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I have worked with several excellent executive coaches throughout my career, but in my estimation, Birgit Zacher Hanson is the best of the best. She worked with me and members of my team as I transitioned through several roles in the Department of Veterans Affairs (VA) culminating in the position of Acting General Counsel leading nearly 700 legal professionals serving almost 400,000 VA employees.

Birgit helped us through challenging iterative staff realignments to make better use of constrained resources. She continually stressed the need to ensure accountability at all appropriate levels in our organization and provided tools for coaching managers on how to accept and convey support for leadership decisions. Many executive coaches are effective at coaching executives, but Birgit goes one step better by giving executives tools to coach their management teams.

With Birgit's help, we were able to gain commitment from managers on which change management practices they would implement on their teams. As a result, we moved a change-resistant organization to a much more flexible, client-focused position. One of our managers recently commented that we've finally gotten our workforce to a place where change is no longer resisted, but is accepted. This is a great testimony to the hard work of our management team and Birgit's expert guidance. I highly recommend Birgit to any individual or organization seeking personal and organizational excellence.

CATHERINE C. MITRANO, Senior Counsel to the General Counsel

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