

SUSAN R. LEVIN

8405 Farrell Drive • Chevy Chase, MD 20815 • (301) 589-6222 • slevin@dialogueforsolutions.com
www.dialogueforsolutions.com

PROFESSIONAL SUMMARY

Susan Levin works with organizations to strengthen employee competencies, improve productivity and enhance teamwork. As a facilitator, trainer, coach, mediator and organization development specialist, she has designed and delivered a wide range of projects for thousands of employees. She engages them in dialogue to explore their unique needs and develop strategic solutions. Working in partnership with her clients, she's mindful that her work is culturally relevant and impactful. Ms. Levin uses a strengths-based approach so that her clients can identify their best practices to achieve their future vision. She offers the following services:

- **Facilitation**
- **Coaching**
- **Strategic Planning**
- **Organization Capacity and Development**
- **Stakeholder Analysis**
- **Teambuilding**
- **Leadership and Staff Development**
- **Conflict Resolution/Mediation**
- **Risk Mitigation and Management**
- **Virtual Online Training**

PROFESSIONAL EXPERIENCE

DIALOGUE FOR SOLUTIONS, Chevy Chase, MD

1989 – Present

Principal and Founder

Consulting business focused on individual and organizational strengths to achieve results in the international, federal, nonprofit and private sectors. Received Faculty Excellence Award from the Graduate School and was a contributing writer to *The Insider's Guide to Supervising Government Employees*.

Facilitation, Training and Organization Development

International

- Provide first strategic planning design and facilitation for **The Joint Technical Commission on Oceanography and Marine Meteorology's in situ Observations Program Support Centre** in Geneva. The Commission provides essential data, tools, information and technical support for ocean observation systems, marine research, and hazard mitigation of climate variability.
- Facilitate leadership development training for the **United Nations** (the Secretariat, UNHCR, DPKO) in Colombia, Timor Leste, Haiti, Liberia, Tanzania, Uganda, Ethiopia, Rome and New York. Facilitated strategic planning retreat for the **UN Population Fund**. Designed teambuilding approach for **UN Mine Action Service**. Coach UN managers in teambuilding, emotional intelligence and personal action plans using 360-degree feedback and Myers-Briggs Type Indicator.
- Facilitate retreats for teambuilding, strategic planning and conflict intervention. Conduct needs assessment, design agenda with staff participation, facilitate meetings and write summary recommendations for **US Agency for International Development**. Designed and facilitated strategic planning retreat for the next implementation of **Global Acquisition and Assistance Systems**, a worldwide IT procurement system, resulting in progress toward implementation. Lead supervision skills training worldwide; led training on *Conducting Effective Meetings, Working Across Cultures, Interpersonal Communication Skills and Afghanistan Pre-departure Training*.

- Facilitated strategic planning for Board of Directors to scale up for the **Rights and Resources Initiative**, which supports local communities and indigenous people in their struggle against poverty and marginalization by promoting greater global action to secure their right to own and benefit from natural resources, land and forests.
- Facilitated retreats for **Institute of International Education** Hubert H. Humphrey Fellowship Program focused on strategic planning and communication, using the DISC assessment instrument.
- For the **International Rescue Committee Refugee Resettlement Center**, led seminars on finding employment, and mentored clients on writing resumes, conducting job interviews and networking.
- Led training on DISC communications styles, facilitating meetings, cross-cultural communication, and giving and receiving feedback for **Social Impact, Management Systems International** and **Millennium Challenge Corporation**.

Management and Leadership

- Co-facilitate leadership development programs for managers at **Daimler/Mercedes Benz** responsible for sales and marketing and car and truck production.
- Led focus groups for the **White House Executive Office of President Obama** to survey users of administrative services and solicit ways to improve.
- Design and deliver management training for the **International Union of Painters and Allied Trades**.

Women in Leadership

- Worked with executive team to design program, led training and coached participants of first Women's Leadership Program at **Creative Associates** in Washington, DC.
- Participated in microcredit pilot project in Vogosca, Bosnia-Herzegovina for the **Grameen Bank** and **Women for Women International**. Recruited borrowers and co-facilitated first training program, which has since grown to more than 200 borrowers.
- Facilitated workshops on microenterprise development, leadership and conflict management in Russia for women entrepreneurs and NGO leaders, sponsored by the **Peace Corps, the Eurasia Foundation, World Learning** and **International Network for Women in Enterprise and Trade**.

Strategic Planning

- Facilitated strategic planning retreat for Board of Directors of the **Society for Conservation Biology** in Washington, DC
- Facilitated additional strategic planning for **National Institutes of Health; US Department of Health and Human Services; Department of Agriculture Conflict Prevention and Resolution Center; Consumer Electronics Association; Campaign for America's Wilderness; National Governors Association; Centers for Disease Control; National Science Foundation; US Department of Treasury and Youth for Understanding**.

Global Health

- Lead teambuilding, focus groups and strategic planning for the **USAID Global Health Professional and Organizational Development Program (GHPOD)**, resulting in clear vision and direction as well

as stronger teamwork in Washington, DC and missions in Tanzania, Democratic Republic of Congo and Haiti.

