



Susan Donovan
Consultant

PROFESSIONAL STAFF

Experience

Susan Donovan is a certified Consultant for Accordence's negotiation curriculum as well as owns and manages a sales and service performance consultancy. Ms. Donovan has been developing and delivering training, leadership and coaching programs for over twenty years. Her expertise extends across a wide array of areas such as negotiation, sales, and coaching methodologies, customer service, leadership and culture development. She has qualifications in Biochemistry, Financial Planning, Training and Neuro Linguistic Programming.

Ms. Donovan has designed and delivered sales and negotiation improvement programs for clients such as include Fonterra, Canon, Stockland, Telstra, Novartis, St. George Bank, Oracle and Teva Pharmaceuticals.

In addition to Accordence's negotiation programs, Ms. Donovan is certified in a range of other world class content: Miller Heiman Group Sales, Negotiation, Coaching, Management, and Customer Service programs; NLP Practitioner; The Leadership Circle; Leadership Effectiveness Training; DiSC; Immunity-to-Change Facilitation; PRISM Brain Mapping; and Spiral Dynamics.

Ms. Donovan resides in Sydney, Australia. When she's not serving clients, she is a HarperCollins fiction author and an avid CrossFitter.

Education

B. Apps. Sc, Biochemistry and Neuroscience, University of Technology, Sydney