



Susan Went

Grad Dip Phys. MBA. MPH.

**Leadership and Personal Coach,
Quality Improvement Consultant.**

Member of International Coaching Federation

Email: susan.went@btinternet.com

Mobile: +44 (0) 7768 600715

[U.K.linkedin.com/in/susanwent](https://www.linkedin.com/in/susanwent)

Key areas of expertise.

- **Personal Coaching:** Helping individuals to navigate change, complexity and conflict, to understand what drives behaviours and to manage stressful situations.
- **Leadership Coaching:** Enabling individuals to recognise patterns and behaviours, see things differently and to understand what is important to themselves and others.
- **Women on Board development:** Supporting women transitioning to a Board position, female leaders wanting to address the “*imposter in the room*” and women needing new career strategies.
- **Leading Change and Transformation:** Designing and leading change programmes in complex environments, building improvement capacity and capability and redesigning systems and processes to deliver improved Quality outcomes. Teaches techniques of change and mentors change leaders.

I am passionate about helping people and teams achieve their goals. I deliver that ambition by leading complex change programmes, by teaching Quality Improvement methods and coaching teams to deliver change; or through Coaching individuals personally impacted by change, people who are struggling with aspects of work and those who wish to make significant change in their own life.

I have a long interest in developing and supporting the resilience of staff in pressured and complex settings, and I mentor and coach young leaders as part of that interest.

As a Consultant and as a Coach, My focus is on the people and human aspects of change and complexity. My working style is very collaborative, always aiming to build effective partnerships and to support individuals and teams to learn and develop the skills to lead, live and work with purpose, and importantly to continue to do so beyond the Consulting or Coaching contract.

Career Background. I have a long career in Healthcare, encompassing NHS clinical practice, NHS Executive management and national Leadership roles in England and Scotland. The last decade has been devoted to change leadership and service and system improvement roles, and coaching individuals through crises and periods of change in their work or personal life.

As a Consultant I have designed and lead change programmes for NHS Improvement, Scottish Government, the Medical Royal Colleges, Eastern Academic Health Science Network, Spire Healthcare, British Geriatrics Society amongst others.

Coaching contracts include Epsom St Helier NHS Foundation Trust, St Georges NHS Foundation Trust, North-West London NHS Trust and individual clients from a variety of sectors and backgrounds. My expertise is in enabling women to advance their career and to overcome leadership challenges.

In addition to 20 years of NHS Board experience, I have five years' experience as a Non-Executive/ Lay Trustee with posts in Health, Sport and Justice sectors.

Qualifications and Accreditation – I am a member of the International Coaching Federation [ICF] and hold Professional Coaching Skills accreditation. Coaching Diploma and ICF ACC accreditation pending. I also hold certificates in Transactional Analysis and in Behavioural Sciences.

I have advanced skills and experience in quality improvement methods and am a Fellow and Faculty for the Institute of Healthcare Improvement [IHI], a member of the Health Foundation College of Assessors and an Affiliate for Advancing Quality Alliance [Aqua].

I hold a clinical qualification, a Master's in Business [Nottingham Trent] and a Master's in Public Health [Harvard].

Testimonials

Coaching

My coaching with Susan came at a time when I needed to boost my confidence Susan used her skills as a coach to question and challenge where needed, allowing me to action a plan and address the issues. The experience increased my confidence and helped me to sell myself as an individual.

NHS Nurse Leader

Everyone should have a Coach especially one who listens with fascination, like Susan

NHS Associate Director

I'd like to acknowledge my gratitude for your professional coaching over the last few months. I have enjoyed the sessions and found them helpful for balancing my work and life by generating inner power and self-realisation. Your coaching skills and professionalism are much appreciated.

Private Client

Consultancy and Teaching

Susan was well respected by internal and external stakeholders across the range of the health and social care system and brought about improvement action. On a personal level, Susan was a delight to work with. Personable, professional and worked at the highest standard. I would be delighted to commission from her again in the future.

Director of Improvement AHSN

Susan communicated very effectively in ways that our students felt engaged and stimulated about the topics at hand. Her presentations were fact-based and informative, and she added commentary that brought the facts to life. Students invariably wanted more -- which is the highest compliment that an audience can pay to a speaker.

Director Healthcare Mentor Program Sawyer
Business School