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2021 Women in Commercial Real Estate: Susan Phillips, National Portfolio Director, EBI Consulting

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Susan Phillips
National Portfolio Director

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In the past year, what project, transaction or accomplishment are you most proud of? I am most proud of our amazing team here at EBI. I know that seems like a standard response, but it's true! In the 19 years I've been with EBI, I've never seen such a heavy volume of work come through our doors. Our professionals not only meet each challenge head on, but manage to incorporate new and innovative platforms into the mix. We truly don't just get the work done; we're always improving to deliver the best analysis possible to help our clients navigate their due diligence process. We truly become part of their team. We've had the most incredible feedback from our clients, many of whom solely rely on EBI Consulting for their due diligence needs because of the excellent, reliable service they can expect!

What are some of the benefits of being a mentor or having a mentor? If you really want to understand a business, having a seasoned and successful mentor familiar with the field, is invaluable. But you must truly listen, appreciate, and take their advice, knowing they're successful for a reason!

What is one characteristic that you believe every woman in commercial real estate should possess? The ability to listen; truly listen. Listen to your client's needs. Listen to your co-workers' needs. Listen to your industry's needs. Be very careful to allow the people around you to speak without interruption. When you allow someone to fully express themselves, you find a deeper understanding of not only the mechanics of a situation, but their perspective of the situation. That's sometimes very different than what seems evident to you. Once you have the whole picture, you're in a much better position to understand their needs and expectations and better align yourself and your client for a successful partnership! When someone can speak without interruption, they feel they can trust you to truly hear them.

What led you to your current profession? I began working with EBI as a project coordinator after working as a legal secretary and owning my own cleaning company. I've been with EBI for 19 years and as the company grew, I've grown in my position. Between my lengthy tenure at EBI, wide-ranging knowledge of our products and services, and solid relationships with our clients, the progression into my current role was very natural. EBI values on working hard and reliably getting the job done.

What trends will dominate your industry in the coming months? With the proposed tax provisions in 2021-22 and many companies and investors wanting to invest now rather than later, I foresee a very busy and demanding 4th quarter and likely well into 2022! As a provider of real estate due diligence, EBI is in the best position to meet the coming challenges and to assist clients with their real estate transactions.

What time management strategies do you find to be the most effective for you? My mantra (whenever possible) is "touch something just once." If you have a project that you need to complete,

focus on it until it is completed. Then move on to the next. With that said, we all get interrupted by the 1,000 emails, phone calls, texts, Zoom meetings, etc. Broadly speaking, keep on it until it's completed so you don't have it hanging over your head and permeating your much-needed downtime!

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