

**TRAINING**  
**Instructor Biographical Information**



**SUSAN PEAHL**  
**Training & Behavioral Specialist**

<p><b>Brief Biography</b></p> 	<p>For the past 20 years, Susan has worked with a wide variety of companies to build strong communication, listening, creative thinking, interpersonal, leadership and teamwork skills and how to apply those skills immediately in a work environment. Susan also facilitates training classes in supervisory law and harassment prevention training. She also trains trainers in instructional design and engaging facilitation skills. As an award-winning improviser, Susan incorporates professional improvisation exercises as well as other energized activities into her training programs creating a highly interactive experience for trainees. She also brings her expertise in Neuro-Linguistic Programming (NLP) to business and training programs. Susan has created and delivered English as a Second Language programs and workplace skills training through State-funding for front line employees for the past 12 years. In addition to her classroom time, Susan has presented in over 500 corporate events, including industrial films, trade shows and corporate entertainment.</p> <p>Susan coaches both executives and individuals and assists them in clearing obstacles, enabling them to achieve greater performance and enjoyment of their work and everyday lives.</p> <p>As a trainer she has specific expertise in Communication Skills, Harassment Prevention, Supervisory Law, Creativity &amp; Innovation, Leadership Development, Presentation, Performance, Teambuilding, ESL, NLP, Train the Trainer, Stress Management &amp; Removing Obstacles to Behavioral Change.</p>		
<p><b>Degree(s)</b></p>	<p>B.S. and National Teaching Certification University of Illinois Champaign/Urbana</p> <p>Graduate Studies UCLA</p> <p>Registered Behavioral Therapist; member of International Association of Counselors and Therapists</p> <p>Certified Addictions Counselor</p> <p>Licensed Master NLP Trainer and Practitioner</p> <p>ASTD Master Trainer</p> <p>Adjunct Professor Pepperdine Law School Strauss Institute</p>		
<p><b>Industries Served</b></p>	<p>Entertainment, Financial, Hi Tech, Sales, Pharmaceutical, Medical, Education, Manufacturing, Government, Agricultural, Hospitality, and even the U.S. Army.</p>		
<p><b>Program Design / Training Delivery</b></p>	<p>Leadership            Communication            Critical Listening            Conflict Resolution            Motivating Others            Performance Evaluations            Performance Management            Executive &amp; Staff retreats</p>	<p>Decision Making            Time Management            Supervisory Law            Change            Coaching            Meeting Facilitation            Teamwork            Problem Solving            Harassment Prevention</p>	<p>Diversity            Customer Service            Ethics &amp; Values            ESL/VESL            Stress Management Programs            Creativity &amp; Innovation            Executive Coaching            Train the Trainer</p>

<b>Professional Development and Activities</b>	<p>Member: American Society of Training &amp; Development (ASTD)  Society of Neuro-Linguistic Programming  International Medical &amp; Dental Hypnosis Association  Adjunct Professor Pepperdine University School of Law  Featured Presenter at multiple Bar and Mediation associations  Pro bono workshops for Life Group LA</p>
<b>Delivery Style</b>	<p>Interactive facilitation</p>
<b>What Clients Have Said about Susan</b>	<p>“Working with her is a pleasure...prepared and upbeat...intelligent and thoughtful...great sense of humor...her classes were very popular.”  – Paul Zuckerman, CEO Chicago City Limits</p> <p>“Sue helped me to tap, focus, and use my creative thinking skills, and bring them more powerfully into my work. She is both a significant asset in a classroom and an exemplary individual.”  -- Tracey Campbell, CEO Innseekers  formerly Bear, Stearns Trading Desk and Sr. Editor S &amp; P Wire Service</p> <p>“I wholeheartedly recommend her. The skills she taught me make me far more effective and comfortable in my own work. I consider her a talented teacher, an insightful and attentive coach, and a top-quality human being.”  -- Tom Kelleher, Trainer/Training Designer  Memorial Sloan-Kettering Cancer Center, NY</p> <p>“We want more!”  -- John Sovec, Entertainment Operations Manager, Disneyland</p>
<b>AB 1825: Statement of Compliance</b>	<p>As a harassment prevention trainer for Employers Group, Sue is able to demonstrate key learning points dealing with harassment, illegal discrimination and retaliation in a non-threatening, interactive, and discussion-based format allowing participants to understand, deal with and – most importantly – prevent these activities. Sue doesn’t just quote the law; she offers do-able solutions for managers regarding how to handle real workplace situations, nip inappropriate behavior in the bud early, and train their own staff to maintain a safe and non-hostile work environment. Sue’s clients evaluate her HPTs as “very informative, not dry nor boring at all! The best they’ve ever had” and frequently wish they had more time with Sue on this.</p> <p>Sue has been delivering harassment prevention training for over 4 years and as a value-added feature to Sue’s delivery of this topic, Employers Group helpline consultants with over 15 years of harassment prevention and consultation experience apiece – many with juris doctorates -- are available to answer and assist with any and more complex compliance-related questions.</p>