

Executive Coaching Register

Foreword

Coaching is one of the key approaches through which leadership within organisations can be developed. Coaching is a method of developing an individual's capabilities in order to facilitate the achievement of organisational success.

This one to one focused and bespoke relationship is often perceived as the single most effective development intervention that a senior leader in the NHS can access. Benefits include increased self-awareness, motivation and enthusiasm, better work prioritisation, improved confidence and better time management. Sometimes it is even possible to link such personal and behavioural benefits directly to specific advantages for the organisation, whether it is increasing revenue, reducing costs, hitting targets or achieving the business plan.

The NHS Leadership Academy Executive Coaching Register

Following the inception of the NHS Leadership Academy, we wished to establish a quality assured register of Executive Coaches within the NHS, which will support the future work of the Academy. The register aims to:

- Support leaders in Clinical Commissioning Groups (CCGs) as they begin to make sense of their roles and responsibilities, and possible conflicting expectations / accountabilities
- Enable and sustain transformative leadership, steering individuals and teams through unprecedented change and uncertainty, whilst managing significant personal uncertainty
- Support an individual's effective transition into a new role, specifically Chairs, Chief Executives, Executive Directors and other members of NHS Boards
- Support individual leaders to consider their unique leadership style and approach and to enable their authenticity in the workplace
- Complement the Directors Programme and other Senior Leadership learning interventions by facilitating further reflection on feedback via the HLM 360 assessment tool and other learning inputs to ensure effective integration into day-to-day leadership
- Support learning initiatives aimed at accelerating the advancement of underrepresented groups such as Black and Minority Ethnic (BME) managers and clinicians into senior level roles, by working with a variety of presenting issues such as confidence and self-belief

The register requires coaches to demonstrate exceptional qualities that align with the Leadership Academy's philosophy and the wider NHS values. Our aspiration was to select 50 one-to-one coaches who would meet this high standard.

The Selection Process

This was the third time that a selection process of this kind has been undertaken. Our experience shows that investment in a rigorous process exploring "best fit" with our philosophy of, and requirement for, coaching, reaps positive returns. The process included applications, interviews and attendance at a development centre to demonstrate their skills and capabilities.

Ultimately 40 coaches were selected for the register and were inducted into the NHS Leadership Academy in October 2013.

Coaching Programme Management Team
NHS Leadership Academy

Guidance on Selecting a Coach

Certain NHS Leadership Academy programmes offer coaching as part of the overall programme design and learning. If you are entitled to this, you will have been notified via your programme team / co-ordinator.

If you are unsure whether you are entitled to funded coaching via this register, please contact us on: coaching@leadershipacademy.nhs.uk

We will then be able to confirm your eligibility, and the specifics of the offer.

Once funding is confirmed, you are ready to select a coach:

1. Questions to ask yourself before selecting a coach:

- *Have you had any previous experience of coaching? If so, what did you find helpful / less helpful? How will this inform what you are looking for in this coach?*
- *What will be the focus for this coaching / what are the key areas you are looking to work on?*
- *Do you have a preference to work with a coach who has a lot of experience in the NHS?*
- *Do you have a gender preference?*
- *Do you have local space available to meet with the coach?*

2. Read through the coach profiles and select two coaches based within your region.

3. Undertake a discussion with both coaches, seeking agreement as to whether it is suitable for a coaching relationship to go ahead.

Note

It may be helpful to clarify the difference between coaching and mentoring during initial discussions with the coaches.

Coaching	A structured intervention, usually with a set duration, using a non-directive approach to help individuals to solve their own problems and unlock their potential. The coach does not usually need to have direct experience of their client's formal occupational role.
Mentoring	An informal and often long term relationship with an 'older and wiser' colleague which allows the mentee to draw on the mentor's experience as a key part of the process.

If you are more interested in finding a mentor then we would direct you to your Chief Executive, Chair or Line Manager as appropriate, to discuss this further.

4. Contact the NHS Leadership Academy to confirm your selected coach. You will then be provided with the necessary information to begin your coaching relationship.

Coaching is a valuable resource, it is therefore important to discuss your expectations with the coach at your first session, and make a commitment to undertake your sessions as planned.

As part of the coaching offer, you will also be expected to undertake evaluation in three stages – before your coaching begins, immediately after all sessions are complete, and again 3 to 6 months later, to assess the impact of the coaching. This will take the form of a short online survey.

Access to Academy funded coaching must be agreed individually. If you are unclear whether you are eligible for funded coaching sessions, please contact us.

What if I am not on an Eligible Programme?

Access to Academy funded Executive Coaching must be agreed individually with the relevant Programme Lead and / or the Coaching Team. If you are unclear whether you are eligible for funded coaching sessions, you must contact us to confirm before undertaking any matching conversations or sessions with a coach.

The NHS Leadership Academy works with 10 Local Delivery Partners (LDPs) across the Country, who hold regional coaching registers. Colleagues on other programmes can access these registers via their LDP, and should contact their LDP Coaching Lead for further information.

Details for the relevant organisational leads can be found on our website, here:

<http://www.leadershipacademy.nhs.uk/resources/coaching-register/>

If you are not receiving funding via the relevant NHS Leadership Academy programme, but would like to access one of the Executive Coaches on this register, this is possible. However, please be aware that any contractual and financial arrangements must be made directly between the coach and yourself / your organisation.

The NHS Leadership Academy will hold no financial or contractual responsibility for arrangements made directly between yourselves and the coaches.

Key Contacts

In the first instance, the key point of contact for all queries relating to the coaching register is Padma Dinesh, who can be contacted using the details below:

Email: Coaching@leadershipacademy.nhs.uk
Telephone: 0113 322 5662

Coaches <i>Click on each name to be directed to individual coach profiles</i>	Page	East Midlands	East of England	London	North East	North West	South Central	South East Coast	South West	West Midlands	Yorks and Humber
Vicki Abson	6	x		x	x	x				x	x
Janet Baptiste-Grant	7	x		x			x	x	x	x	
Philip Bardzil	8			x		x				x	x
Tom Batty	9	x		x			x	x	x	x	
Jenny Bird	10			x			x	x	x	x	
John Blakey	11	x		x			x			x	
Nicola Diane Bunting	12	x		x			x		x	x	
Carol Campayne	13			x				x		x	x
Lesley Campbell	14	x	x	x	x	x	x	x	x	x	x
Bernadette Cass	15	x	x	x	x	x				x	x
Tanya Chakravarti	16	x	x	x	x	x	x	x	x	x	x
Zoe Cohen	17	x		x		x				x	x
Stephen Colson	18	x		x			x	x	x	x	
Margot Corbin	19	x	x	x			x	x	x	x	
Mark Doughty	20	x	x	x	x	x	x	x	x	x	x
Dr Angélique du Toit	21	x			x	x					
Fiona Elder	22	x	x	x	x	x	x	x	x	x	x
Eversley Felix	23			x			x	x			
Su Fowler-Johnson	24					x				x	x
Jonathan Gravells	25	x				x				x	x
Joy Harcup	26			x					x	x	
Louisa Hardman	27	x	x	x			x	x	x	x	
Baz Hartnell	28	x	x	x			x		x	x	x
Julie Ann Hickton	29	x			x	x				x	x
Lizzie Holden	30			x							
Jackee Holder	31	x		x			x	x	x	x	
Penny Humphris	32			x			x	x	x		
David Love	33	x	x	x	x	x	x	x	x	x	x
Barbara Moyes	34			x	x						
Dr Mike Munro Turner	35			x			x		x	x	
Roger Noon	36	x	x	x	x	x	x	x	x	x	x
Elaine Patterson	37		x	x			x	x		x	
Nick Robinson	38	x		x	x	x	x			x	x
Sue Shierson	39	x	x	x		x	x			x	
Daphne Taylor	40	x		x	x	x				x	x
Carole Taylor-Brown	41	x	x				x			x	
Michael Thorley	42			x		x				x	
Eve Turner	43	x		x			x	x	x	x	
Judith Underhill	44	x	x	x	x	x				x	x
Peter Wall	45	x		x						x	
Rob Watling	46	x	x	x	x	x				x	x
Neslyn Watson-Druée	47	x	x	x				x	x	x	
Heather Wicks	48	x	x	x			x	x	x	x	
Declan Woods	49	x		x			x	x			

Coach	Vicki Abson	
Telephone	07818 422 340	
E-mail	vicki@firstexecutivecoaching.com	
Based In	West Midlands	
Works In	London, North East, North West, Yorkshire and Humber, East Midlands, West Midlands	

Coaching Background, Experience and Style	<p>Draws on my professional training and extensive experience coaching senior leaders/consultants in the NHS and other large organisations (for example on leadership, strategy, transformational change). Coaching is tailored to the individual's needs, and:</p> <ul style="list-style-type: none"> • is challenging, insightful and motivating • is pragmatic and results oriented • impacts the wider team and organisation's success
My approach works well for those who prefer to...	<p>...explore new perspectives of thinking and understanding ...focus on practical issues ...make a difference to others / the organisation</p>
My approach works less well for those who...	<p>...are not engaged in the process ...are not willing to embrace change ...want a more theoretical approach</p>
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • More insight and confidence handling complex issues • Increased levels of influence and leadership impact • More confidence and ability to lead peer colleagues • Increased leadership effectiveness and strategic contribution
Client List	<p>The NHS – (including CCGs, Foundation Trusts, Community Healthcare Trusts) Rolls-Royce Group plc Siemens Energy UK General Electric Capgemini UK Local Government Education Sector</p>
Work History	<p>Company Director – Consultancy Director of Organisation Development, Rolls-Royce Non-Executive Board Member, LSC Senior Leadership HR/OD roles:– Siemens, NHS Teaching Trust, Health Authority Universities – Chartered Psychologist</p>
Qualifications and Relevant Accreditation	<p>MA Hons. MSc., CPsychol BPsS FCIPD, MBA APECS Accredited Executive Coach Supervisor Psychometric Testing (MBTI etc)</p>

Testimonials

Vicki understands the complex situations I am addressing and has helped me develop practical and appropriate tactics to deploy which have been very effective. I find her coaching invaluable.
CEO, NHS Foundation Trust

Vicki's insight into the NHS and board leadership is spot on. Her coaching helped develop my strategic thinking and approach to influencing clinical leaders.
Chief Operating Officer, NHS Foundation Trust

Vicki is an excellent sounding board and confidant. Her coaching enabled me to crystallise my thinking on difficult issues and to identify strategies for change.
CEO in FTSE 100 Company

Coach	Janet Baptiste-Grant	
Telephone	07799 647 461	
E-mail	janbaptiste-grant@outlook.com	
Based In	South Central	
Works In	London, South Central, South West, South East England, West Midlands, East Midlands	

Coaching Background, Experience and Style	I coach with a strong belief to enable clients to “Be the best they can be.” Introducing harmony into the relationship, my coaching style is a blend of theory and practice. Specialising in the development of NHS senior managers, doctors, senior managers in government offices, higher education and the third sector, my facilitative coaching style is a fusion of skilled listening, supportive challenge and exploration.
My approach works well for those who are...	...prepared to reflect on their practice and the impact of their emotions on their behaviour. Clients who are receptive to reflection, supportive challenge and prepared to change.
My approach works less well for those who...	...are unprepared to reflect on their emotions or consider the impact of their behaviours on the wider organisation. Those unprepared to work in between sessions.
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Promotion e.g. Medical Consultant, Director positions • Improved results and facilitative management of teams through complex NHS changes • Influencing the strategic direction of their organisation • Greater self-awareness and demonstrable self-confidence
Client List	<p>General Practices – NHS South Ealing Hospital NHS Trust Heatherwood and Wexham Park Hospitals NHS Trust London Deanery Department of Environment, Food and Rural Affairs (DEFRA) NHS London Public Health England</p>
Work History	Experienced senior manager who has transcended the glass ceiling to become one of a handful of black women to hold senior board or sub board positions in Primary Care, Secondary Care, Strategic Health Authority and the Department of Health. In excess of 5 year’s coaching experience with clinicians, executives and senior sub board senior managers.
Qualifications and Relevant Accreditation	<p>MSc in Executive Coaching (Ashridge) EMCC accredited coach Currently studying for a Diploma in Coaching Supervision at Ashridge Business School</p>

Testimonials

We have covered some difficult areas in my career and personal life... I feel better able to look at challenges facing me now at a time of great organisational change and make better decisions about how I will face them. I thank Jan for her skill and support in teasing this out for me.

