



Donna L. Crane

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Donna has more than 30 years of experience as a corporate executive, university professor and consultant in high-performance teaming and executive leadership. A former senior executive with General Electric, Donna has held positions including General Manager, Chief Information Officer, and Vice President. She was responsible for several global business units with GE Information Services and for the development and implementation of consumer satisfaction metrics at GE Appliances. Earlier in her career, Donna was a practicing economist for National Economic Research Associates and a policy analyst for the Office of Technology Assessment, a bi-cameral, bi-partisan office of the US Congress.

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. She also led a two-year program to translate Jack Welch's high-performance teaming vision into practical application. She developed a set of global, interlocking, cross-functional teams and the associated performance measurements and collaborative problem-solving techniques needed to deliver a complex infrastructure software project critical to one of GE's business units. The success of the program led to the adoption of many of her team-based organizational structures, measurements and processes throughout GE.

After leaving GE, Donna spent 7 years on the faculty of the Haile/US Bank College of Business at Northern Kentucky University where she taught both Marketing and Leadership and directed the College's *Executive Seminar Series* for senior executives. She joined the faculty of The Johns Hopkins University's Center for Leadership Education in August 2011 and is currently a Senior Lecturer with Hopkins' Carey Business School. She also lectures with the Centro de Estudios Superiores de Diseño de Monterrey (CEDIM) in Monterrey, Mexico.

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 and US Foreign Policy from The American University. Part of her undergraduate education was taken at the Université de Strasbourg, France. In addition, Donna received executive training at the International Management Development School in Lausanne, Switzerland and at GE's Management Development School in Croton-on-Hudson, New York.

Donna has testified before Congress, is the author of professional and academic articles, a textbook in Marketing, several short stories and a novel. She has also written columns for *USAToday*. She serves on the Board of HumanMetrics, Inc. and is a certified Jung Typologist.

As Managing Partner for **Business Navigation Group**, Donna provides 1:1 coaching and facilitated leadership workshops for senior executives. She also facilitates the integration of business units after a merger or acquisition and the improvement of performance for teams whose members have different cultural, organizational or operational expectations.