



BUSINESS NAVIGATION GROUP



Donna L. Crane

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Donna has 30 years of experience as a corporate executive and consultant in high-performance teaming and executive leadership. A former executive with General Electric, Donna held senior operating positions including General Manager and Chief Information Officer. She was responsible for several global business units at GE Information Services and for the implementation of consumer satisfaction metrics at GE Appliances. Earlier in her career, Donna was a practicing

economist for National Economic Research Associates.

Donna has taught Leadership at GE's Management Development School in Croton-on-Hudson, New York and was trained in GE's Change Acceleration Process. Donna led several critical change teams in customer satisfaction and new product introduction for GE. In the early 1990s Donna was asked to translate Jack Welch's high-performance teaming vision into practical application. She created and led a set of interlocking global, cross-functional, non-hierarchical teams in the development of infrastructure software critical to one of GE's business units. The leadership structures, performance measurements and collaborative problem-solving techniques she and her teams developed were later used throughout GE.

From 2004 through 2011, Donna was a full-time faculty member in the Haile/US Bank College of Business at Northern Kentucky University where she taught both Marketing and Management and directed the College's *Executive Seminar Series*, which annually presented leadership topics to senior executives. She is currently a Senior Lecturer in Marketing and Management with the Carey Business School at Johns Hopkins University.

Donna holds a Bachelor of Arts degree in Political Science with a minor in Economics from The Pennsylvania State University and a Master of Arts degree in International Economics from The American University. In addition, Donna received executive training at the International Management Development School in Lausanne, Switzerland and at GE's Management School in Croton-on-Hudson, New York. She is also a certified HR Personality Jung Typologist and consultant. She has testified before Congress and is the author of many professional articles, seminar and conference papers, and a novel.

With **Business Navigation Group**, Donna provides executive coaching and trains executive leadership teams in high-performance, critical and creative thinking, emotional intelligence, problem solving and decision-making, inclusion, effective communications, leadership effectiveness and conflict resolution. Her clients include Fortune 50 as well as early stage companies in the pharmaceutical, medical services, manufacturing and professional services industries.