Dr Keith Ollerhead, GP

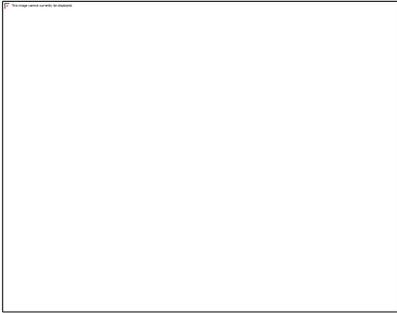
Jan is a talented executive coach with a supportive warm approach. Her talents lie in her vast life and NHS experience and this brings a fluid ability to challenge and explore deep drivers. This has led to some extremely useful and occasionally surprising conclusions. She has helped discover clearer goals, a greater sense of the value of my skill set and confidence in my leadership skills. I recommend her highly.

Dr Karen Edwards, Emergency Department Consultant

I was fortunate to benefit from Jan’s coaching in the Autumn of 2012. Her style is impressive: she is engaging and insightful. She brings buckets of warmth to the relationship, which encourages trust and respect. Her observations and advice were extremely relevant to my own issues and challenges.

Jeremy Glyde, Safe and Sustainable Programme Director, NHS London

Coach	Philip Bardzil	
Telephone	07739 984 786	
E-mail	phil@psychologica.co.uk	
Based In	North West	
Works In	London, North West, Yorkshire and Humber, West Midlands	
Coaching Background, Experience and Style	Public Sector (mostly NHS), Private Sector and Voluntary (NFP), at senior management and Board levels (executive coaching) and private clients at all levels (career coaching). Adapt style to client needs, using GROW, OSCAR, Cognitive Behavioural Coaching, Transactional Analysis. Adopt an overall holistic approach - incorporating strategic, inter-personal, and operational aspects, and helping clients to understand the influences of their leadership style on broader climate, performance and, ultimately, patient experiences.	
My approach works well for those who prefer...	...to build adult rapport, meet challenge and change with positivity and align values with service user needs.	
My approach works less well for those who...	...see coaching as a means of enhancing <i>personal</i> success, rather than effectiveness in the role, and do not really want to lever positive change in their organisations.	
Example outcomes reported by coaching clients	<p>'Phil very rapidly assessed and identified my needs and helped develop a plan to support me to move forward. He was objective, patient and empathetic, provided good advice interjected with theory where appropriate, was empowering and encouraging. He helped me to separate out personal from professional issues in order to understand how my personal strengths and weaknesses can get caught up in organisational processes and to regain my confidence in my abilities/potential contribution.'</p> <p><i>Kate Phips. Director of Operations. Birmingham and Solihull Mental Health Trust</i></p> <p>'More business oriented; increased confidence in my own ability; more effective leader; taking a more considered approach in my decision-making.'</p> <p><i>Mark Bostock. Director of IT. University Hospital of North Staffs NHS Trust</i></p>	
Client List	Northwest Leadership Academy Northwest Learning and Education Training Board (LETB) Informatics Merseyside (NHS) Locala Community Partnership Ampersand Commerce Ltd Daniel Contractors Ltd Altitude PLC	
Work History	Owner manager SME MD subsidiary of PLC Academia up to PhD Dir Research Centre at Manchester University Consultant Occupational Psychologist and Coach	
Qualifications and Relevant Accreditation	BSc; MSc; Phd in Occ Psychology Member British Psychological Society Chartered Occupational Psychologist Member Association for Coaching Member Special Group Coaching BPS Registered Health Professions Council	
Testimonials <i>Phil was an excellent listener and good at reflecting back my conclusions; our discussions were in depth and our conclusions were based on sound and tested theory and models; his calm and assured manner helped the process, as did his non-judgmental approach and his firm manner kept me from going off at tangents.</i> Coaching Client <i>Having been a senior manager in both the private and public sector I can say that Phil's style and his methodologies are well suited to meet the needs of NHS senior managers and I am happy to recommend him.</i> Avis Mulhearn, MD Advocacy Experience		

Coach	Tom Battye	
Telephone	07720 286 696	
E-mail	tom@tombattye.com	
Based In	London	
Works In	London, South East Coast, South Central, South West, East Midlands, West Midlands	

Coaching Background, Experience and Style	A highly experienced executive and team coach, with a strong track record coaching in the NHS and private sector organisations. He is a perceptive person with exceptional listening and empathy skills. His coaching combines a high degree of organisational awareness with a pragmatic focus dedicated to bringing about change and action.	
My approach works well for those who prefer...	...managing complex and challenging relationships ...developing authority, presence and impact ...improving self-awareness and personal coping strategies ...strategic thinking	
My approach works less well for those who...	...need business advice or who have been put on a programme of 'remedial coaching'.	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Greater self-awareness • Improved ability to focus • Clarity regarding long-term professional goals • Strategies to manage very challenging relationships • More adept at emotional self-regulation • Finding meaning and purpose in working life 	
Client List	<p>NHS Client Engagements</p> <ol style="list-style-type: none"> 1. Leadership coaching for consultant neo-natologist, John Radcliffe Hospital 2. Executive coaching for board, Barking Havering Redbridge Hospitals NHS Trust 3. Team coaching for Surrey and Sussex Healthcare NHS Trust 4. Working with partners in general practice to adopt a more commercial approach <p>Private Sector Client Engagements</p> <ol style="list-style-type: none"> 5. Executive and team coaching for General Manager population at Siemens 6. Executive and team coaching for Executive Director population at UBS 7. Delivery of Strategic Leadership programme for country leads at Nissan 	
Work History	Worked in the field of personal and organisational development, specialising in leadership, for over 15 years. He draws inspiration from his background as a professional expedition leader.	
Qualifications and Relevant Accreditation	EMCC Senior Practitioner coach SDI Hogan Science of Happiness at work	MBTI ECI 360 Extraordinary Leader 360 NLP Master Practitioner

Testimonials

Tom used a non-judgmental style of enquiry. He showed a genuine interest in what motivated me and I found our discussions flowed naturally.

Director of Strategy, NHS Trust

I felt I could be totally open and frank ... we developed a good relationship based on mutual trust.

Managing Director, Investment Bank

We have used Tom as a team coach for a number of years. He has earned his place as a trusted advisor to my department.

Director, Pharmaceutical Company

Tom is highly skilled facilitator and coach...a superb role model for effective coaching practice, a gifted practitioner and an inspiration to work with.

General Manager, California, Professional Services Firm

There are so many coaches and supervisors on the market, but I can genuinely recommend Tom as one of the top professionals I have encountered in over twenty years in the business. Seriously talented.

Supervision Client

Coach	Jenny Bird	
Telephone	01489 860 466, 07816 262 536	
E-mail	jenny@coachsupervisor.co.uk	
Based In	South Central	
Works In	London, South East Coast, South Central, South West, West Midlands	

Coaching Background, Experience and Style	I am a direct, empowering coach with a rigorous and creative approach. I support my clients to analyse issues, understand realistic options, create effective solutions and take action. My coaching style is an energising mix of swift insight, rigorous challenge and constructive support.	
My approach works well for those who prefer...	...to stand back from the pressures of the position, to think strategically and creatively, and to be supported towards new possibilities.	
My approach works less well for those who...	...expect to be given advice or a quick fix.	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Greater resourcefulness and resilience • Creative problem solving leading to clear practical outcomes • Increased confidence in myself and my skills • Maximising impact in a fast changing environment • Managing change and uncertainty 	
Client List	NHS Senior leaders in Higher Education BBC Zurich Insurance	Central Government departments RES BNP Paribas
Work History	Executive Coach and Coaching Supervisor since 2000 Previously, manager and practitioner in Adult and Community Education Teacher Trainer Final role in the sector, Head of Community Education and Creative Arts	
Qualifications and Relevant Accreditation	ICF MCC (22 in UK) B.A. Hons Oxford Certs: Psychology of Coaching; Coaching Supervision; Coaching; Counselling Post Grad Management MCI	

Testimonials

Working with Jenny has been exceptionally rewarding. She has helped me to make sense of a rapidly changing, complex environment and to maximise my personal impact within it.

MD, CCG

Highly intelligent and articulate she is sensitive to both the individual and understanding of the system we work within.

NHS Trust Director

Good insight into NHS working without being bogged down in it. Highly technically competent in the art of coaching. Incisive challenging and supportive questioning.

NHS Director

She is an inspiration to the coaching profession and offers an inspiring mix of sensitivity, motivation, humour, wisdom and integrity to coaching.

Company Director

She's experienced, insightful, skilled, and balances being hugely supportive with challenging me to grow and adapt.

Business Owner

Not only is she highly skilled in her role she is exceptionally perceptive, curious and out of the box. She asks the most exquisite coaching questions that, stretch, challenge and create insight in the same breath

Coaching Client

Coach	John Blakey	
Telephone	07810 851 968	
E-mail	john@johnblakey.co.uk	
Based In	West Midlands	
Works In	London, South Central, East Midlands, West Midlands	

Coaching Background, Experience and Style	Over the past ten years, I have coached CEOs and MDs around the globe as well as Olympic athletes and their coaches. My style is captured in my book 'Challenging Coaching' with its emphasis on feedback, accountability, courageous goal-setting and systems thinking.	
My approach works well for those who prefer...	...to be challenged ...to Influence positively the wider politics of the NHS ...to set courageous goals ...to focus upon practical realities ...to be creative	
My approach works less well for those who...need excessive emotional support ...are looking for ready-made detailed plans and solutions	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • 'A different perspective on business leadership' • 'Supporting me through critical transitions' • 'Keeping my personal integrity throughout turbulent organisational change' • 'In-depth insight into how my behaviours influence those around me' 	
Client List	UK Sport BBC British Airways Standard Chartered Bank	UNICEF FSA Kelloggs
Work History	My last corporate role was International Managing Director at Logica, a FTSE100 IT services organisation. Prior to that I was Consulting Director of Team121 Ltd – a Fast Track 100 company.	
Qualifications and Relevant Accreditation	PCC – Professional Certified Coach with the International Coach Federation MBA MSc. BSc. Currently studying for part time doctorate in leadership	

Testimonials

John has challenged me to set courageous goals and to pursue these with real determination. As a result, I am completing an ambitious strategic transformation of the business in Sweden.'

