



Cindy Knutson Announces Retirement



After an impactful career including the past 21 years at FCC Services, Vice President of Governance and Board Development, Cindy Knutson has announced that she will retire in September, leaving behind a legacy that has helped thousands of Farm Credit and agricultural cooperative leaders and the organizations they serve.

Cindy's career spans 43 years, including positions at several banks and as an independent consultant, and in roles that included strategic development, education and development and sales management. She had worldwide impact through several of these positions, including designing and leading an international Executive Exchange Program with the People's Bank of China. Cindy was selected frequently by Fortune 100 companies as their consultant of choice to work with on their program initiatives.

During her tenure at FCC Services, Cindy helped to develop comprehensive yet targeted programs designed to improve the leadership skills of senior managers and directors alike. She counts among her greatest achievements the creation of the Premier Governance Series (PGS) for Farm Credit directors and the Advanced Governance Series (AGS) for ag coop leaders. She was also instrumental in bringing the Gettysburg Leadership Experience into the FCC Services fold as part of both these governance programs.

"Cindy relates well with directors and management alike, has a very thorough understanding of what she does, and instills and shares that knowledge in a way that is very conducive to learning," says Jon Marthedal, a CoBank director and PGS participant. "I believe I'm a better director as a result of my interactions with Cindy and her programs, and that she's also had a very big impact on Farm Credit."

Dr. Kirvin Knox, chair of the American AgCredit board and also a PGS participant agrees, saying, "You really feel that Cindy cares about you as a person and about your organization. She doesn't tell you what you need to do, instead asking questions to identify your challenges and how best she can help you with them."

In addition to FCC Services' governance programs, Cindy was also instrumental in developing the Leadership Development Program (LDP) that teaches the essential skills for leaders to improve in their current positions and to prepare them for more senior roles.



“Everywhere I go, people tell me that one of Cindy’s programs has been transformational for their careers,” says Scott Binder, President and CEO. “There is a whole generation of directors and managers who have grown in their skills and abilities due to Cindy’s development and leadership of these programs.”

Beyond programs that reach many, Cindy has also served as a valuable personal counselor, providing one-on-one insight to leaders throughout Farm Credit. Dave Lawrence, President and CEO of Farm Credit of the Virginias, is one such leader. Dave held monthly consulting calls with Cindy early in his tenure in his executive leadership position.

“Cindy has a way of getting us to see beyond what we’re doing into new possibilities and then helping us figure out how to get there,” Dave says. “I can’t express how helpful she was when I first came into this leadership role, brainstorming new ideas with me and then helping me define the steps I needed to make them a reality.”

Cindy’s contributions have been felt within the FCC Services organization as well.

“Beyond Cindy’s ability to create effective programs to benefit our clients, she’s also served as an effective mentor to people here at FCC Services, including me,” says Jean Cantey Segal, Senior Vice President of Organizational Effectiveness. “I’m going to miss working with her, her warmth and laughter, her innovation and enthusiasm. But at the same time we all wish her well as she pursues new personal opportunities.”

In looking back at her time at FCC Services, Cindy says, “I have been so fortunate to be in this continuous learning environment, and to have been given support to exercise my creativity, innovation and design ability to build out these new ideas and manage them for success. I have truly loved working with my clients in a mission-filled role in governance that provides programs to raise performance on boards, increase management and leadership acumen and execution, build bench strength and prepare them for the transitions they’re experiencing today.”

Cindy will continue to support FCC Services and her client in a part-time consulting role into 2017.