



PANELIST BIO

HEATHER STERANKA-PETIT



Heather is a certified global diversity professional with more than 14 years of international experience in management, sales, customer service, and training. She has led multicultural teams of managers both virtually and face to face. She has been fortunate to work successfully with colleagues, customers, employees, and managers from more than 50 countries around the world. Heather understands how cultural values influence behavior and affect business decisions. She translates this experience into accessible practical information which clients and students can use to develop culturally competent leadership skills.

In her work with YWCA Greater Cleveland, she has developed curriculum and delivered training on the subjects of: Unconscious Bias, Cross-cultural Conflict, Economic Impact of Racism, Managing Difficult Conversations, Becoming a Culturally Competent Individual, and the Culturally Competent Organization.

Before joining YWCA Greater Cleveland, Heather was a featured speaker and trainer for many companies and organizations including: University Hospitals in Cleveland, American Greetings, Cleveland State University – Leadership Forum on Diversity, Northeast Ohio Relocation Roundtable, Diversity Center of Northeast Ohio, Cuyahoga County Public Libraries, Greater Akron Chamber of Commerce, and the Kent State University at Tuscarawas “Going Global” Trade Forum. In addition, she has been a guest lecturer for graduate level classes in Social Psychology and Public Administration at Cleveland State University.

In 2013, Heather received her Master’s in Psychology and Diversity Management from Cleveland State University. She specializes in the impact of cross-cultural psychology in management and leadership.

She is passionate about international communication and has studied four languages which include: Russian, German, Japanese, and Spanish.