



Susan Goldenson

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Susan is Vice President and Director of Segal's Innovation Lab. The Innovation Lab identifies emerging trends and issues to create new consulting approaches and client solutions and develop intellectual capital to support consultants and clients. She has more than 20 years of experience researching and analyzing trends in employee benefits and workforce issues. She is based in Segal's Washington, D.C. office. Prior to joining Segal, Susan was a principal with Mercer's Intellectual Capital Solutions group, formerly known as the WRG, where she created intellectual capital and analyzed issues related to employee benefits and workforce engagements. She led a team of researchers that worked in collaboration with subject matter experts, consultants and clients to develop new products, share information and knowledge, and draw insights. She also developed a process for using artificial intelligence and a natural language processing platform to identify and analyze emerging issues for consultants and clients. Susan earned a B.S. degree in industrial and labor relations from Cornell University and a Master of Public Policy and Health Policy Certificate from Duke University.