- For an international health care organization, **University Research Corporation**, facilitated a retreat for more than 60 staff from headquarters and field offices from around the world to plan for the future.
- Design and facilitate conference agendas for project to fight zika in Central America and the Caribbean for **Abt Associates and EnCompass**. Focus on sustainability after USAID funding ends.
- Facilitated retreats for **Management Sciences for Health** to envision and plan for the future, which resulted in streamlining the proposal development process to be more efficient and cost effective.

Conflict Resolution

- Certified to mediate by the **Supreme Court of Virginia**. Mediate disputes between supervisors and direct reports; between co-workers; EEO discrimination cases; and group conflict.
- Co-facilitated negotiation seminar and dialogues on U.S.-Cuban relations in Havana, Cuba for government officials and diplomats, with **Conflict Resolution, Research and Resource Institute**. Wrote article on the program that was distributed by *New York Times* Syndication.
- Designed and delivered public workshop, ***Thriving Through Conflict: Constructive Ways to Resolve Disputes and Increase Productivity***.
- Designed and delivered workshop on *Problem Solving: Implementing Effective Strategies for the Workplace* for the **Foreign Service Institute**, and present session on mediation for *International Negotiation: Art and Skill* course.
- Facilitated process for resolving individual and team conflict for **Internal Revenue Service; World Bank; Social Security Administration; NASA; USDA; John Snow; and the National Archives**.
- Interviewed on **Voice of America** about using mediation to resolve conflicts broadcast to 85 million people worldwide.

Diversity Awareness and Inclusion and Harassment

- Led workshops on diversity awareness and management, and white privilege. Make recommendations for inclusion and appreciation of diverse groups in organizations. Clients included **U.S. Department of Justice Community Policing Consortium; Montgomery College Diversity Management Institute; International Association of Firefighters; and the National MultiCultural Institute**.
- As part of series for **National Public Radio**, wrote guidebook on affirmative action and diversity in the workplace to help organizations attract, hire and retain a diverse workforce.

Virtual Training

- Lead virtual training for **Management Concepts** using Adobe Connect and for **US Patent and Trademark Office**.
- Designed and led online courses on cross-cultural communication and international negotiation for **Graduate School International Institute** and **US Bureau of Land Management**.

Additional Projects

- Led training on Decision-Making and Problem Solving for Department of Labor.
- Trained thousands of employees in public speaking; communication skills; conflict resolution; customer service; supervision skills; teambuilding; cross-generational management; decision-making; mentoring; negotiation; coaching; strategic communication; change management; and cross-cultural adaptation. Clients included **US Food and Drug Administration; US Attorney’s Office for the District of Columbia; Baltimore Gas & Electric Company; Mars Candy; Honeywell; Management Concepts; Milwaukee Police Department; Organization of American States; US Department of Justice; National Alliance for State & Territorial AIDS Directors; Metro Washington Airport Authority; Center for Nonprofit Learning and Leadership; and Capital Hospice.**
- Designed and delivered workshops on *Emotional Intelligence; How to Have Difficult Conversations* and *Civility: Building a Respectful Workplace* for the **Nuclear Regulatory Commission**. Evaluation feedback illustrated positive impact on employee interactions.

Coaching

- Coach supervisors, managers and senior executives using reflective questioning to help them uncover their own wisdom to find the answers they need. By identifying what’s working, coach clients to strengthen communication; build stronger teams; implement inclusive decision-making; determine new strategic direction; implement needed changes; and plan for professional development and transition. Guide clients with resources and relevant experience.
- Coaching clients include **United Nations; USAID; National Institutes of Health; Society for Neuroscience; Millennium Challenge Corporation; Management Systems International; National Archives; USDA Forestry Service; and Native American Management Services.**

Academic Experience

- Taught teambuilding, negotiation and diversity management at **American University** for graduate students.
- Taught *Leadership Communication* for the **University of Maryland James MacGregor Burns Academy of Leadership.**
- Designed and delivered facilitation training for dialogue groups on issues of race, age, ability, culture, gender and violence at the **University of Virginia.**
- Guest speaker on conflict resolution at **Johns Hopkins University.**

EDUCATION

MA, International Affairs, George Washington University, Washington, DC, 1987

BS, Interdisciplinary degree – impact of culture on international development, University of Florida, Gainesville, FL, 1981 (Transferred from Tufts University, Medford, MA, 1978-1979)

CERTIFICATIONS AND ASSOCIATIONS

Coaching certification – International Coach Federation – ACC (attended Coach University) - 2014

Myers-Briggs Type Indicator (MBTI) certification – Otto Kroeger Associates - 2007

Certified mediator – Supreme Court of Virginia, Division of Dispute Resolution Services - 1994

Virtual Instructor-Led Online Training certification – InSync – 2015

Design Thinking - Stanford University Lab and International Society for Performance Improvement – 2018

Mid-Atlantic Facilitators Network – Board Member

Society for Gender Professionals – Member

ADDITIONAL ASSESSMENTS

DISC Profiles

Dealing with Conflict

StrengthsFinder 2.0

Emotional Intelligence 2.0

Strengths Deployment Inventory

360-Degree Feedback

Thomas-Kilmann Conflict Mode

Strategic Decision-Making

Meeting Effectiveness Situation

Insight Inventory