

Beverly Hathorn, PHR, PMP

Leadership Development Facilitator

Customer Success Leadership Consultant

Building confidence, credibility, and practical leadership skills for new and emerging leaders—rooted in real-world experience and application.

Beverly Hathorn is a leadership development facilitator with more than 30 years of leadership experience spanning financial services, government, telecommunications, customer operations, and customer success.

Having progressed from frontline roles into leadership positions, Beverly understands the challenges leaders face as they transition from individual contributor to manager.

Beverly is the creator of The New Leader Playbook, a leadership development curriculum designed specifically for new and emerging leaders.

Credentials

- PMP
- PHR
- Certified DiSC Partner

Training Partners

- Master Learning
- GRC Educators



The New Leader Playbook™



A comprehensive leadership development curriculum designed to help new and emerging leaders successfully navigate the transition from individual contributor to leader.

Signature Expertise

Leadership Development

- Accountability
- Delegation
- Coaching
- Difficult Conversations

Team Effectiveness

- Trust & Credibility
- Team Culture
- Communication
- Performance Management

Customer Success Leadership

- Customer-Centric Culture
- Customer Experience
- Leadership Visibility
- Organizational Influence

Additional Programs

Customer Success & Customer Experience

- Creating a Customer-Centric Culture
- Building High-Impact Teams
- Mastering Difficult Customer Interactions

AI & Leadership

AI for Leaders: A Beginner's Guide