



Susan D. Ridgell, PhD, CPA

Summary of Qualifications

Dr. Ridgell is a Senior Consultant at Impact Associates. She specializes in leadership development, training design and delivery, coaching, team effectiveness, and change and conflict management. Dr. Ridgell combines organizational development expertise with a comprehensive business and finance background to serve commercial, government and non-profit clients. She is a Certified Public Accountant, with a Bachelor of Science degree in Accounting. Her experience includes supervising multiple staffs and teams, financial auditing, decision modeling and scenario analysis, and entrepreneurship. She earned a Ph.D. in Experimental Psychology, with a concentration in Industrial/Applied Psychology, from The University of Tennessee.

Dr. Ridgell is qualified in the use of various assessment instruments, including the EQ-i[®] (an assessment of emotional intelligence), Leadership Multi-Rater Assessment of Personality[®] (LMAP[®]), California Psychological Inventory 260[®] for leaders (CPI-260[®]), Myers-Briggs Type Indicator[®] (MBTI[®]), Fundamental Interpersonal Relations Orientation – Behavior[®] (FIRO-B[®]), The Table Group team assessment, and others. She has served in leadership roles on various Boards of Directors in the community, including the Knoxville Opera Guild, Knoxville Association of Women Executives, faith-based business councils, and other area organizations.

Work Experience/Activities

- Assessed, designed and delivered leadership development, training, off-site workshops, and coaching for leadership teams and their staffs for thousands of employees in manufacturing and other industry sectors across multiple states.
- Developed competency modeling for industrial clients during corporate mergers; provided objective criteria and coached senior leaders making workforce decisions.
- Led corporate reengineering projects at \$6 billion government utility to improve and streamline contracting process; reduced cycle time by 15%.
- Managed business unit in regulated industry to create financial decision-making models to assess rate-change requests by 160 distributors.
- Saved over \$50 million through contract audits at Federal utility in avoided costs and reimbursements for operations & construction.
- Coached small business owners on leadership effectiveness, conflict resolution, supervision, mission clarity, business planning, marketing, and time and task management.
- Led corporate initiative to develop on-line system for comprehensive competency modeling of aging workforce. System was used to determine strategic gap in technical and interpersonal skills needed by organization. Partnered with IT to develop the lab, pilot the project, and implement.
- Co-launched internet video broadcast company; designed & implemented social media programs in local market with over 300,000 viewers; increased advertising impressions from 100,000 to over 5 million per month.
- Designed and delivered workshops to non-profits to enhance team building, strengthen small group leadership, and create awareness of effective coaching and leadership styles.

Work History

2012 – Present	Impact Associates, Inc.	Senior Consultant
2009 – 2012	Knox Ivi, LLC	Executive Vice President/Owner
2000 – 2009	FGS & Associates, LLC	Principal Business Consultant
2004 – 2009	University of Tennessee	Adjunct Instructor, Organizational Psychology
1998 – 2000	Tennessee Valley Authority	Finance Manager & Workforce Management Leader
1995 – 2000	Tennessee Valley Authority	Finance Manager
1993 – 1995	Tennessee Valley Authority	Project Manager/Board of Directors' Liaison
1985 – 1993	Tennessee Valley Authority	Supervising Auditor, Office of the Inspector General
1981 – 1985	Tennessee Valley Authority	Auditor, Office of Audit and Evaluation