Daniel Gorosch, Managing Director, Jones Lang LaSalle, Sweden

John has built my confidence as a female leader operating in a male environment; building my strengths and delivering fantastic results whilst staying true to my personal values.

Ingrid Lorange, CEO, Global Shared Services, Telenor

John helped me grow into a CEO role in Logica. For me, it was important to learn how to navigate successfully through complex and cross-cultural political challenges.

Paul Schuyt, CEO, Levi9

John is great listener who really probes to ask the right questions, keeping me accountable and applying pressure where needed to very effectively add value through coaching.

David Stickland, CFO, VW Group

John's business experience in the senior ranks establishes credibility quickly and allows him to address the really important stuff with precision and clarity.

Joe Hemming, COO, Atos UK

Working with John is not an easy option. It requires commitment and an ability to cope with uncomfortable truths. He is the most incisive, effective business coach I have met.

Andrew Gould, ex-CEO, Jones Lang LaSalle

Coach	Nicola Bunting	
Telephone	07966 150 146	
E-mail	nicola@la-vita-nuova.com	
Based In	South West	
Works In	London, South Central, South West, East Midlands, West Midlands	

Coaching Background, Experience and Style	<p>14 years' experience working with leaders internationally, (up to board and CEO level), offering individual and team development, coaching for performance mastery and fulfillment. Focus: leadership, influence and relationship building, team-development, self-mastery, work/life balance.</p> <p>Approach: intellectually rigorous, structured, responsive, helping clients become inspiring leaders by understanding and leveraging personality, strengths, values.</p>
My approach works well for those who prefer...	...to take a holistic inside-out approach to creating desired professional outcomes, considering who they are and how they can maximise potential.
My approach works less well for those who...	...prefer a more superficial, quick-fix, remedial situational approach.
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Greater clarity, confidence and success as a leader • Significantly stronger performance (often promotion) due to leveraging strengths & values and understanding their authentic leadership style • More energy and fulfilment • Better work/life balance
Client List	Unilever; Whitbread; Discovery Channel; BBC Worldwide; Foreign Office; Sky; European Bank for Reconstruction and Development
Work History	An international executive leadership coach for 14 years, following a career as university professor in the USA and UK. She also teaches new coaches and designs/runs Authentic Leadership courses.
Qualifications and Relevant Accreditation	MCC (Master Certified Coach) credential from ICF since 2006 Trained in Enneagram personality profiling Wrote book on change, published 2012 by Piatkus/Little Brown

Testimonials

...great to work with. She's a good listener, very insightful, and always makes sure there are clear next steps. It's been enlightening. I'd happily recommend Nicola to anyone who is serious in making a step change as a leader.

David Rey, Managing Director, Sky Business

Each of us having Nicola as our coach to support us on our journey provided a powerful common platform that proved to a great advantage and strength for the team.

Bernie, Management Development Director

Nicola is able to bring a holistic approach to her coaching relationships, ensuring both the professional and personal goals are fully explored and clarified. Our Executives have found this both insightful and motivational.

Louise Smalley, Group HR Director, Whitbread

I have to say I am amazed at the difference that your coaching has had on our group. The coaching day was excellent – we learnt a lot. Thank you for moving us to a new place....

Ginny, Operations Director, The Planning Shop

Coach	Carol Campayne	
Telephone	07956 423 031	
E-mail	carol@diversitypractice.com	
Based In	London	
Works In	London, South East Coast, West Midlands, Yorkshire and the Humber	

Coaching Background, Experience and Style	Carol's big bold ambition is to fundamentally change the character of organisations from the inside out, working with them to think differently, challenge the 'norm' and develop courageous values driven, globally minded leaders that create inspirational high performing inclusive cultures. The shape and form of Carol's coaching and leadership development practice as described by her clients is authentic, dynamic, inspiring, insightful and direct, demonstrating a real passion and belief in the extraordinary potential, capacity and capability of leaders.
My approach works well for those who...	...want challenge and growth, to push past stuck, and want to expand their boundaries and fulfil their potential
My approach works less well for those who...	...may be content to stay in their comfort zone and tinker at the margins of who they are, what they do and who they need to be
Example outcomes reported by coaching clients	As an executive coach Carol specialises in maximising the authentic leadership effectiveness and impact of her clients by building on their leadership vision, purpose, core values, diverse strengths, and personal ambition. Her mission is to help her clients realise their full potential at every point of their leadership journey, using and drawing on what makes them distinctly unique. Carol has developed a successful track record in contributing to the strategic transformation of organisations, the development of Board and team effectiveness, and in expanding the leadership reach and capability of individuals particularly those from minority groups.
Client List	Ernst & Young; Price Waterhouse Coopers; NHS Leadership Academy; Plymouth NHS Trust Northern Trust; NHS Blood and Transplant; Kings College Hospital ; University College London; Lewisham NHS Trust; Merton Council; Yorkshire and Humberside Strategic Health Authority, The North West Ambulance Service; National Council for Voluntary Organisations(NCVO); the Science Council; Nottingham University; Birmingham University; Islington Council; Audit Commission; Booz Allen Hamilton; Bank of America Merrill Lynch, Imperial College London; Linklaters LLP; Financial Services Authority, and National School of Government
Work History	Carol is a trained Co-Active Coach with the Coaches Training Institute and has a strong background in corporate strategy, executive coaching, diversity and inclusion, leadership and organisational development across the Public, Private and Voluntary Sector.
Qualifications and Relevant Accreditation	MBA, BA (Hons), Trained CTI Coach

Testimonials

*Carol's coaching approach is a blend of probing, exploring, challenging and encouraging. It helped and made it easier for me to me examine my current work challenges, understand the underlying factors, understand the role I needed to play, and ultimately find solutions. The result was that I resolved some tricky, long standing problems, increased my leadership scope and influence, improve my relationships with stakeholders and became generally more effective in my leadership role. With the help of Carol's coaching I was also able to recognise the cause of blockers I was facing, even if the cause was my own approach. One thing in particular that I liked was Carol's honest yet supportive approach. This really made the difference between a mere surface understanding of the issues and more in depth knowledge of what lay behind them. I found the experience very positive, career defining even, and would recommend Carol to people who want to excel in their role but need help in understanding just how that can be achieved. **Samuel Massiah, Director – IT, School of Life and Medical Sciences, UCL and subsequently IT Director - Royal Holloway, University of London***

Carol's coaching style is very direct and it challenges me to take a step back and look at a situation from a different perspective. By doing this, I am able to come to an understanding as to what may be the reason for the challenge I am facing and take practical steps to navigate the situation. Carol doesn't force her own ideas and agenda but rather draws out from me ideas and opinions which I may, on my own, find difficult to verbalise and take action on.

Cliff Grant, Northern Trust; Second Vice President, Investment Operations Outsourcing – Corporate Actions

*Carol is a phenomenal coach. Over the years that I have known and worked with her I have grown to admire her ability to skilfully coach me through issues I have brought to our conversations. Her broad based leadership experience means that she is able to bring multiple perspectives into the coaching session and this has ensured that in working towards solutions I have ended up with more options than I first thought I had. She continuously works on mastering her craft as a coach and this shows in the range of models, approaches and thinking she brings to bear. She is passionate about coaching; very intuitive and has a fierce courage and willingness to ask the difficult question or playback the difficult messages that I need to hear. This is done with a clear sense that she has my best interests at heart. Most importantly I find that her honest, direct approach and wicked sense of humour has supported me in my growth as a values-driven leader. **Caroline Harper Jantuah, Director***

Coach	Lesley Campbell	
Telephone	07973 800 042	
E-mail	lcampbell@opm.co.uk	
Based In	London	
Works In	London, South East Coast, South Central, South West, North East, North West, Yorks and Humber, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	<p>When coaching leaders I have learned:</p> <ul style="list-style-type: none"> to agree purpose and appropriate outcomes to focus on effective leadership behaviours to develop a trusting and appreciative coaching relationship to attend carefully to coachees and to use insightful questions to prompt deeper understanding to enable coachees to self-coach
My approach works well for those who prefer...	<p>...to be appropriately curious about themselves and others</p> <p>...to focus on achievable, constructive changes</p>
My approach works less well for those who...	<p>...prefer an emphasis on NLP or Gestalt techniques</p> <p>...prefer to explore every avenue before deciding on action</p>
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> Enhanced leadership Clarity about strategy Improved resilience, self-confidence and performance Resolution of challenging relationships Improved team culture Greater emotional intelligence Increased political astuteness
Client List	<p>NHS West Midlands Virtual Staff College (Children's Services) National Offender Management Service Warwick District Council Oxfordshire County Council London Borough of Greenwich (previously) NHS Institute for Innovation and Improvement – coach on Breaking Through programme and supervisor for NHS coaches.</p>
Work History	<p>Lesley has been OPM's Executive Director for People and Organisational Development for six years. She has worked as a consultant to public services for 16 years.</p>
Qualifications and Relevant Accreditation	<p>BSc, MSc, PGCE, ILM level 7 accredited coach/mentor. Trained coach supervisor (by Bath Consultancy). Member of Institute of Health Education.</p>

Testimonials

Lesley's ability to understand the context of a senior leader in a complex organisation and her recognition of her role in stimulating my thinking rather than seeking to provide me with answers has been both challenging and enlightening.

Lesley's approach is engaging - which enables her to challenge while also being supportive.

I particularly liked Lesley's style, which is based on a depth of experience; I think I can best describe it as she provided the scaffolding that allowed and encouraged me to grow and develop as a leader.

Quickly builds coaching relationship. Focus during session. Insightful and supportive. Follows up as agreed. Sense of humour (always appreciated!)

