

Cynthia Kivland, MCC, BCC

Board-Certified Coach, Certified Leadership and Talent Coach, Organizational Culture

Developing Healthcare Leaders to Lead with Humility, Humanity and Heart

Cynthia Kivland, BCC, MCC
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Coaching & Organizational Development Certifications

- DDI Leadership Programs and Assessments
- Inspirational Leadership Certification
- Graduate Certificate Emotional Intelligence
- Certified Leadership & Talent Management Coach
- Board and ICF Certified
- Master Career Counselor
- EQ i 2.0 Workplace Impact/360 MBTI Workstyle & Team Reports
- Benchmarks 360
- Conflict Dynamics Inventory
- Organizational Culture and Effectiveness Inventory
- Firo-B Interpersonal Dynamics

Cynthia is Founder/CEO of The Smart2Smarter Group, a coaching and organizational development firm dedicated to bringing humility, humanity and heart into the workplace. She is Board Member and Chief Learning Officer of The EI Leadership Institute, previously The Liautaud Institute, University of Illinois Chicago Graduate School of Business. She believes everyone has an innate need to feel connected and empowered to contribute in a meaningful way, and that SMARTER leaders, communities, and cultures inspire this to happen.

[Read Cynthia's white paper on "Three Things Employees Want More Than Money"](#)

Cynthia has trained over 50 coaches/organizational consultants on a ten month positive change group coaching process, called Elite Forums. She designs and facilitates leadership retreats for healthcare leaders or cross functional teams. Retreats often explore and create actionable plans to sustain change initiatives, psychologically and performance-healthy cultures, and emotionally intelligent leaders and teams.

Cynthia is on the Leadership Faculty and Executive Coaching Team for the American College of Healthcare Executives. During her 17 year tenure, she designed and still delivers a three day leadership retreat for C-Level healthcare executives, provided consultation and co facilitates a diversity mentor program, linking emerging leaders with C level diverse leaders. She has provided executive coaching to over 75 healthcare leaders.

Cynthia is an international expert and author on emotional intelligence, authoring a book, Smart2Smarter, several book chapters, and articles featured in Executive Healthcare Magazines. She is on the development team for EI Elite Forums and EI HabitMaker System, an evidence-based social process to develop emotional intelligence habits that increase charisma, shared, self directed empowerment and inspirational leadership skills aligned with moving away from hierarchical to relationship-based healthcare cultures. She designed and currently facilitates Elite Leadership forums composed of 8-10 leaders, including the entire C-suite of an international non profit and (2) rural healthcare systems.

Year-long leadership forums are grounded in inspirational leadership principles, meeting and communication protocols, and vulnerability based activities to embrace humility, humanity and heart as core leadership skills. Kicking off and ending with a retreat, leaders meet for nine 3-hour monthly meetings to share a workplace issue, learn emotionally intelligent leadership habits, and create an incremental improvement plan with metrics that must have a measurable, immediate and lasting impact on business results, relationships at all levels, or a leader's/group's well being. Leaders receive 3 individual coaching sessions including a 360 assessment, stakeholder-identifying process, and the championing of a peer leader as a Mentor.

Cynthia's experience includes Senior Corporate Consultant, CPP, Inc, leading provider of leadership assessments and programs and healthcare leadership roles, including Director Education, rural 200 bed hospital, and Residential Director, 90 bed long term care facility for developmentally disabled adults.

"We are drawn to leaders who exude passion, optimism, enthusiasm, compassion, and hope. We want to be with these people - they inspire us to give of ourselves, to strive to be and do our best."