

Susan Williams, CPC, ELI-MP

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Communication Training Provider

A passionate professional with experience in leadership, human relations, and mediation. Strategic advocate skilled in successfully navigating interpersonal and professional relationships and assisting organizations to achieve and surpass goals. Collaborative communicator focused on details and organization in order to extend performance and company morale. Helping people to understand how perceptions and attitude affect them personally, the people around them, and the outcomes in their world.

— Key Qualifications —

- Communication
 - Human Relations & Safety
 - Teaching and Training
 - Mediation
 - Self-Awareness
 - Conflict Resolution
 - Leadership Skills
 - Strategic Organization
 - PTSD symptom relief
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Professional Experience

YesUcanCoaching, LLC – Los Alamos, NM

Coach, 2014 to Present

Led groups and individuals in reviewing personal ethics, values, and motivators in order to develop healthy and sustainable coping skills by utilizing the Energy Leadership Index assessment (ELI). Assisted clients in identifying assumptions, stress, trauma, and patterns of behavior that were keeping them from reaching their goals. Assisted clients in identifying reactive behavior and relieve those emotional stressors through a unique Neuro-Soothing Process.

Theory and Practice of Family Law Mediator, 2014-Present

Utilized mediation techniques to facilitate communication between couples and corporate teams to assist them in understanding each other's perspectives, and to guide them toward mutual agreement. Collaborated with clients to clarify issues, identify unspoken concerns, and develop an understanding of their needs and interests. Scheduled sessions for couples to meet for mediation and evaluated information from legal documents provided by the parties. Prepared written opinions or decisions regarding each couple's case.

Theory and Practice of Mediation, 2014-Present

Conducted mediation sessions to resolve personal and business disputes.

Etiquette Consultant, 2014 to Present

Instructed children 8 to 18 in building character, integrity, and communication skills. Taught communication skills, cultural competency, boundary setting, personal hygiene, cellphone and table etiquette, and how to deal with bullying, as well as how to translate these skills into everyday life.

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Certifications

- Habits by Design
- Productive by Design
- Happy by Design
- Fearless by Design
- Developing Behavioral-based Safety Culture Among Employees
- Suicide, Violent Behavior, and Substance Abuse
- PTSD Specialty Coach
- Theory and Practice of Mediation
- Theory and Practice of Family Law Mediation
- Certified Professional Coach
- Energy Leadership Index Assessment Master Practitioner (ELI)
- Etiquette Factory Educator

Education Background

Brain by Design, 2019

ICF Accredited Training in the Brain Science of Coaching

- Habits by Design Certification
- Productive by Design Certification
- Happy by Design Certification
- Fearless by Design Certification

Workplace Safety and Health, 2019

Alison Studies

- Developing Behavioral-based Safety Culture Among Employees Certification

Mental Health Studies, 2019

Alison Studies

- Suicide, Violent Behavior, and Substance Abuse Certification

Specialist in Stress Induced Counterproductive Behavior, 2016

Brain Stimulated Wellness Inc., Vancouver, Canada

- PTSD Specialty Coach Certification

Family Law Mediation, 2015

University of New Mexico School of Law, Albuquerque, NM

- Theory and Practice of Mediation Certification
- Theory and Practice of Family Law Mediation Certification

Energy Leadership Coaching, 2014

Institute for Professional Excellence in Coaching (iPEC), Denver, CO

- Professional Coach Certification
- Energy Leadership Index Assessment Master Practitioner (ELI)

Etiquette Educator, 2014