



Susan Loynd

Senior Consultant

Susan Loynd, M.A., SHRM-SCP, is an accomplished, certified, senior human resource executive with over 25 years' experience as a business leader. She is a subject matter expert in the areas of Business Acumen, Talent Acquisition, Training and Development, Diversity Equity and Inclusion, and Employee Relations.

Susan was a SHRM volunteer leader for over 15 years and co-lead SHRM's Diversity and Inclusion Expertise Panel for several years. Prior roles include the Vermont State Director, and the Northeast Membership Advisory Council representative.

She offers knowledge across business disciplines in a variety of industries; including public and private sector entities. She has delivered a variety of online, face-to-face, and virtual human resource and business education courses including the SHRM Learning System Certification Preparation, SHRM Essentials of Human Resource Management, Employee Relations: Creating a Positive Workplace Culture, Using Storytelling to Elevate Credibility, Mastering the Human Resource Generalist, Conflict Mediation, and the Fair Labor Standards Act.

Services

Leadership development

We provide leadership development and all-employee workshops designed to increase the skill level of internal employees at all levels. Among the topics we focus on:

On Leadership

Driving Employee Engagement
Empathic Communications
Increasing Psychological Safety
Leading Remote Teams
Building Stronger Teams
Dealing with Workplace Conflict
Hiring Great Employees
Harassment Prevention
Being an Upstander
Employment Law
On Civility
Performance Development

Holding Productive Meetings

Effective Employee Relations
Dealing with Change
Effective Goal Execution
Embracing Accountability
Time Management
Time Management: Technical Teach
Presentation Skills
Creating Great Customer Service
Diversity, Equity, Inclusion, Belonging (DEIB)
Cultural Sensitivity
Workplace Safety
Anti-Bias Training

Dave Twitchell



Dave Twitchell is a senior Human Resources (HR) and compensation consultant. Dave helps organizations focus on pay equity, ensures compensation is market appropriate, and provides constructive advice for utilizing job descriptions that assist with benchmarking. Additionally, he provides helpful advice and coaching to enhance all cash rewards to assist organizations to achieve their desired outcomes.

Dave is a 43-year HR Professional whose career spans the area of non-profit and healthcare organizations. Dave's recently retired as the Vice President, Human Resources for Catholic Charities NH, where his focus was split between healthcare facilities and social service programming.

Dave received his undergraduate degree from the University of New Hampshire and his graduate degree from Southern NH University. Dave has held several adjunct faculty positions and has been a SHRM prep and Compensation instructor. He is SHRM certified as a Senior Certified Professional and is also certified through WorldatWork as a Certified Compensation and Benefits Professional. He has been active in many volunteer leadership positions, locally as Chair of the School Board to locally, regionally, and nationally with SHRM, where he currently serves as the State Director for the SHRM Council of New Hampshire.

Services

Compensation consulting

We are able to provide a number of important compensation services, as follows:

- Developing a compensation philosophy in synchronization with organizational strategy
- Establishing a compensation approach that will set a path in attracting, retaining, and rewarding top talent in any organization
- Developing compliant and effective position descriptions
- Aligning incentive programs linked to organizational success
- Developing competitive sales compensation programs
- Determining pay structures/salary grades that meet organizational needs
- Conducting gender and/or ethnicity compensation analyses
- Reviewing current pay practices and determining their position with the 'market'
- Reviewing pay administration utilizing varied methodologies
- Providing consultation on best-in-class technology solutions
- Providing training for supervisors in compensation administration
- Applying various approaches in performing job evaluations