

# Susanna Liller

## President, Liller Consulting, LLC

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### EXECUTIVE COACHING, STRATEGIC PLANNING & CONFLICT MANAGEMENT CAREER PROFILE

Results focused professional with extensive experience as a management consultant supporting corporate and non-profits groups to consistently achieve personal and professional goals and objectives. Strong relationship development skills with a commitment to empower clients to work through the transformation process.

#### Core Knowledge & Skills

- Executive Coaching (Groups & Individuals)
- Strategic Planning
- Mediation
- Teambuilding
- Contract Negotiation
- Public Participation & Policy
- Education & Training
- Project Management
- Facilitative Leadership
- Conflict Resolution
- Corporate Management
- Business Planning

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#### Susanna Liller President, Liller Consulting, LLC – Portland, Maine

2007 – Present

**Founder and** president of Liller Consulting, LLC a Maine based firm serving clients throughout the United States. Ms. Liller worked for the Bath Iron Works Corporation for 12 years in various management capacities. She was a partner with the management consulting firm Barton & Gingold for eight years before leaving to establish Liller Consulting, LLC.

Ms. Liller is a Certified Hudson Institute Coach (CHIC), professional facilitator and mediator. Susanna specializes in executive coaching, strategic planning and conflict management. Overall, she facilitates the communication process, helping people to better understand each other (and themselves) and eventually work out their differences. Liller serves many for-profit and non-profit organizations in the area of strategic planning. She facilitates the development of visions, missions, values and full-scale strategic plans; working with groups of all sizes from small boards to entire communities. Additionally, Liller works with clients who need help with teambuilding, communication skill building, facilitation and conflict management training.

Ms. Liller facilitates in Maine and across the country working with teams and the public to improve communication and assist groups in meeting their goals. Susanna is an expert in public outreach. She recently served as a public outreach coordinator for three airport Environmental Impact Statements (EIS) working with agencies, public and other stakeholders at the Philadelphia International Airport, at T.F. Green in Rhode Island, and a new airport for Las Vegas, Nevada. For each of these EIS processes, Susanna has led a varied group of federal and state agencies through a coordination agreement at the onset of the project, where the agencies (Fish & Wildlife, FAA, FHWA, DOT, Army Corps of Engineers, etc.) have come to consensus on a common process to evaluate the EIS. She also teaches public outreach and scoping at the Duke University Environmental Studies Certification Program.

Ms. Liller has facilitated several stakeholder groups through a consensus recommendation process, including a committee considering new access points for the Allagash Wilderness Waterway, a nationally designated wild and scenic river in Maine; a committee considering a new ferry landing for the Chebeague Island Ferry in Maine; a committee recommending new traffic and parking patterns for a privileged coastal community; and a committee of stakeholders considering new possibilities for tolling Maine's turnpike. All committees had members with very disparate views who were able to eventually work together.

In 2000, Ms. Liller founded Ruby Slippers, LLC, a business devoted to women finding their direction by teaching and facilitating a nationally recognized personal strategic planning process. Ruby Slippers delivers workshops, retreats, keynote speeches and motivational workshops and presentations throughout New England.

Susanna lives in Woolwich, Maine with her husband Robin, two dogs, two cats and 11 chickens!

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## **Professional Career Profile**

**President, Liller Consulting, LLC**

**2007 – Present**

Coach, facilitate, mediate, train and consult with clients in the areas of strategic planning, organizational development, executive coaching and conflict management.

- **Maine Turnpike Authority – Toll Evaluation**

Facilitated committee convened to come to consensus on recommendations for the toll rate structure.

- **South Freeport Traffic and Parking Committee**

Facilitated committee convened to come to consensus on recommendations for traffic and parking adjacent to an important, high-use, working town waterfront.

- **City of Bath Landfill Public Outreach**

Coordinated public outreach for the City and DEP over concerns about the landfill.

