

**Susanna Katsman, Associate**



*"I had the pleasure of working with Susanna to facilitate a retreat for my staff. Throughout the planning process, she was an excellent listener and thought-partner as I explained the opportunities and challenges facing my team. The retreat was executed flawlessly. I especially appreciated the tone she set for the day which allowed the team to connect with each other on a deeper level and explore new ideas in a safe environment. I have also enjoyed participating in several courses that Susanna has facilitated for managers at Harvard Medical School. Susanna has a gift for listening, cultivating trust, and creating learning environments that help people translate knowledge into action."*

*-Mollie Williams, Executive Director of The Family Van, Harvard Medical School*

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**Susanna Katsman, Ed.M.**

Susanna Katsman is passionate about supporting the development of emerging leaders. She skillfully guides her program participants and coaching clients to identify their goals and facilitates the achievement of meaningful and sustainable changes in mindset and behavior. Her work is based on Adult Development and Adaptive Leadership theories and includes tools such as Immunity to Change, Communication Style Diagnostic, Predictive Index, DiSC and CliftonStrength Program. Susanna is continuously honored and humbled by witnessing her clients courageously engage with their challenges and come out on the other side with a changed mindset that enables them to move forward with greater clarity, perspective, and confidence. Susanna is deeply committed to learning new ways to support people's growth. She brings warmth and positive energy to her interactions with collaborators and clients and enjoys cultivating meaningful connections that nourish those relationships in the long term.

Over the past twenty years Susanna has held leadership roles in Fundraising Development Operations and Organizational Development within Health Care and Higher Education sectors, including overseeing Training & Development on the Harvard Longwood Campus. As a result, she has over ten years of experience designing and delivering programs across organizational functions.

Susanna holds an Ed.M. in Human Development and Psychology from the Harvard Graduate School of Education, an M.A. in Biology from Brandeis University and is trained and qualified in Immunity to Change Facilitation by Minds at Work. Susanna is a member of the instructor team for the Harvard Extension School Professional Development Program "Essential Management Skills for Emerging Leaders."

Susanna lives in the Greater Boston area with her husband and three children. She joyfully serves on the board of the Drake Academy of Excellence.