Directors, Deputy Directors and Assistant Directors in Children's Services

Coach	Bernadette Cass	
Telephone	07765 092 540	
E-mail	Bernadette.Cass@HeworthAssociates.co.uk	
Based In	Yorkshire and Humber	
Works In	London, North East, North West, Yorks and Humber	

Coaching Background, Experience and Style	<p>I build relationships with my clients based on trust and mutual respect, supporting and challenging clients to find their own solutions and achieve their objectives, often through complex circumstances.</p> <p>I specialise in transition coaching, working with those who want to manage change or lead others through it.</p>	
My approach works well for those who prefer...	...to work transparently, in a relationship of equality, holding focus on goals to enable you to achieve your agenda.	
My approach works less well for those who...	...are not willing to reflect on what works well and identify what requires attention. Clients who enjoy working with me are committed to delivering their objectives and developing themselves and those around them.	
Example outcomes reported by coaching clients	<p>'Bernadette allowed me to discover perspective and to change the way I was interacting; she helped me to give responsibility to others and to help others to explore and discover solutions to problems.'</p> <p>'The coaching allowed me to reflect on the appropriateness of my goals, working practices and interactions with colleagues....there is a significant difference in the way that I approach things now...'</p> <p>'It has given me a better understanding of myself and the influences I can have on others'</p>	
Client List	<p>The Institute of Physics</p> <p>Astra Zeneca</p> <p>Mars</p>	<p>DEFRA</p> <p>Kraft</p> <p>Aviva Santander</p>
Work History	I have a strong operational business background. As an IT Director I was responsible for delivering global business change programmes. I used coaching to help teams and organisations deliver sustainable change and achieve business objectives.	
Qualifications and Relevant Accreditation	I am an International Coach Federation accredited coach (PCC) and coach supervisor, and hold a Diploma in Coaching. I continue my studies in Transactional Analysis in Organisations.	

Testimonials

Bernadette helped me gain insight...helped me seek out options to make progress, and ... I used the insight gained during our sessions to coach myself between sessions.

Bernadette is a very competent coach, who is clear and confident in her role as a coach and has the skills to perform it well.

She is skilled in pulling out the important points in a story and reflecting them back in an insightful way that allows the coachee to find their own learning.

Coach	Tanya Chakravarti	
Telephone	07730 821 744	
E-mail	tanyachakravarti@blueyonder.co.uk	
Based In	London	
Works In	London, South East, South Central, South West, North East, North West, Yorks and Humber, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	Experience of fast moving, competitive environments and demanding, stimulating clients including Chairs, CEOs and Directors from both sectors. My robust coaching practice and senior leadership experience provide excellent support for leaders and I aim to stretch and challenge clients to think of issues in new ways and find effective solutions.								
My approach works well for those who prefer...	...a positive, honest and challenging coaching environment, enabling time to think and develop sustainable strategies for achieving business objectives.								
My approach works less well for those who...	...like being "given" answers and need a lot of guidance and direction								
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Managing organisational change in challenging economic times • Establishing priorities and leadership "presence" in new roles • Successful partnerships across related organisations/systems/economies • Enhanced strategic skills to improve health outcomes and performance 								
Client List	<table border="0"> <tr> <td>BBC</td> <td>British Airways</td> </tr> <tr> <td>Camden Council</td> <td>CTVC</td> </tr> <tr> <td>Home Office</td> <td>NHS</td> </tr> <tr> <td>Royal Mail</td> <td></td> </tr> </table>	BBC	British Airways	Camden Council	CTVC	Home Office	NHS	Royal Mail	
BBC	British Airways								
Camden Council	CTVC								
Home Office	NHS								
Royal Mail									
Work History	BBC 20+ years; as an HR Director led large-scale complex change (ER negotiations, redundancies, resourcing), improved diversity performance, launched new broadcasting services, developed Leadership cadre, coached Executive board directors/leaders								
Qualifications and Relevant Accreditation	<p>BSc Psychology, UCL Member CIPD 360° facilitator, OD and Appreciative Inquiry BBC Foundation Coach Post Graduate Certificate, Coaching – iCoach/Middlesex University</p>								

Testimonials

Tanya's coaching style is empathetic and friendly. She asks incisive questions which encourages creative solution finding. I left the sessions more motivated with fresh ideas and clearer thoughts.

Chief Executive, Private Sector

...a gentle style beneath which there is a steely and formidable intelligence. Her challenges were sometimes uncomfortable, but always made me think afresh, especially helpful as a newly appointed senior executive.

Board Executive, Public Sector

Tanya's approach is suited to the complexity of management in the NHS and I did not have to provide much situational explanation for her to "get it".

Chief Operating Officer, London NHS Foundation Trust

Tanya's coaching had the direct impact of making me a more effective manager and achieving promotion; she also has an ability to connect with people irrespective of their standing or status.

Executive Director, CCG

Tanya is an excellent coach - thoughtful, insightful, challenging when necessary but always careful to make sure the questions raised, and the answers found, come from the needs of the client.

Broadcaster, Producer and Writer, Award Winning Media Company

Coach	Zoe Cohen	
Telephone	07786 074 741	
E-mail	zoe.cohen@shinecoachingandconsultancy.co.uk	
Based In	North West	
Works In	London, North West, Yorkshire and Humber, East Midlands, West Midlands	

Coaching Background, Experience and Style	As an Ashridge Accredited executive coach, Zoe brings her values and board experience to benefit individual and team performance through reaching new awareness, to achieve greater levels of trust, openness, clarity, mutual challenge, motivation and resilience. She encourages the conversations that need to happen in organisations. Zoe's style is highly empathic, yet challenging, tailored to the needs of every client.
My approach works well for those who prefer...	...to challenge themselves to engage in genuine personal and professional transformational learning and change with sustainable, long-term impact.
My approach works less well for those who...	...wish to focus on transactional changes or purely a short-term solution focus.
Example outcomes reported by coaching clients	Zoe's clients report that they: feel at ease; valued; gain focus and direction; recognise their strengths and their confidence grows; feel immediate or early benefit; have increased motivation; learn about themselves and change their behaviour as a result.
Client List	Gilead, Legal and General, AXA, Microsoft, BT, DX, North West and East Midlands NHS Leadership Academies
Work History	Zoe is an experienced Executive Director with nine years at Board level in the NHS – latterly on the Board of a £1b turnover organisation. Zoe's Board portfolio has included strategy and business planning; communications, organisational development; human resources; equality and human rights; stakeholder and public engagement; governance and risk management; and managing merger and acquisition.
Qualifications and Relevant Accreditation	MSc in Executive Coaching, Accreditation as an Executive Coach, Ashridge Business School Ashridge Post Grad Certificate in Advanced Coaching and OD Supervision (completion 2014) MA (Oxon), MPH

Testimonials

I have found many benefits from my coaching sessions with Zoë, which have been very professional and constructive, while offering appropriate levels of challenge. Her approach has encouraged reflection which has led to direct personal development in the areas we have focused on.

Director, NHS Foundation Trust

I believe Zoe has the experience, skills, knowledge and personal approach to engage confidently and provide input that would benefit anyone at my level. The impact on my insight and personal performance has been significant.

Director of Operations and Nursing, NHS Trust

I feel very positive after these 2 presentations and believe I now understand where the nerves are coming from and how I can control them. It is evident from our 2 sessions that these feelings are emotional created by me and I understand from our discussions how I can control this. I really appreciate the help you have given me; it has and will provide a real benefit to me developing in my role as a director.

MD, Engineering

I gained significant insights into my personal style and where it worked and where it didn't. I have used this to help coach a direct report who is new to management. By being able to share my own observations on how things can and cannot work has enabled us to have constructive discussions. I also feel more confident in having difficult conversations, and have various strategies to ensure that resolution is gained.

Director, Pharma sector

A very positive experience personally. Zoe is clearly someone who is passionate about her role and has a genuine interest in seeing her client's progress. I do see Zoe as someone I would contact in future, and would recommend personally to peers.

Director, NHS Trust

Zoe is a great coach with her objectivity, positive perspective and ability to listen without being judgemental her greatest strengths.

Director, Pharma sector

Coach	Stephen Colson	
Telephone	07789 176 796	
E-mail	steve.colson@imago-tc.com	
Based In	London, South West	
Works In	London, South East, South Central, South West, East Midlands, West Midlands	

Coaching Background, Experience and Style	1,000+ hours experience with executives, senior teams and athletes, bringing together approaches learned from my science, sports and business backgrounds. Change has been a constant theme in my life, and I specialise in creating simplicity from the complex. I coach the whole person and see the human being in everyone. My clients say I challenge while remaining supportive, I'm grounded and create space for learning and reflection, I explore novel perspectives and I help bring real clarity to issues.	
My approach works well for those who prefer...	...to explore their authentic leadership style and core values ...to stretch their boundaries, be challenged ...to get to the bottom of things ...to work with significant change	
My approach works less well for those who...	...learn from reading/theory rather than through new experience ...have an incremental approach to development	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Discovering authentic, values based leadership styles • Navigating significant change • Greater resilience • Improved conflict resolution • Dealing with limiting beliefs, developing empowering beliefs • Broader perspectives, increased creativity • Greater alignment within teams and departments 	
Client List	Janssen FirstGroup Southwark Council UK Sport	Anristu Telefonica Hyde Housing
Work History	25 years in consumer health care, petroleum and petrochemicals, with executive management positions in General Management, Sales, Marketing, Procurement and R&D. 6 years executive, team and sports coaching.	
Qualifications and Relevant Accreditation	ICF PCC and CTI CPCC professional coach accreditations ORSC systems, organisation and team coach Master Practitioner NLP PhD Chemistry Chartered Chemist, Member of the Royal Society of Chemistry Former internationally licensed ski instructor and slalom race coach	

Testimonials

Steve cuts through your 'blablabla' in a gentle but very firm way and he really challenges but always with respect. I have had many surprises and new perspectives on problems.

Steve has the great ability to think differently, looking at problems from all angles and shifting from left to right brain in his thought processes.

Steve coached me through a particularly challenging time and I can definitely say that there's no one I'd rather have worked with. Totally, 100% recommended.

Steve has had an immense positive impact on me personally, which translated into higher performance, better client relations as well as career development.

Coach	Margot Corbin	
Telephone	07768 230 547	
E-mail	margot.corbin@absoluteorg.com	
Based In	London, East of England	
Works In	London, South East, South Central, South West, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	15 years Executive Coaching in private and public sectors – NEDs/Chairs/CEOs/Executive Directors/Managers; individuals/teams/Boards. I am passionate about how individuals and organisations deliver great performance, and engage people effectively to achieve this. Clients say my coaching is creative in style, questions, approach and challenge; and establishes trust and safety so change can happen.
My approach works well for those who prefer...	...to learn ...to choose to be there and be the best ...to create the real conversations about the things that matter
My approach works less well for those who...	...do not want to engage in learning ...have not chosen to do coaching ...sometimes cannot see the absurdities of life
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Clients settle more quickly into a new role • Improve leadership and management capabilities • Building effective relationships • Achieve informed choice, and through all this deliver increased performance
Client List	Chairs, CEOs, CCOs, Executive Directors at NHS PCTs, Acute, Mental Health and Ambulance Trusts, and CCGs Executive Directors, Home Office SCSs DWP CEO, Directors, Managers at US listed Global Professional Services Business CEO, Directors, General Managers at FTSE 100 Company Executive Director at a Not for Profit Organisation Chair and CEO of a Financial Services startup – backed by a VC
Work History	1985 – 1998 American Express, Johnson Wax, Coutts UK/International Management/Change/HR roles 1998 to date Coached individual leaders/teams/boards Private sector organisations and since 2006 Chairs, CEOs, Executive Directors, in NHS Trusts, DWP and IPS.
Qualifications and Relevant Accreditation	MSc – research on Leadership Diploma in Coaching ICF PCC MBTI, 16pf, FiroB NHS LQF NHS Board Development Tool Systemic Team Coaching Diploma

Testimonials

Everything was new to me. Margot helped me get clear on my leadership style, approach, and success measures. Without coaching it certainly would have taken a lot longer.

