



Susan Hitchcock as a [Model of Leadership Character](#)

Excerpt from [Decent People Decent Company-How to Lead with Character at Work & Life](#)

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We're fortunate to have an inspiring model of accountability in our own office. [Susan Hitchcock](#) was our first professional hire. For twenty-four years before that, she had been a manager in the Network organization, that part of BellSouth that was really a telephone company. Bob says, "Her previous boss told us, "Susan hasn't ever done the job you're asking her to do, but if she says that she can do it, grab her, because she will!" "

"Susan is one of the few people I've ever met whose respect and relationship skills match her penchant for accountability," Lyn says. "She's in early every morning, even though she has no set hours. She once told me that she felt she wasn't as sharp as she used to be. Then she added, in complete seriousness, that she thought it might be because she now got up at 5am instead of 4am."

In a small company like ours, there are really no job descriptions, but Susan wouldn't pay attention even if there were. If there's a client coming in early, Susan checks the schedule to be sure she's in the office to greet our visitor, even though that's clearly not her job. If there's a mailing to go out, she stuffs and stamps envelopes although we have administrative staff to do that. She recently went to set up a conference room at 6pm for a workshop the next morning, even though she wasn't leading the workshop. She just *does*, without even asking whose responsibility they're supposed to be.

With us, her early responsibilities were primarily client relations, marketing, and business development. But she has a passion for the issues faced by women in leadership. She developed and now directs our [Women in Leadership](#) Initiative. She carries this spirit into the community, too. She was one of the founding board members of the Board of Directors Network, which is devoted to placing more women on corporate boards. Susan has served on the boards of other organizations concerned with women's leadership, and with literacy. She works hard at being a good role model within our business and within the community at large.

Excerpt from [Decent People, Decent Company](#) pp 120-121