- **Confidential Clients**

Provide management consulting services to a wide variety of clients focusing primarily, although not exclusively, on executive and individual coaching, facilitation, conflict management and strategic planning. Client industries include engineering, financial services, retail, manufacturing, technology, municipalities and public sector/not-for-profit organizations.

**Barton & Gingold****1999 – 2007**

Coach, facilitate, mediate, train and consult with clients in the areas of strategic planning, organizational development, executive coaching and conflict management as a member of a well-established consulting firm.

- **VHB, Inc. / Federal Aviation Administration**

**2003 – Present**

Public Outreach, Process Design, and Meeting Facilitation for Airport Environmental Impact Statements

- Proposed Expansion of T.F. Green Airport in Providence, RI
- Proposed Runway Extension and Capacity Enhancement Program at Philadelphia International Airport, including agency streamlining agreement.
- Proposed new Airport construction in Las Vegas, NV
- Chicago O'Hare International Airport EIS Public Outreach Session

- **Maine Department of Transportation**

**1999 - Present**

Coordinated public involvement for transportation studies.

- Bangor to Trenton Transportation Alternatives Study
- Calais-St. Stephen Area International Border Crossing Study –EA
- Aroostook County Transportation Study – EIS
- Gorham Bypass Study – EA
- I-395 / Route 9 Transportation Study - EA
- Chebeague / Cousin's Island Transportation Study

- **City of Auburn, Maine**

**2002 - 2005**

Facilitation of Contract Negotiation between the City and its Fire Department with Teambuilding follow-up sessions.

- **City of Lewiston, Maine**

**2002**

Designed and facilitated the public outreach plan for a Brownfields project for the Lewiston Mill Redevelopment Corporation (LMRC) to clean up and renovate a mill complex for the city.

- **National Park Service – Maine Department of Conservation**

**1997**

Allagash Wilderness Waterway. Consultant and facilitator of commission established to create an access plan for the waterway.

**Principal, Liller Facilitation & Mediation, LLC****1994 - 1999**

Mediated, facilitated, trained and consulted with clients in the areas of strategic planning, organizational development and conflict management, - including facilitation of the landmark Bath Iron Works contract negotiation with the shipbuilder union that brought President Clinton to the shipyard, Labor Day, 1994 to congratulate the negotiating team on their outstanding collaboration.

**Manager, Bath Iron Works****1982 - 1994**

Managed different areas of the shipbuilding business which included: documentation delivery to the Navy, design change, human resources for information systems and provided facilitation and training to groups throughout Bath Iron Works and externally.

**English Teacher****1974 - 1976**

English teacher for Middle School, Grades seventh, eighth and ninth.

**Professional Development**

- Bachelor of Arts, Colby College, Maine 1973
- Process Consultation, Reddy-Phillips, November 1990
- Problem Solving & Decision Making, Program Leader Certification, Kepner-Tregoe, Inc., 1992
- Graduate studies in Advanced Facilitation Training, University of Southern Maine, 1993
- Planning for Results, Instructor Training, Franklin Quest Co., 1994
- Certificate Program in Mediation, University of Southern Maine, 1995
- Graduate program on Negotiation and Mediation, Harvard Law School, 1997
- Mediation, Domestic Law and Domestic Abuse, Charbonneau & Galloway, 1997
- Court Alternative Dispute Resolution Service Trainings for Divorce Mediators, 1997-1999
- Facilitative Leadership, Interaction Institute, Cambridge, 2002
- Hudson Institute of Santa Barbara, Executive Coaching Program, 2007 - 2008
- The Game – A Speaker's Boot Camp, 2008

**Professional Memberships & Affiliations**

- US Institute for Environmental Conflict Resolution, Roster Member
- Duke University, Nicholas School of the Environment and Earth Sciences; Faculty Public Outreach
- Maine Association of Mediators, Past-President
- Certified Mediator for the United States Postal Service's REDRESS EEO mediation program
- Hudson Institute of Santa Barbara
- National Association of Environmental Professionals
- Maine Women's Fund
- Maine Women's Network