New Chair, NHS Trust

I am delighted with our performance, the feedback is amazing, the support from Margot invaluable. It just shows how powerful coaching is. It was a great investment of my time.

CEO, Professional Services

Margot is extremely insightful, perceptive and sees things that others don't – helping me understand why things are that way, how improvement can happen, giving space for reflection and personal change.

General Manager, FTSE 100 Company

Coach	Mark Doughty	
Telephone	01271 377 453 or 07968 856 695	
E-mail	markjdoughty@hotmail.com	
Based In	South West	
Works In	London, South East Coast, South Central, South West, North East, North West, Yorkshire and Humber, East of England, East Midlands , West Midlands	

Coaching Background, Experience and Style	Coaching since 1994, and experienced in working with senior leaders and managers up to Executive and Director level, Mark works quickly to establish trust and rapport and creates a coaching environment where the client feels comfortable to explore his / her presenting issue and is prepared to be challenged to take risks in order to change and achieve measurable results and outcomes. His style is non-directive and results and solution focused through building on the client's strengths in a positive and affirmative way. Mark is supportive and challenging with sensitivity and awareness.										
My approach works well for those who prefer...	...to see the need for change and are motivated to take action that might challenge them ...to be comfortable taking manageable risks, to face concerns in a supportive, 'safe' environment ...to be stretched, enjoy learning new things and experimenting with new ideas and approaches; and are open minded, curious and like to explore and inquire ...to explore how they think, behave and 'see' things and how this influences the results and outcomes they achieve in their lives										
My approach works less well for those who...	<ul style="list-style-type: none"> • Are not prepared to take action • Prefers to get their learning from books and theory • Do not see need for change, or are not prepared to let go of fixed assumptions and beliefs 										
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • More confident and skilled in leading in a complex, fast moving organisational environment • Increased clarity of personal leadership strengths and how to use them to achieve improved results and measurable outcomes • Improved resiliency and self-efficacy in stressful situations • Improved emotional intelligence to manage self and others in difficult situations • Improved clarity around career vision / goals, successful transition into a senior role • Creating and successfully implementing a plan to achieve step changes in development • Greater self-understanding and awareness of how clients build effective relationships in order to influence others to achieve targets and results • Improved ability to handle difficult relationships and conflict situations 										
Client List	<table border="0"> <tr> <td>NHS</td> <td>Sandwell & West Birmingham, Mansfield & Ashfield, Newark & Sherwood CCGs, Walsall and Suffolk Healthwatch, Ipswich Hospital, NW London CLAHRC</td> </tr> <tr> <td>Insurance Sector</td> <td>Abbey life, AXA, AIG Life, Swiss Life, Swiss Re, Unum, Zurich</td> </tr> <tr> <td>Finance Sector</td> <td>Morgan Stanley, Citi, HSBC, Barclays</td> </tr> <tr> <td>Professional Services</td> <td>E&Y, KPMG Third Sector inc SCOPE, Arthritis Care,</td> </tr> <tr> <td>Public Sector</td> <td>Department of Transport, Lewisham Council</td> </tr> </table>	NHS	Sandwell & West Birmingham, Mansfield & Ashfield, Newark & Sherwood CCGs, Walsall and Suffolk Healthwatch, Ipswich Hospital, NW London CLAHRC	Insurance Sector	Abbey life, AXA, AIG Life, Swiss Life, Swiss Re, Unum, Zurich	Finance Sector	Morgan Stanley, Citi, HSBC, Barclays	Professional Services	E&Y, KPMG Third Sector inc SCOPE, Arthritis Care,	Public Sector	Department of Transport, Lewisham Council
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Public Sector	Department of Transport, Lewisham Council										
Work History	<table border="0"> <tr> <td>2014</td> <td>Member of Faculty of NHS Leadership Academy</td> </tr> <tr> <td>2011</td> <td>Co- founder of Centre for Patient Leadership</td> </tr> <tr> <td>1994 onwards</td> <td>Founded business supporting individuals and teams to perform to their potential, achieve success and find fulfilment both personally and professionally. Mark's work has been driven by his own experience of learning to lead and manage the transformational change of living with a long term condition</td> </tr> <tr> <td>1990 – 1994</td> <td>Manager of Learning and Development Surrey FHSA (NHS Primary Care)</td> </tr> </table>	2014	Member of Faculty of NHS Leadership Academy	2011	Co- founder of Centre for Patient Leadership	1994 onwards	Founded business supporting individuals and teams to perform to their potential, achieve success and find fulfilment both personally and professionally. Mark's work has been driven by his own experience of learning to lead and manage the transformational change of living with a long term condition	1990 – 1994	Manager of Learning and Development Surrey FHSA (NHS Primary Care)		
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1990 – 1994	Manager of Learning and Development Surrey FHSA (NHS Primary Care)										
Qualifications and Relevant Accreditation	B.Sc. PGCE (Distinction), Diploma in Training Management, Advanced Diploma in Executive Coaching (AOEC), Certificates in Stress Management & Group work. Accreditation: ICF & EMCC										

Testimonials

Mark is the most effective coach I have come across. His ability to listen at a very deep level and ask powerful questions enables his clients to grow and make constructive, often transformational change. He has a supportive presence yet can challenge appropriately, providing his clients with a safe yet powerful container in which to explore and discover issues that can block their progress. Clients who work with Mark typically grow in confidence and emotional intelligence, which has a constructive, systemic impact on the teams they lead.

Senior Manager, Group Learning & Development, HSBC

Mark is a skilled coach and facilitator. His ability to elicit powerful learning on a personal and professional level in order to support the changes going on in my life has been truly impressive. He is particularly skilled at asking those questions that challenge my current thinking and support me to find new solutions to previously difficult problems.

Director, of Healthcare Consultancy and founder of NHS Centre for Involvement

Coach	Dr Angélique du Toit	
Telephone	01332 704 806 or 07920 462 697	
E-mail	angelique.daviesdutoit@gmail.com	
Based In	East Midlands	
Works In	North East, Yorkshire and Humber, East of England, East Midlands	

Coaching Background, Experience and Style	<p>International Executive Coach with 17 years' experience working at Board Level and in cross cultural environments in both public and private sectors. My approach is supported by own experience as a senior manager working internationally.</p> <p>As a researcher and academic my practice is supported by relevant theories and concepts.</p>
My approach works well for those who prefer...	...to be both challenged and supported for the purpose of developing interpersonal skills and lasting behavioural changes in themselves and others.
My approach works less well for those who...	...are mainly focused on achievement of goals and performance without imbedding it in a framework of personal development.
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Deeper insight into leadership style • Greater personal awareness • Ability to reflect on both positive and negative situations for the purpose of learning • Taking on more senior challenging roles with confidence
Client List	<p>Board members of NHS Trusts Chief Operating Officers of CCGs Heads of Services in Local Authorities Chief Fire Officer, Fire Service Head of Innovation in Defence Industry European Directors in Nissan Senior Police Officers, various Police Forces</p>
Work History	Senior, International Manager in private sector, Executive Coach, academic and researcher in personal and organisational behaviour, design and delivery of bespoke corporate and leadership programmes, author of coaching related books
Qualifications and Relevant Accreditation	Ph.D., M.Phil, MBA, DMS, Cert. Ed. (HE), Personal Construct Psychology, Positive Psychology, MBTI Level II, Qualified Mediator

Testimonials

I developed confidence, ability to analyse situations; improved leadership skills; ability to challenge at all levels; deal with underperforming teams; reflect upon situations and create reasoned arguments for responses.

Angélique has helped me develop a clearer view of a new role and how to maximise my impact in this role, both within the organisation and externally with partners and stakeholders.

She has a wide range of multi sector experience to draw upon.

I gained a better understanding of my role as Chief Executive, my behaviours and how to influence others.

Her approach is thought provoking and positively challenged my thinking and views.

Good appreciation of culture and its impact on delivery.

Angélique has great insight and knowledge and provides challenge and thought provoking ideas in an environment of calm.

Coach	Fiona Elder	
Telephone	07811 331 619	
E-mail	Fiona.elder@elderconsultants.co.uk	
Based In	London, South Central, South West	
Works In	London, South Central, South West, East of England, East Midlands, West Midlands *South East, *North East, *North West, *Yorkshire and Humber (*for full days of work only)	

Coaching Background, Experience and Style	Accredited coach with 15 years of experience in both private and public sectors. Working with senior leaders and their teams to build resilience, manage change, turnaround and deliver results. I work in a collaborative style with my clients, which is highly supportive whilst challenging and the contracting and reviewing process enables the client to direct the work.								
My approach works well for those who prefer...	... to be curious, optimistic and know the value of self-awareness whilst holding themselves accountable for taking action and learning								
My approach works less well for those who...	...are less curious about possibilities and are unwilling to challenge the way they are looking at a problem or opportunity								
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Increased clarity on situation, key issues and choices for action • Resilience and delivery of results and enhanced performance • Confidence and optimism in ability to influence • Conviction about benefit of coaching within their leadership role 								
Client List	<table border="0"> <tr> <td>Gloucestershire Clinical Commissioning Group (Stroud and Berekeley Vale Locality)</td> <td>West London Mental Healthcare Trust</td> </tr> <tr> <td>Imperial College AHSC Foundation Trust</td> <td>Mercer</td> </tr> <tr> <td>London Business School</td> <td>Nokia</td> </tr> <tr> <td>Catlin</td> <td></td> </tr> </table>	Gloucestershire Clinical Commissioning Group (Stroud and Berekeley Vale Locality)	West London Mental Healthcare Trust	Imperial College AHSC Foundation Trust	Mercer	London Business School	Nokia	Catlin	
Gloucestershire Clinical Commissioning Group (Stroud and Berekeley Vale Locality)	West London Mental Healthcare Trust								
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Catlin									
Work History	<p>Chemical Engineer and Production Manager –working on national change and process redesign projects</p> <p>Director of Systems Integration Consultancy</p> <p>Coach and Leadership Development Consultant working with UK and European Organisations</p>								
Qualifications and Relevant Accreditation	<p>ICF Accredited Coach</p> <p>Advanced Certificate Systemic Practice</p> <p>MBTI, Political Intelligence, Transactional Analysis</p> <p>Certificate Relationship Counselling</p>								

Testimonials

Working with Fiona has helped me prepare for and deliver effectively at critical times within our change programme.
Clinical Head of Service, NHS Trust

I engaged Fiona to develop leaders and as a leadership coach to clinical and nurse leadership to Director Level. I would recommend her above other coaches I have worked with.
Head of Leadership and Development, NHS Trust

