



Sue Mann

Empowering Partner to Organizations



The first woman to lead a South African diplomatic mission in the Middle East, Sue now partners with organizations to empower their **people and teams to deliver results when the stakes are high, and the challenges many.**

Sue's 30-year career is characterized by **high-stakes situations and turnarounds**. She led a South African diplomatic mission in a conflict zone to a top 5 ranking out of 92 South African missions globally, while ensuring staff safety. She has been instrumental in turning around failing operations, executed contract work-outs, and implemented financial and other restructuring strategies. She has been hired in as “innovative change agent” and established the project management office for a first-of-its kind "utility of the future" smart grid project.

Sue has navigated through significant losses to experience “post traumatic growth”. She has overcome internal and external obstacles to be acknowledged for the depth of her resilience, courage and compassion. She has taken fire - literally and metaphorically. She leverages all of these experiences to contribute meaningfully to others and her broader purpose, and to speak “truth to power” to address problematic leadership styles.*

As an empowering partner to organizations she has, among other outcomes, facilitated organizational healing following instances of disruptive leadership that impacted culture and morale; restored trust and respect in relationships strained by conflict; and guided leaders at risk of derailing, to being praised for their leadership abilities. She has revitalized teams and individuals at risk of burnout and disengagement, fostering resilience and renewed engagement.

Sue’s services include individual executive and leadership coaching; group and team programs; and facilitating retreats, trainings and workshops. Specialty services include: transitions, resilience, conflict, and abrasive leaders.

Credentials

- MBA & MMH, Cornell University
- Quantum Endeavour Inpowered Corporate Coach & Onboarding Coach
- Professional Certified Coach, ICF
- Board Certified Coach - Executive, Corporate, Business, CCE
- Certified Positive Intelligence Coach, Positive Intelligence
- Certified Community Model Resiliency Teacher, Trauma Resource Institute
- Member - Boss Whispering Institute
- Published author

* All of this is weaved into Sue’s novel, *On the Road to Jericho*

“ We settled our legal process yesterday. Sue was a key person to the leadership team and the company as a whole through this process. Sue stood with us and gave us skills at a critical time when we needed them.

**Managing Partner,
Consulting Firm**

“ Sue’s coaching is graceful and fluid. Her comfort with silence, her spaciousness, and her artful, powerful presence were truly a gift. I could be open, vulnerable and very truthful. With Sue I was able to work through significant blocks and struggles. **Maureen Caley-Verdonk**

Maureen Caley-Verdonk

Testimonials

Career Advancement & Leadership Effectiveness

- With Sue's coaching, I've transformed from Director to CTO, from functional leader to organization-wide leader who defines strategy, rallies teams, and has meaningful, challenging conversations. I'm able to present ideas strategically, build consensus, and navigate complex environments with confidence. Without coaching, I may not have reached these heights. **Gaurav Roy, CTO, Accelya**
- I thought this was it—the end of the line for my career. I feared I had stalled out. And then with Sue's coaching I was tapped to head a strategic new business unit. Sue got me there. **Terence Chesire, Vice President, Service Now**

Behavioral Transformation

- My direct report's progress has been outstanding. Sue engaged her in the difficult process of self-reflection and she's being much kinder and more respectful to her co-workers, and her communication is much more positive and encouraging. Sue did a great job of calling out behaviours and helping my report really understand her impact on others. **Ashley Sacrider, COO, LeadsOnline**
- People had called me abrasive and arrogant. But I didn't see that about myself. Now I can have the patience to slow down and listen. It's made me much more effective. I have better working relationships. Sue held me accountable to see the impact I was having. **Matthew Pinaud, Senior Manager, Warner Media**

Relationship Repair & Conflict Resolution

- I didn't think the relationship was repairable, but Sue got me from skeptical to willing. The joint session was so constructive and positive. I came out actually feeling good about myself. AND the relationship was repaired! The whole process was transformative. It was the first time in my life I've been able to fully repair a relationship that had gone so sour. **Jessica Steiner, Manager, Shared Value Solutions**

Less Stress and Anxiety, Greater Confidence and Resilience

- My base feeling used to be anxiety—all the time. I felt like I had lost my voice and was traumatized by what was happening. I don't feel like that anymore. I've found my voice. I've learned how to stop avoiding and deal with things—especially people! **Nichole Fraser, Managing Partner, Shared Value Solutions**
- I was burnt out from all the firefighting, difficult conversations, and taking things very personally. Now I've been promoted, I'm having the conversations I need to, I'm engaged in transformational projects, I have a lot more energy *and* I have a better relationship with my partner. **Kristopher Steffan, HR Business Partner, Envu**

Organizational & Team Impact

- Our group is more calm. We are actually coming up with solutions, rather than focusing on the negativity. We're not in crisis mode as much. **Erin Knight, COO, Shared Value Solutions**
- I've been able to sit down with my arch nemesis and have a productive conversation. All my colleagues wanted to take a photo—they couldn't believe what they were seeing! **Amber Abramowski, Senior Leader, Space Force**
- I had been trying to carry my team, and feeling like all the burden was on me. Now my team is taking ownership. I don't feel like everything is dumped on me. I've grown as a leader and learned to trust my team. We are doing more, and yet I have way better work-life balance. **Basant Elhady, Director, Hilton**

Training Impact & Team Development

- The program was the most elegant simplification of core human tendencies that I've ever experienced. Doing this together was powerful for us as an organization. We are having conversations now that we were never able to have before. **Laura Taylor, CEO, Shared Value Solutions**
- A year later and workshop participants still remember Sue's training. Often the content we get is theoretical. Participants told me how immediately actionable what they learned was. **Carly Budrick, ERG leader, Visions FCU**
- This was one of the best professional experiences of my career. I told my boss that we need this training for all managers. The interactivensness was the real hook. For a day-long training, the amount of immediately useful information I could put to use right away was tremendous. **Laura Keller, Manager, Onondaga County Public Library**
- Sue Mann's training was hands-down the best training I have attended in a long time. It is rare to leave a training with new tools that you feel confident to put to use right away, but with only a 3-hour training, I have been able to do just that, and see immediate results. **Shannon Alvord, Coordinator, Tompkins County Youth Service**