestly look for, and then acknowledge, their own part in what may or may not be working.
- **Achievements** and successes are more effective building blocks for enhanced team performance than are problems. Water the behavior you want to grow.

AREAS OF EXPERTISE/RESULTS

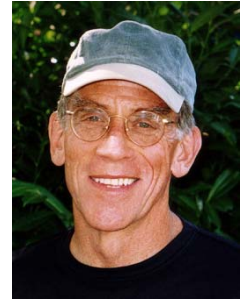
- Coaching for leaders and all staff
- Team effectiveness
- Mediation and conflict resolution
- Performance excellence consulting
- Strategic planning facilitation
- Meeting and retreat facilitation
- Survey feedback
- Large and small group workshops and presentations: Performance excellence; Learning in conflict; Communication; Creating a learning culture; Leadership, Strategic planning
- Change management coaching and facilitation

CREDENTIALS

- MS, Applied Behavioral Science, Leadership Institute of Seattle, City University
- BS, Business Administration, Pennsylvania State University
- Industrial Engineering studies, NY University
- Former Training Director, SF General Hospital
- Teacher Training, Peace Corps

SELECTED CLIENTS

- State of Washington – More than 60 departments
- Thurston County Clerk's Office
- San Juan County Department of Public Works
- Intercity Transit of Thurston County
- KCTS, Channel 9, Public Television station
- Thurston County Conservation District
- Washington Public Employment Relations Commission
- Cascadia Community College, Pierce College, Central Washington University, Washington School for the Deaf, Bainbridge School District, South Kitsap School District



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