Fiona works well with executives under significant business pressure. She helped me consider challenges from different angles leading to actionable ideas for leading cultural change and driving business performance improvement.
Chief Executive, Risk Management Company

We saw a noticeable improvement in a number of areas including: conflict handling, inter-departmental cooperation and personal stress-management. I would recommend Fiona as an experienced and effective executive coach.
Managing Director, International Management Information Services Group

I have used much of my learning during our sessions to coach the legal partners in my new role. The work we did together touched all areas of my life.
Marketing Director, Professional Services

Fiona has worked as a coach to the project team as well as directly with myself. Her role has been pivotal to the success of this project.
Operations Director, Retail

Coach	Eversley Felix	
Telephone	07725 052 704 or 02088 039 749	
E-mail	eversley.felix@gmail.com	
Based In	London, South East, South Central	
Works In	London, South East, South Central	

Coaching Background, Experience and Style	I have been working as an executive coach to board level executives and other high potential senior leaders and emerging leaders for 23 years. I have a great in-depth understanding of the complexities of human behaviour in the business setting. I am a talented coach and an accomplished OD specialist with wide experience in designing and delivering change management and leadership development programmes for clients.	
My approach works well for those who...	...are business-like, focused, curious to experiment with different methods ...are willing to learn ...take joint responsibility for co-creating the learning and partnership	
My approach works less well for those who...	...are cynical about the benefits of coaching and are looking for a “quick fix” and simple answers to complex problems ...place the onus on me to solve their problems	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Success in a Senior Role • Rewarding and successful journey through organisation change 	
Client List	NHS BBC Network Rail Eve Turner Organisation	LSO London Sinfonietta London Borough of Haringey
Work History	Teacher Nurse Manager Head of L&D, Hackney Council Senior L&D Consultant and Executive Coach at BBC Executive Coach and L&D Consultant at Penna PLC Associate Tutor at Henley Business School Visiting Faculty member at Cass Business School	
Qualifications and Relevant Accreditation	Doctorate in Business Administration MA, BA (Hons) Master Practitioner Executive Coach Adv Diploma Executive Coaching Certificate Executive Coaching NLP Practitioner BPS Levels A& B competence European Test User Certificate BPS	

Testimonials

“I would not have had such a successful period in my senior role, without Dr Felix’s contribution”

“He has underpinned a deeply rewarding and successful journey for both me and my business during a period of accelerating change”

Clients

Coach	Su Fowler-Johnson	
Telephone	0161 300 7679 or 07775 429 655	
E-mail	su@paceconsulting.org.uk	
Based In	North West	
Works In	North West, Yorkshire and Humber, West Midlands	

Coaching Background, Experience and Style	Over 15 years coaching and mentoring experience, working with board level and aspirant leaders (including clinicians) in all sectors of health and social care ranging from acute, primary care, academia and private sector. My style is person centred, challenging and empathetic. I aim for every client to be better equipped to deal with his or her next challenge.
My approach works well for those who prefer...	...to work holistically to develop new levels of self-awareness, emotional intelligence, reflection and are prepared to be constructively challenged.
My approach works less well for those who...	n/a
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Leadership development – strategic thinking, personal effectiveness and performance improvement • Career progression • Adapting to change and transition • Increasing impact and utilizing signature strengths • Improving confidence and self-image • Dealing with conflict and self-limiting beliefs • Coping with organisational change
Client List	<p>Manchester Police Blackpool, Fylde and Wyre NHS Foundation Trust 5 Boroughs Partnership NHS Trust North West Leadership Academy – CCG Chairs and Chief Operating Officers NHS North West Health Education England – Deanery Greater Bridgewater Community NHS Trust National Breaking Through Programme</p>
Work History	<p>25 years NHS – Clinician, Senior Manager, Associate Director Employed as a Consultant Director of People and Change Experts Non-Executive Director (NHS)</p>
Qualifications and Relevant Accreditation	<p>PG Certificate in Business and Executive Coaching PG Diploma in Coaching Psychology Myers Briggs Type Indicator (MBTI) accreditation 360 feedback facilitator – NHS Leadership Framework Emotional Intelligence Tool – administrator and accreditation Registered General Nurse PG Diploma in Management Studies PG Diploma in Primary Health Care</p>

Testimonials

Still coping with a frantic work life in difficult circumstances, and with the stakes higher than ever before in my career, I didn't need an undoable 'list of things to do' or highbrow management theories. I needed a cool head, measured approach; a friendly and encouraging hand to guide me through what I knew was going to be a really tough time. Su gave me everything I needed and more, a professional, balanced approach, based on years of experience and insightful understanding of the environment I was operating in.

NHS Director

Coach	Jonathan Gravells	
Telephone	07971 400 696	
E-mail	jonathan@fargoassociates.com	
Based In	East Midlands, West Midlands	
Works In	North West, Yorkshire and Humber, East Midlands, West Midlands	

Coaching Background, Experience and Style	10 years executive coach, following senior manager experience in large organisations undergoing major change. Coached up to CEO/Chair in NHS (for 4 years+), private sector and social enterprises. I help identify outcomes that work for you, then provide the thinking space, structure, support and challenge you need to achieve them.	
My approach works well for those who prefer...	...to clarify priorities, focus on what they can control, see the bigger picture, learn to leverage their strengths, and manage relationships more effectively	
My approach works less well for those who...	...see the coaching as a remedial activity, or a training session, or favour too narrow a range of perspectives / approaches	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Managing the transition to more senior/strategic roles • Getting the best from change • Renewed sense of self-confidence and agency • Long term career strategy and personal brand • More productive relationships with others 	
Client List	Private sector	Fowler Welch Coolchain, Adelle Foods, May Gurney
	Public Sector	NHS, Leicestershire Constabulary, various schools and colleges
	Third Sector	Impetus Private Equity Foundation
Work History	2003 – Present	Director Fargo Associates Ltd.
	2000 – 2003	Group HR Director, Express Dairies plc
	1996 – 2000	HR Director, Carlsberg UK
	Previously	HR and Production roles in engineering & brewing
Qualifications and Relevant Accreditation	E.M.C.C. Accredited coach – Master Practitioner M.Sc. Mentoring, Coaching and Organisational Change Chartered Fellow Institute of Personnel and Development	

Testimonials

Jonathan was able to challenge my assumptions in a non-threatening way. He regularly checked with me that I was getting what I wanted...always felt like it was my agenda.

CCG Clinical Chair, NHS

...has an excellent ability to listen, understand the complexity of challenges I faced and...see my professional situation in new ways that helped me to develop insight and learning...

Clinician, NHS

I felt that Jonathan was excellent in allowing reflection and developing ability to look at opposing and conflicting views. Jonathan provided a secure environment to further develop this skill.

Head of Commissioning, NHS

He has high-level senior experience, he is resourceful / creative in his thinking, he brings structure and challenge to one's thinking and he has a real interest in one's own development.

Chief Executive, Social Enterprise

Jonathan is able to create order out of chaos.....he is very able to get on track and support a meaningful outcome to the sessions without rushing to force conclusions.

HR Director, Private Sector

Coach	Joy Harcup	
Telephone	07816 989 800 or 01275 333 616	
E-mail	joyharcup@harcupconsulting.com	
Based In	South West	
Works In	London, South West, West Midlands	

Coaching Background, Experience and Style	Highly experienced in coaching senior leaders, in the public and private sector, who are working in organisations undergoing transition. I specialise in coaching in: strategic thinking, leadership style, influencing / communication, managing stakeholders / ambiguity, team building and resilience. My coaching style is pragmatic, analytical, perceptive and supportive, whilst being challenging.						
My approach works well for those who prefer...	...to develop their own effective leadership style and to be stretched and supported in a professional and respectful way to achieve this						
My approach works less well for those who...	...are not prepared to challenge their current thinking or ways of operating, or are not open and honest						
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Acting more strategically • Prioritising effectively • Confidence in abilities as a leader in leading diverse teams • Resilience under pressure • Use of different approaches to better influence/communicate to colleagues/stakeholders 						
Client List	<table border="0"> <tr> <td>Public Sector</td> <td>NHS, Treasury, Home Office, British Council</td> </tr> <tr> <td>Private Sector</td> <td>RBS, Linklaters LLP, Norton Rose LLP</td> </tr> <tr> <td>Charitable Sector</td> <td>Kids Company</td> </tr> </table>	Public Sector	NHS, Treasury, Home Office, British Council	Private Sector	RBS, Linklaters LLP, Norton Rose LLP	Charitable Sector	Kids Company
Public Sector	NHS, Treasury, Home Office, British Council						
Private Sector	RBS, Linklaters LLP, Norton Rose LLP						
Charitable Sector	Kids Company						
Work History	Current Vice President, UK Board of the International Coach Federation. Originally practising as a solicitor, I moved early in my career into senior management, as head of a function at a global professional services firm.						
Qualifications and Relevant Accreditation	MBA (Distinction), Bath University; Accredited Coach with the International Coach Federation; Qualified to administer leadership psychometrics; LLB (Hons) (Sol).						

Testimonials

I cannot recommend Joy too highly. She is excellent. I received a lot of insight around political skills and a great deal of challenge around my own strengths and weaknesses, delivered in a very balanced way.

Dean, Leading University Management School

Joy has an extremely approachable manner and made the sessions both enjoyable and valuable. Her approach enabled me to talk openly and honestly. Although there were times when I could have cancelled the sessions due to busy workloads, I found myself always ensuring that I had the time to attend.

Director, Government Agency

I'm a very satisfied client. My promotion starts tomorrow, so mission accomplished. Thanks for all your help, which was so crucial in getting me to the right place in my mind.

Senior Judge

Joy stimulated me to analyse issues differently and to think positively. Because of the coaching, I am much more focused on what I want to achieve and how to go about it.

Director, Multinational Company

I told my colleague "that woman changed my life". I still use some of your techniques every day and pass them on to my team.

