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**Dr. Stephen Gray**  
**CEO and Operations**  
*Susan Leigh Consulting LLC*



Dr. Gray is CEO, Senior Trainer and Director of Operations for SLC. Before creating the company with Susan Leigh in 2014, Dr. Gray spent more than thirty five years in higher education as a faculty member and administrator. He has held positions with universities such as Temple, New York University, Webster University, California Institute of the Arts, Ohio State, DePaul University, University of Illinois, Chicago and Elgin Community College. He's been a teacher, administrator, development officer and education director with DePaul University, La Jolla Playhouse, South Coast Repertory and American Conservatory Theatre. He's built extensive course curricula, created academic programs, recruited and advised students, hired and managed faculty, as well as produced festivals and conferences. As department chair at Elgin Community College in suburban Chicago from 1999 to 2014, he continued his teaching, education and outreach activities including theatre travel courses to New York and London, touring performance programs, and international workshops. Dr. Gray holds a BA from UC Santa Cruz, MA from San Diego State, and a Ph.D. from Ohio State University.

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**Justin Thibault**  
**Trainer**  
*Susan Leigh Consulting LLC*



**Justin Thibault**, in his current position as Project Manager for Service Excellence, manages the University of Ottawa's strategic initiative to become, and remain, a recognized leader in service excellence. The University of Ottawa is committed to putting students at the center of its educational mission and strengthening every element of the student connection. As a skilled facilitator and motivational change agent, he collaborates with all university sectors to implement a range of continuous improvement strategies. These include annual student experience measurements, strategic solutions, action planning, improving processes, employee standards and performance metrics, employee rewards and recognition, training and communications. From front-line employees to senior administrators, all levels of the university are involved in the Service Excellence initiative. Justin's drive to improve customer service for students started with his own student experience. A two-time graduate from the University of Ottawa, he was a dedicated advocate for improvements to the student experience over the course of his studies. Today, he brings his in-depth knowledge of student needs to his work as a Trainer with Susan Leigh Consulting, encouraging staff to take the time to listen to students and put themselves in their shoes.