

**Susan R. Berg**  
40 Oak Drive  
Doylestown, PA 18901

267-625-1178  
susan.berg@mac.com

## **Summary of Qualifications**

- Design, development, delivery of strategic planning, futures design, change management, design thinking, leadership, and team development services
- Relationship building and service delivery at all levels, work team to CEO
- Project management of organizational change initiatives from small start-ups to workforce efforts for 10,000+ employees worldwide

## **Experience**

**The Highline Practice** 2015 - present Doylestown, PA

**Compass Associates** 1995 – present Doylestown, PA

### **President and owner**

Founded a futures design practice and a change management practice, focused on improving organization and team impact. Emphasis on achieving results through creative thinking, collaborative processes, consistency, discipline, and skills/behavior transition, using tested tools and techniques.

## **Highline and Compass Key Accomplishments**

- Designed new organization structure and processes to support 21<sup>st</sup> Century development operations for two large state universities.
- Designed, managed, and facilitated a strategic intervention for the African Alliance of YMCAs, guiding strategy and team development for over twenty countries
- Developed new strategy for national automotive industry organization, successfully adapting leadership, consulting and education processes for a \$25M operation
- Managed communication and organization development for launch of a White House high-profile \$70M Federal Government health care reimbursement project
- Guided the merger and improved overall operations of two major Federal Government business units with a workforce of 30,000 people
- Redesigned sales team structure in high-tech telecom, \$100M+ company
- Assisted CIO of \$100B global foods business in establishing performance requirements and competencies for future IT managers

## Experience (cont.)

**Saint Joseph's University**                      2012-present                      Philadelphia, PA

**Adjunct Professor, Master's in Organization Development and Leadership**

Courses include Creative Problem Solving, Design Thinking, Organization Culture

**University of Southern California**                      2017-present                      Los Angeles, CA

**Adjunct Professor, Master's in Human Resource Management**

Courses include Leadership, Organization Change, Organization Design, Culture

**Unisys Corporation**                                      1983 – 1995                      Blue Bell, PA

**Director, Consulting Services, Worldwide Professional Development**

1993 –              Contracted with internal and external clients to provide organization  
1995              change, leadership training, and performance improvement services.

**Director, Management, Employee, and Organization Development**

1988 –              Re-designed corporate leadership and management development  
1993              programs; led a global team of twelve trainers and facilitators.

**Sr. Consultant, Education Services**

1983 –              Role included customer training, curriculum development,  
1988              train-the-trainer, and performance improvement projects.

### Unisys Key Accomplishments

- Managed CEO's global "Go to Market" change program for 10,000 employees
- Received Chairman's Innovation Award, highest employee creativity honor
- Launched work redesign efforts in four business units, speeding up adoption of new business model by six months (a lifetime in the IT industry)
- Maintained leadership program continuity during downsizing and 40% budget cuts
- Conducted successful overhaul of training curricula, resulting in 25% savings

**Coast Community College District**                      1980 – 1983                      Costa Mesa, CA

**Instructor** in state-of-the-art adult learning college. Identified on-the-job learning and performance improvement objectives with students and their managers. **Resulted** in exceptional 70% placement rate of participants into jobs (average rate was 20-30%).

## **Education**

**University of California, Los Angeles (UCLA)** *PhD, Adult Learning and Development*

**Northwestern University, Evanston, IL** *MA, International Studies/French*

**Miami University, Oxford, OH** *BA, Political Science*

## **Accreditations**

Certified in numerous team development, leadership, conflict resolution, and change facilitation tools and processes, past Certified High School, Community College, and Literacy Instructor.

### *Partial List of Certifications and Training*

- Future Search
- Appreciative Inquiry
- Whole Brain Thinking (HBDI)
- The Organization Workshop and When Cultures Merge (Oshry)
- Theory U (Scharmer, MIT)
- Mediation Practices (Nonviolent Communication and Transformative Mediation)
- Design Thinking (*D School*, Stanford University)
- Time to Think Coach
- IFS (Internal Family Systems) Informed Practitioner/Coach

## **Community and Other Activities**

- Trustee, Past President, Bucks County YMCA
- Pre-Cana marriage preparation coach
- Community speaker
- Past President, Pearl S. Buck International.
- Published author, [Choose on Purpose for Twentysomethings](#)
- Judge of Elections, Doylestown Township, District 4

## **Languages**

Speak fluent French, moderate Spanish, and moderate German