Senior Manager, Top 20 Professional Service Firm

Coach	Louisa Hardman	
Telephone	077907 32596	
E-mail	louisahardman29@gmail.com	
Based In	London	
Works In	London, South East Coast, South West, South Central, East of England, East Midlands, West Midlands	
Coaching Background, Experience and Style	Louisa is a respected coach and facilitator working with international clients across all sectors to achieve real learning and change. As a coach, Louisa works as a trusted thinking partner, enabling clients to address the things that really matter constructively and creatively, so extending personal resilience, range and impact. Her approach goes beyond resolving current challenges to develop clients' perception, thinking and practice for the complex and changing demands of health and social care leadership.	
My approach works well for those who...	Louisa specialises in working with leaders in transition, either to new and more senior roles, whilst leading strategic change or within turbulent environments. She is known for her ability to foster leadership confidence, authority and presence, enabling clients to progress ambitions with courage. This frequently involves working with leaders to redefine or rekindle their sense of purpose and values which may have become diminished in demanding roles. Louisa also has particular expertise in supporting clients to achieve meaningful results through challenging and testing relationships and through ambiguous organisational arrangements.	
My approach works less well for those...	...who are looking for off-the-shelf answers that require less reflection, challenge or change.	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Personal and professional self-confidence and growing leadership authority • Engaging colleagues to achieve organisational and service improvement • Successful role transition and career advancement • Cross boundary collaboration to improve patient outcomes, growing political influence • Improved Executive Team and Board effectiveness, Enhanced self-awareness, self-management • Progressed a series of difficult relationships and organisational issues 	
Client List	Health & Social Care, DH, Local Govt, TDA, Monitor, CQC, NHSE, CCGs, CSUs, Providers FTSE 100 companies, start-ups, legal services, Regulators, Universities, the Police, utilities and creative industries	
Work History	In addition to leading a successful independent consulting practice for the last 20 years, Louisa is an associate with Ashridge Business School and the Leadership Foundation for Higher Education, where she is a Programme Director on the Top Management Programme. Within the NHS Leadership Academy, Louisa is a course leader on the InterSect System Leadership Programme and is a faculty member on the Directors' Nye Bevan Programmes. Before moving into independent practice, Louisa worked in law and social housing, latterly working as HR Director for a London Housing Association and as Organisational Development Consultant for the Health Education Authority and BBC.	
Qualifications and Relevant Accreditation	A master coach, coach developer and supervisor, Louisa's pragmatic yet insightful approach draws on her professional education in psychology alongside experience in Gestalt psychotherapy and in Group Relations with the Tavistock Institute. She is accredited with the EMCC (Distinction), holds an MSc in Coaching Psychology and is qualified to administer numerous psychological instruments such as the Hogan Suite, MBTI, Firo-B and the new Healthcare Leadership Model 360.	
Testimonials Clients describe Louisa as warm, perceptive, rigorous and committed to the positive difference that effective leadership brings to both society and organisational life: <p><i>"Working with Louisa has reminded me what I came into NHS leadership for in the first place and enabled me to find the courage and skill to lead authentically. Her approach inspires confidence and has enabled me to be the best leader I can be during a very difficult series of transitions."</i> Executive Director, Acute Trust</p> <p><i>"Louisa is remarkable in where she has taken me; I have come to really appreciate what good coaching is. She has always supportively pushed me to achieve what I'm most committed to both organisationally and socially; this has been fundamental and transformative for me."</i> Pro Vice Chancellor, University</p> <p><i>"Working with Louisa has been profoundly beneficial to my leadership. She is supportive, insightful and adaptable yet also not afraid to challenge – but does so in such a skilful way that mutual trust and respect is never compromised. I would describe Louisa's professionalism and integrity as being of the highest levels... working with her has increased my confidence and self-awareness significantly. I now have practical strategies and techniques to draw on throughout my leadership career."</i> Director, ITV</p> <p><i>"My sessions with Louisa took my professional development to a completely different level. Louisa's ability to understand, anticipate, ask probing questions, just at the right time made me think and comprehend leadership in a completely different way. As the person responsible for managing output to one of the most turbulent areas on earth, where the twists and turns of local political and social developments have manifested here in the form of massive growth and change, I have weathered it all thanks to the opportunities I had to check in and reflect with Louisa. I cannot speak highly enough about the positive impact she has had on my leadership."</i> Editor, BBC</p>		

Coach	Baz Hartnell	
Telephone	07734 359 307	
E-mail	baz.hartnell@starr-performance.co.uk	
Based In	South West, East of England	
Works In	London, South Central, South West, East of England, Yorks and Humber, East Midlands, West Midlands	

Coaching Background, Experience and Style	Previously a Managing Director in the private sector, I'm an experienced coach with a practical outcome focus, having been on the national NHS coaching register for the past nine years. I've an MSc in Coaching and an MBA; knowledge and experience which I can offer up for my clients.
My approach works well for those who prefer...	...to use a coach who is direct, collaborative, flexible and knowledgeable in developing their leadership and management capability
My approach works less well for those who...	...are not curious about growing themselves or motivated to improve their capacity to lead more effectively
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • New leadership approaches and tools • Greater personal presence • Greater resilience • Speedier transition to new roles • Improved partnership working • Better holding others to account • Comfort with uncertainty • More influential • Enhanced problem-solving
Client List	South West Ambulance Service NHS Foundation Trust South West Yorkshire Partnership NHS Foundation Trust South Devon and Torbay CCG NHS Trust Development Authority North Kirklees CCG Cambridge University Hospitals NHS Foundation Trust Health Education South West
Work History	Previously a Managing Director in the private sector, then within the NHS I have undertaken executive coaching, team and board development and have run various leadership development programmes.
Qualifications and Relevant Accreditation	MSc in Coaching (Merit) MBA (Distinction) NHS Board Development LQF facilitator Level A and B+ accredited Top Leaders Diagnostic Toolset

Testimonials

Baz's coaching has made me more confident and aware as a leader. His leadership experience coupled with his inquisitiveness has given me new insights regarding my own leadership practise.

Chair, Ambulance Trust

Baz made me think about why I do things and how to do things differently. A lot of my pressures were entirely self-inflicted. I now understand my abilities and potential.

Director of Finance, Trust Development Agency

Baz helped me see how I could apply my GP experience in my leadership role, as well as giving me management and leadership tools and approaches to enhance my effectiveness.

Chief Clinical Officer, CCG

Baz's challenging yet facilitative approach enabled me to develop rapidly into my role. I believe I'm a better leader and have a better team because of Baz's successful coaching.

Director of Commissioning, CCG

Coach	Julie Hickton	
Telephone	07885 370 034 or 01909 470 851	
E-mail	Julie@naturescoaching.co.uk	
Based In	Yorkshire and Humber	
Works In	North East, North West, Yorkshire and Humber, East Midlands, West Midlands	

Coaching Background, Experience and Style	My coaching style is influenced by the Nancy Kline Time to Think approach, positively holding generative attention, challenging assumptions, whilst creating a safe place for great thinking. Balancing this with passion, enthusiasm, inspiration, focus and clarity to support client growth and increased self-awareness and understanding. Where helpful bringing in influences from all aspects of my training and development.	
My approach works well for those who prefer...	...to stretch their personal boundaries and limitations, personally grow, have fun and enjoyment, think well and are prepared to be challenged	
My approach works less well for those who...	...do not take personal accountability for their personal growth, are not open to new and different approaches or maybe have a fixed mind-set	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Achievement of goals • Personal confidence • Increased leadership impact • Increased resilience • Enhanced influencing ability • Career progression • Increased team effectiveness and engagement • Increased thinking capability • Improved relationships • Clarity of thought and direction of travel 	
Client List	Yorkshire and Humber LETB Manchester Mental Health Trust Doncaster Local Authority Laidlaw Interiors Group	Bradford District CCG Harrogate CCG Diversey Inc
Work History	With an early career with Marks and Spencer holding a variety of positions within HR and Training and Development. HR Director for Millfold Group and Divisional HRD for Eaga, prior to setting up Natures Coaching Ltd. Has also held the position of Non Exec Director for 7 years for an NHS Foundation Trust.	
Qualifications and Relevant Accreditation	Diploma in Executive Coaching Time to Think Approach Emotional Intelligence Accredited	Diploma In Performance Coaching Positive Psychology Master Classes Trained in NLP techniques

Testimonials

I have used Julie's positive psychology approaches and persistent challenging in my coaching practice and in working with my team.

Her positivity is infectious; her personality quickly establishes rapport and creates a safe environment to explore issues. She has a great balance of challenge and support.

Julie displayed energy and real commitment to achieving the agreed aims of the team coaching. She ensured that team energy levels were maintained at a high level.

Thought the way you handled the coaching today was more meaningful and useful than my previous experiences, and has left me with a lot to think about and challenge myself on.

Very focused energy and stimulating in respect of constructive challenge.

Passion in abundance, and Julie did have a positive impact on me which to say the least is a fantastic result

I really enjoyed working with you, thank you, the work we did together was both challenging and enjoyable and worthwhile. Time to think about self is very valuable, especially when it isn't shallow and self-indulgent, which you would of course never allow.

Coach	Lizzie Holden	
Telephone	07983 744 409 or 02078 129 653	
E-mail	lizzie.holden@theglobalcoachhouse.com	
Based In	London	
Works In	London	

Coaching Background, Experience and Style	4000+ hours coaching senior to board level across sectors including NHS, Pharmaceuticals and Financial Services. I have been described as having “a razor sharp mind and compassionate heart.” My style has been described as: insightful, intelligent, wise, warm, reflective, challenging and humorous.	
My approach works well for those who prefer...	...to work with their feelings, as well as their thoughts and actions and want to be challenged as well as supported	
My approach works less well for those who...	...only want me to provide tips and solutions	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Promotion • Effective and efficient first 90 days • Successful navigation of difficult political environment • Notable turnaround in culture • Increased confidence and resulting improved reputation and network • Successful change programme • Able to deal with conflict comfortably • Greater well-being through stress reduction and positive self-management 	
Client List	Barts St George's Novo Nordisk Financial Conduct Authority	Guy's and St Thomas' Surrey PCT HSBC
Work History	Seven years coaching medical staff in Barcelona: 2 years training teachers in Mexico; 2 years coaching at Novo Nordisk, Copenhagen; 2 years coaching and training in NHS; 5 years internal coach for HSBC global talent; 6 years leading own coaching company.	
Qualifications and Relevant Accreditation	BA Degree, Oxford University Postgraduate: Diploma in Advanced Executive Coaching (double distinction) Diploma in Coaching and organizational Development Certificate Coach Supervisor Certificate in The Psychology of Coaching Accredited Level 3, Association of coaching	

Testimonials

Lizzie has been a source of calm wisdom for the years I have worked with her. She is an incredibly talented and intuitive coach - and has the ability to make you think differently about any situation. Her greatest asset I believe is her humility and non-judgemental approach - hire Lizzie and her team, and you will get great results.

Lizzie is insightful and excellent in understanding the issues I have faced and helping me to find my own ways to deal with them.

Lizzie has a coaching approach which is pragmatic and focused; her communication has a natural ease to it and her ability to utilise her professional training with her natural intuition has proved invaluable to me both personally and professionally.

She has delivered a constructive, broad and challenging view of my capabilities, provided tools to help me analyse and better understand, together with a very effective coaching style to guide my progress. All in all a very effective and rewarding coaching relationship.

Lizzie has been a source of calm wisdom for the years I have worked with her. She is an incredibly talented and intuitive coach - and has the ability to make you think differently about any situation. Her greatest asset I believe is her humility and non-judgemental approach - hire Lizzie and her team, and you will get great results.

People who are important to me have said that I am a different person since I have had Lizzie's help.

