

Susan David

Management Thought Leader; Award-Winning Harvard Medical School Psychologist; Emotional Intelligence Expert

Please contact a GDA agent for information.

Topics

- Corporate Culture & Governance
- Emotional Intelligence
- Journalism / Literary / Author
- Mental Health / Psychology
- Peak Performance



About Susan David

Susan David, Ph.D. is one of the world's leading management thinkers and an award-winning Harvard Medical School psychologist. She has spent the past two decades studying how the way we navigate our emotions shapes everything that matters: our actions, careers, relationships, health, and happiness. Her #1 Wall Street Journal bestselling book, **Emotional Agility** - based on the concept that Harvard Business Review heralded as a "Management Idea of the Year" and winner of the Thinkers50 Breakthrough Idea Award—describes the psychological skills critical to thriving in times of complexity and change.

Emotional Agility been translated into 30 languages and is winner of numerous accolades including Amazon's Best Books of the Year Award and the Books for a Better Life Psychology Award. Dr. David's TED Talk on emotional agility has been viewed by more than 10 million people. Named to the Thinkers50 global list of the top management thinkers, Dr. David is a sought-after keynote speaker and advisor, with clients that include the World Economic Forum, Ernst & Young, the United Nations, Google, Microsoft, Nasdaq, and many other national and multinational organizations. She is a frequent contributor to the New York Times, Washington Post, and Wall Street Journal and a guest on national radio and television.

Dr. David trained as a clinical psychologist. She completed her Ph.D. and a post-doctorate at Yale University on emotions research. She is on the faculty at Harvard Medical School and is a Cofounder of the Institute of Coaching (a Harvard Medical School/McLean affiliate). She lives with her family outside of Boston.

Select Keynotes

• Build Emotional Agility in Turbulent Times

Emotional agility is more important today than at any other moment in recent history. Leaders and their people are experiencing intense pressure. They are simultaneously being asked to:

1. address the current needs of a world in flux, with challenges to where and how people work along with the repercussions on culture, engagement, and wellbeing; and to also
2. craft the future world of work with the need for rapid re-invention.

The ability to effectively meet complexity cannot be mandated. Nor can it be brought to life through strategy alone. Rather, this capacity depends on the core human skills of emotional agility.

This practical and powerful talk, explores:

- The demand for flexibility, teaming, customer-centricity, innovativeness, and inclusiveness from culture and talent has never been greater.
- At the same time, increasing complexity in organizations conspires against these outcomes, leading to rigidity, black-and-white thinking, and transactional relationships.
- There can be no true organizational agility without the psychological agility of its leaders and employees. Emotional agility is a key skill set for individuals, teams, and organizations
- Emotionally agile people are dynamic. They demonstrate flexibility in dealing with a fast- changing, complex world. They face stress and setbacks with curiosity, compassion, and courage, and make choices that are values-connected and serve who they most want to be in

life and work.

- ◆ The critical, internal psychological habits that enable employees to engage others across organizations, to team, and flourish.
- ◆ How getting hooked by thought, emotions and stories stops us, and our organizations, from thriving.
- ◆ How to show up to difficult emotions in oneself and others.
- ◆ How to move from rigid thinking to flexible curiosity.
- ◆ How to elevate unique human capacities (empathy, compassion, courage, and connection) in the face of stress and setbacks.
- ◆ How to maximize the likelihood that values (e.g., inclusion) will be enacted.
- ◆ Other essential steps to cultivate the emotional agility skills that are crucial human differentiators in a future, more automated world of work.

• Build Emotional Agility for Wellbeing

Organizations are facing a complex landscape: mental health issues have become a leading public health issue of our time. Approximately 1 in 2 employees is experiencing burnout (WHO), 87% of employees have experienced decreased wellbeing (McKinsey) and despite a cost of over \$300 billion globally, workplaces are ill-equipped to effectively navigate this epidemic. Leader and employee wellbeing impacts all aspects of organizational life: teaming, engagement, culture, innovation. In sum healthy workplaces depend on psychologically healthy people.

In this practical, powerful, and potentially life-changing talk, Susan explores the crucial emotional agility skills that support the wellbeing of all people in the organization. Emotionally agile people are dynamic. They demonstrate flexibility in dealing with a fast-changing, complex world. They face stress and setbacks with curiosity, compassion, and courage, and make choices that are values-connected and serve who they most want to be in life and work.

- ◆ Susan challenges the prevailing attitude that we should “fix” our difficult emotions through positive thinking, or by encouraging employees to “be positive.”
- ◆ When we treat emotions as soft skills, try to fix them, or attempt to force employee positivity, we undermine psychological safety, mental health, and resilience, and we instead promote fragility.
- ◆ Instead, emotions are data. We can gain critical insights from them in order to adapt and respond to complexity.
- ◆ Why so-called “negative” emotions are critical to wellbeing, and key to effective decision-making.
- ◆ The crucial role of values in protecting people from emotional labor and burnout.
- ◆ Practical, science-based strategies to cultivate the human skills that enable us to connect and thrive, in complex times: courage, compassion, curiosity, emotion-regulation, values connection.

Select Book Titles

- **2016:** Emotional Agility: Get Unstuck, Embrace Change, and Thrive in Work and Life

Select Articles

- [Why forcing positive thinking won't make you happy](#)
Washington Post
- [Emotional Agility: Giving You The Power To Choose](#)
Forbes.com
- [How to Cope with Fall Anxiety](#)
New York Times
- [Bringing our whole selves to work](#)
Thrive Global
- [The Emotion Missing from the Workplace](#)
The Atlantic
- [How to Be a Supportive Manager When Times are Tough](#)
Harvard Business Review

Select Testimonials

Could not have been more timely or more well-received!

— *Bentley DeBeyer, Head of Human Capital Management, Goldman Sachs*

Honestly, I have never seen anyone embrace our challenges and help to explain solutions in such a precise and beautiful way as you did today. You exceeded my expectations (and the expectations of our CEO and HREVP x100.) They (and I) were absolutely riveted. Thank you. Thank you. Thank you.

— *Christina Woodwick, Sabic Leadership Conference*

The wisdom of Susan David's innovative insights is only made more impressive by its practicality. Her deep understanding of psychology is matched with clear, real-world steps to more effective leadership.

— *Helen Clark, 27th Prime Minister of New Zealand, UNDP Administrator (2009-2017)*

The connection was palpable. Your impact is profound I can't wait to work with you again!

— *Marna Ricker, Vice Chair of Ernst & Young*

We had such an amazing experience! Thank you. I had a good feeling about her involvement from the beginning, and the outcome was better than I could have hoped for. She really reached our participants 'in their hearts'.

— *Mike Vierow, McKinsey & Company*

You were exceptional. Your ability to hold space for so many hundreds of people over a broadcast is beyond the typical reach of humans I've met. It was awe-inspiring to watch that and to feel throughout the experience.

— *Phill Nosworthy, GitHub Annual Leadership Conference*