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. At AT&T, she led a 40-person customer support organization, improving first-call resolution 18% and cutting new-hire ramp-up time 25%.

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
- Everything DiSC Authorized Partner
- eSpeakers Certified Virtual Presenter

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

beverlyhathornconsulting.com

Bring a Program to Your Team

Every program is tailored to your group, your goals and your timeline.

Delivery Options

Virtual Instructor-Led Training

Live, interactive sessions for remote and hybrid teams.

In-Person Workshops

On-site workshops for your leaders and teams.

Multi-Session Leadership Series

A connected series that builds skills over time.

Custom Programs

Designed around your organization's goals and challenges.

Schedule a Conversation

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