

Heather L Todd

- Studies in organizational communications and psychology in Boston, USA
- Professional experience in investor relations strategies for international venture capital companies
- Organizational development and intercultural skills for international life science and IT start-ups
- Development of change projects and staff analysis, development and coaching at SMEs and high-growth companies
- Additional training in NLP with Robert Dilts (California, USA) and in linguistic systems (Zurich, Switzerland)
- 2002 – 2007: Consultant and facilitator at SHS Business Consultants
- Since 2008: Senior Executive at Munich Leadership Group

Focus of consulting and training work

- Intercultural skills training and model development (German/American focus)
- Staff development programs for SMEs and major enterprises: surveys, analysis and implementation
- Executive coaching in communication techniques, effective management and MBO systems
- Analyzing intercultural business processes and supporting change processes; developing employee motivation programs
- Designing organizational communication models

Some Lessons Learned

- The best way to understand your own culture is to move away from it.
- To succeed in intercultural relationships, you have to do more than simply understand differences: you must also respect them.
- If you want people to follow you, you must first be willing to follow them.
- The most important management skill of all is the ability to listen – truly listen.
- The most open communication in an organization takes place in front of the coffee machine.
- Motivation is a very personal matter.

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