



SUSANNE UNGER

TRANSFER ENABLER,
COACH, TRAINER

CONTACT

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EDUCATION AND AWARDS

Certified Business and Systemic Coach (BDVT), Certified Business Trainer (BDVT), Certified Transfer Designer (Institute for Transfer Effectiveness), Certified Emergenetics Associate (Emergenetics International), Certified Occupational Health Manager (BBGM), Agile Learning Coach, Executive FiRE Index Coach, Mentor at MentorMe, member of the BDVT and A|F|A|N (Academy of Applied Neurosciences), Bachelor in Hospitality Management (Florida International University).

CURRENT PROJECTS

Next to coaching people mainly for professional development, I've specialized in making transfer happen (= people applying learnings from training once they are back in the workplace) with the 12 Levers of Transfer Effectiveness.

Currently I am expanding my offer to support learners in reaching their goals using Agile Learning Coaching techniques.

For the past two years or so I've trained and coached individuals and teams on how to strengthen their individual level of resilience - a key skill in the times we live in, I believe. Becoming a certified Executive FiRE Index Coach has provided me with further insights and tools to benefit clients.

A future project is to offer Resilience Retreats, which I am very much looking forward to.

ABOUT SUSANNE

When I was twelve, I decided that I would one day, work in a hotel. While the hospitality industry is my first love, learning and development is my passion. Typical of the industry I worked my way through university (as a cocktail waitress in a hotel bar) and later moved through different departments in different roles until it became clear to me that I'd be a much better fit helping people perform and grow as trainer and coach than pursuing a career as General Manager. It is no surprise then, that I spent the main part of my 30+ years of professional life in learning and development.

I've held regional roles, been part of openings and re-brandings, and know the business well from both an operational as well as the corporate side. As a native German part of my childhood- and early adulthood was spent in North America, where I graduated from UNIS and FIU. The international aspect has continued throughout my life, and I hugely enjoyed interacting and later working with diverse people in 30-some countries mainly in Europe and the Middle East. In 2021, I started my own business where I am free to follow a new purposeful destination: transfer effectiveness.

On a personal level, I am the proud mother of one, sister of two, living in the countryside with my partner, chickens and a cat.

Q&A

1) How did you get involved in key2advance?

A friend (and former boss) connected me with Mona, who at the time coincidentally wanted to offer the key2advance coaches' further insights into transfer coaching, which I happened to be able to provide. We discovered that we are a good match, and I was welcomed into the community.

2) What experience do you bring to the community?

For what it might be worth, "life experience" and all that comes with having worked so many years in L&D in different cultural environments and experiencing different phases of learning evolution first hand - paired with a positive curiosity regarding the future of learning trends and drive to add the missing transfer ingredient to meet the needs of today's learners.

3) What value does coaching and training bring to your clients?

One value is my laser focus on transfer success. It shows up in all my work and redefines the finish line to be crossed. Knowing is great but not worth much if we don't do it. The end of training is just the beginning, and a coaching session is merely one stop to any learning journey.

People are all too often left to their own devices on those journeys. My clients benefit from not having to go through those journeys on their own. I am there to challenge and cheer them on, in a safe space of discovery and exploration, where it is all about them. And I'll stay with them as they tackle the hurdles that come when applying learning, which can make all the difference to be able to cross their desired finish lines.

4) How do you work with your clients to ensure the perfect session?

The "perfect" session will likely vary for each individual but in general, what comes to my mind are essentials like trust, intent, collaboration, and dedication. I'd say a good session is when insights have been discovered that move the needle closer to what or where the client is striving to be. Also keeping in mind, that the session itself is a milestone on the way. What happens between sessions is hugely important as this is when the client works on implementing their intentions.

5) What's your favourite part of being part of the key2advance community?

The key2advance community is made up of talented and passionate individuals, ready to bring their respective strengths into play, and add value to people and learning landscapes. As I am fairly new in the community, I don't have a favorite part yet, nevertheless, I look forward to stimulating exchanges, friendly support, and continuous learning, as well as generally collaborating on exciting projects that will make an impactful difference in our clients' lives.