



Henderson Woods, LLC

Building Working Relationships/Improving Outcomes

Susan E. Woods

is a Managing Partner with Henderson Woods, LLC. For over 26 years, Susan has provided workplace education, training, consulting and facilitation services, working at both the leadership and operational levels. Her background lies in diversity and inclusion, organizational change and labor relations.

- Diversity & Inclusion Culture Change
- Respect & Recognition Training
- Participatory Organizational Change
- Group Process Design & Facilitation
- Working Relationship Improvement
- Collaborative Conflict Resolution
- Interest-based Bargaining
- Labor-Management Relations

Susan offers facilitation services to diversity councils, labor-management committees and negotiation teams assisting them to set vision and priorities, develop plans and action agendas, resolve conflict and find acceptable outcomes for difficult issues. She uses a participatory approach to group facilitation, working with client groups to utilize internal knowledge of the organization, its culture and desired change. Prior to establishing Henderson Woods, LLC, Susan was senior extension faculty with Cornell University School of Industrial and Labor Relations.

Susan's past work with diversity includes workforce-based awareness and leadership training as well as facilitation and consulting on the organizational change aspects of diversity and inclusion. Past clients while at Cornell and more recently with Henderson Woods, LLC include: *leadership training on diversity and inclusion*—So. Nevada VA Healthcare System, City of Ithaca, National Grid, *workforce-based diversity awareness*—Sovereign Bank, and American Axle and Machine; *diversity council facilitation*—Office of Human Resources at Cornell University, Monroe County Community Council. She has conducted workshops on GLBT diversity and worked with the administration of a public school district to prepare for the gender transition of an employee. From 1992 to 2002, she co-directed The Workplace Diversity Network (WDN). Through the network, she facilitated the development of a framework for organizational inclusion and collaborated on the development of a validated organizational inclusion climate assessment. She has published articles on diversity in *Profiles in Diversity Journal*, *The Diversity Factor*, and *Link&Learn*, the Linkage, Inc. on-line newsletter. Susan has been a session presenter at national, state and regional diversity conferences on topics ranging from *Breaking the Diversity Silo: Connecting Diversity, Inclusion and Operations* to *Bridging Generational Diversity: An Interactive Exercise* and *Union-Management Partnerships for Diversity*.

In the labor relations arena, Susan provides facilitation and technical services to groups seeking to build working relationships, establish partnership, negotiate to resolve conflict or undertake organizational change. Past clients include: *facilitation of respect and value culture change training*—Saint-Gobain and CYTEK Industries; *conflict resolution and group process skills training*—NYS/NYS Correctional Officers Police Benevolent Association, Cornell University Planning, Design and Construction, and Maimonides Hospital/SEIU 1199; *facilitation of interest-based contract negotiation*—Quaker Oats/RWDSU Local 110 and Rutgers University/AAUP Chapters and *interest-based negotiation training*—Community College of Philadelphia/AFT Local 2026 and Cummins Engine Recon/IAM Local Lodge 61 and *facilitation of joint union-management committee planning*—Upstate Healthcare Systems Network, Veteran's Administration VISN 2/NYSNA, AFGE & SEIU, Local 200-C and Opportunities Unlimited/ ARCEU Local 265. She presented the session, *Union-Management Strategies for Organizational Change*, at the 2006 FMCS Labor-Management Conference.

Susan earned a M.A. in economics from Duke University, M.S. in labor studies from the University of Massachusetts and B.A. in economics from Mt. Holyoke College. susan@hendersonwoodsllc.com