Coach	Jackee Holder	
Telephone	07961 431 090	
E-mail	jackeeholder@aol.com	
Based In	London	
Works In	London, South East, South Central, South West, East Midlands, West Midlands	

Coaching Background, Experience and Style	Coach trainer and an executive/leadership coach working across a range of sectors. My executive coaching portfolio includes a successful track record of one to one executive coaching with chief officers, directors, senior and middle managers in both the public and private sectors.	
My approach works well for those who prefer...	...to work with a coach who has a strong background in diversity and inclusion and who brings this experience to the coaching partnership. My coaching style is primarily person centred, whole-hearted, practical, experiential and a strong ability and commitment to work at the edges and to challenge. With the aim to strengthen emotional intelligence and resilience. My style is one of skilful facilitation and authenticity using a range of theories and techniques if needed, which are relevant to the issues and themes raised in the coaching.	
My approach works less well for those who...	...prefer a more directive approach that is based primarily on performance goals that is more goal and outcome focused rather than a more joined up approach that includes developing other skills and abilities like EQ, personal impact, developing teams and interpersonal relationships.	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • New perspectives and approaches to being a more strategic and heart focused leader • New models and techniques for facilitating and managing teams creatively • Increased self-belief and leadership development in the context of managing change, managing self and others and navigating and responding mindfully to challenging situations • Effective conversations tips and coaching techniques for managing difficult conversations, raising visibility and increasing personal and professional impact 	
Client List	National Health Service Royal College Of Nursing National Bank Of Abu Dhabi The Arts Council	BBC National Children's Bureau Metropolitan Police and Manchester City Police Coaching Supervision Academy
Work History	<ul style="list-style-type: none"> • 20 years' experience in leadership, training, organisational and people development • NHS Executive Coach Register, Breaking Through Programme, Action Learning Set Facilitator for the NHS Graduate Management Trainee Scheme • Associate with the Learning and Skills Improvement Service and the Learning and Skills Network in the roles of coach trainer, executive coach and Action Learning Set facilitator • ILM Level 3 and Level 5 Coach accredited training programme for the National Bank of Abu Dhabi and The Learning and Skills Improvement Service – Coach and Coach Trainer 	
Qualifications and Relevant Accreditation	<ul style="list-style-type: none"> • Coach Supervisor – Coaching Supervision Academy (July 2012) • Spiritual Intelligence Certified Assessment Tool - 2011 • Certified Me Motivational Practitioner 2010 • Certified Fierce™ Conversations Trainer 2009 • Foundation Certificate in Organisational Systemic Practice 2009 • Certificate In Preparing To Teach In The Life Long Learning Sector 2008 • Solutions Focused Coaching (Leaders As Coaches Programme) - The Solutions Focus 2007 • Post Graduate Certificate – Executive Coaching, Lancaster University 2006 • M.A. Creative Writing & Personal Development, Sussex University 2006 	

Testimonials

Jackee Holder is a highly skilled expert in her field. She helped me to make a life changing decision about my career -
Sue Clyne, former Head of HR Bournemouth College

Jackee is wisdom personified and yet her humility is ever present.....she achieves fantastic results because she really believes in the power of the human spirit and the ability of each person to be the author of their life story. -
Pat Joseph Director Arise Development Ltd

Jackee stands out everywhere she goes. She is a creative, sensitive, highly talented coach. -
Judy Apps NLP Coach & Coach Trainer

Jackee is passionate and has a strong commitment to the coaching process in support of her clients. She is sensitive to her clients coupled with skill to challenge them. She brings a deep experience of developing diversity and inclusion in public sector Leadership.

Jenny Bird Director JB Executive Coaching Ltd

Coach	Penny Humphris	
Telephone	07900 245 408	
E-mail	penny.humphris@ntlworld.com	
Based In	South Central	
Works In	London, South East, South Central, South West	

Coaching Background, Experience and Style	A practical approach seeking to establish high levels of trust and confidence, enabling people to reflect in a structured way and supportive environment. Clients are encouraged to explore their inner and outer selves, reflecting on their current and desired personal qualities and develop plans to achieve optimum performance and wellbeing.
My approach works well for those who prefer...	...to work through issues in a supported way and focus on finding practical solutions to help themselves achieve their goals
My approach works less well for those who...	...want to be advised or told what to do and how to do it.
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Increased self-awareness, self-belief, and resilience • Improved performance, increased effectiveness in working with partners, increased confidence • Understanding of how to coach rather than direct others to achieve their best
Client List	NHS England Great Ormond Street NHS Trust Imperial College Healthcare NHS Trust North Bristol NHS Trust Portsmouth CCG North Somerset CCG Cambridgeshire and Peterborough CCG
Work History	Penny spent 28 years in the NHS at operational and strategic levels, and as a Chief Executive. Since 2005 Penny has provided coaching support to very senior leaders in the public and private sectors.
Qualifications and Relevant Accreditation	BA, MSc(Econ) Coaching Diploma – University of Strathclyde/School of Coaching MBTI Licensed NHS LQF 360 Feedback Facilitator Board Development Tool

Testimonials

She is a very insightful and thoughtful coach with a supportive and accessible style, but also her extensive experience, relevant to the most senior roles, is a real advantage.

Chief Executive NHS Foundation Trust

Penny helped me gain insights into the specific challenges facing me in my first top leadership role including my leadership style, support thinking through wicked problems and a new perspective on professional relationships.

Chief Clinical Officer, CCG

Penny is always supportive and encouraging, and is also constructively challenging. She is an excellent listener and is very effective in helping me to focus on the right things.

Accountable Officer, CCG

Coach	David Love	
Telephone	07872 012 940	
E-mail	dlove@opmassociates.co.uk	
Based In	London	
Works In	London, South East, South Central, South West, North East, North West, Yorkshire and Humber, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	<p>Coaching leaders for 12+ years my approach draws on:</p> <ul style="list-style-type: none"> • a belief that appreciative methods enable performance • an understanding of the challenges facing leaders • a commitment to encouraging reflective practice • focusing on individuals' needs in their contexts, incorporating support and challenge • a commitment to social outcomes
My approach works well for those who prefer...	<p>...to tap into their creativity to explore challenges from different angles</p> <p>...to work on how they can make a difference</p>
My approach works less well for those who...	<p>...are less comfortable with self-reflection</p> <p>...are wedded to one particular leadership or coaching approach</p>
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Improved self-confidence • Enhanced leadership capability and performance • Career enhancement/promotion • Increased resilience to lead complexity and change • Increased political astuteness to deal with organisational politics positively.
Client List	<p>Pennine Care NHS Foundation Trust Virtual Staff College/Department for Education DCS, Aspiring DCS Leadership Programmes Oxfordshire County Council Warwick District Council Christchurch College UK Sport-approved coach NHS Institute for Improvement and Innovation Breaking Through Programme</p>
Work History	<p>David worked with OPM for 13+ years, including as Head of Leadership Development and leading on coaching. He is an OPM Associate focusing on coaching, and coach supervision and development.</p>
Qualifications and Relevant Accreditation	<p>ILM Level 7 Diploma in Executive Coaching & Leadership Mentoring Bath Consultancy Group's Certificate in Supervision (ongoing) Member, Association of Coaching MBA Licensed for psychometrics.</p>

Testimonials

David quickly established a rapport and created a coaching environment best described as collaborative, empowering. I was enabled to explore issues in a very constructive, supportive but challenging way.

Professional, personalised, allowed the focus to emerge which enabled flexibility in terms of prioritising situations as they arose for me in my new senior leadership role.

David is a good listener and thought provoking.

David is a very considerate, measured person who allows the individual to express their thoughts and concerns and find innovative ways of dealing with them.

Very astute - understands the pressures faced by NHS managers. Helps you reflect on your issues and think about them in a more positive manner, enabling solutions to be found.

Listens and interprets really well. Provides validation as well as robust challenge.

David is calm and non-judgemental – there is always an outcome at the end of a session.

Testimonials from Senior Health, Children's Services and Local Authority Managers

Coach	Dr Barbara Moyes	
Telephone	07818 458 359	
E-mail	barbara.moyes@btinternet.com	
Based In	Edinburgh	
Works In	London, North East	

Coaching Background, Experience and Style	A former leader myself, I have substantial experience of coaching leaders, particularly in the NHS. I engage and develop trust quickly, and use a range of approaches tailored to the person. Results focussed, I use humour too so sessions are enjoyable rather than 'heavy.'	
My approach works well for those who...	...prefer to reflect ...are open to self-exploration to gain self-awareness and change their behaviour ...want transformational change	
My approach works less well for those who...	...are alpha males and females ...are dismissive of coaching	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Gained promotion • Managed transitions • Increased self-awareness and confidence • Improved performance • Contributing effectively at Board meetings • Making effective presentations at Board level • Managing, leading staff, networking and influencing others more effectively 	
Client List	The King's Fund KPMG NHS	Department of Health Cass Business School Most central government departments.
Work History	Head of learning and development in the Department of Health, a University and private sector company. Senior Visiting Fellow at Cass Business School, researcher and published writer.	
Qualifications and Relevant Accreditation	MSc Coaching (Distinction); PhD; MSc; MA FCIPD; Member of Association of Coaching Myers Briggs Steps 1 and 2; Hogan; EQi	

Testimonials

Barbara Moyes is a fantastic coach. Her sessions have been the highlight of the course for me. I would appreciate it if her outstanding work could be acknowledged.

To say her coaching changed my outlook and performance at work is an understatement.

I found our sessions hugely beneficial, very empowering, and they have given me a new lease of self-confidence.

Barbara's approach helped me to get to the bottom of issues and blockages, and see practical ways of getting around them.

I really enjoyed our sessions and I got a tremendous amount out of them. You've equipped me with the tools I need to move forward and I'm very grateful indeed.

Coach	Dr Mike Munro Turner	
Telephone	01684 893 380 or 07875 375 031	
E-mail	mike@jerichopartners.co.uk	
Based In	West Midlands	
Works In	London, West Midlands, South Central, South West	

Coaching Background, Experience and Style	I have over 20 years' experience of coaching executives and directors to improve their performance and that of their organisations. I bring a deep understanding of individual change, managing unconscious processes, and releasing leadership potential to this work. My approach is positive, solution focused, appreciative, and creatively challenging.	
My approach works well for those who prefer...	...to be stretched and challenged in a supportive environment ...to learn from their own experience ...to experiment with new approaches	
My approach works less well for those who...	...are looking just for advice ...see change as only happening outside themselves, or have no need or reason to change	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Broader, more flexible leadership style • Bolder and more focused • Able to work with complexity and ambiguity • Able to use myself more skilfully • Clarity about my leadership strengths • Increased emotional intelligence 	
Client List	Department of Health Greater London Assembly Coventry City Council Leadership Foundation for Higher Education	HSBC Oracle Deutsche Bank
Work History	Accredited coach with the NHS since 2004, working with Chairs, CEs and Directors. Professional coach since 1993 working in the private and public sectors. Previously worked as a psychotherapist and management consultant.	
Qualifications and Relevant Accreditation	<ul style="list-style-type: none"> • Accredited Leadership Coach qualified in Executive Coaching, Coaching Supervision, and Psychosynthesis Counseling • Certified Management Consultant • Fellow of the RSA 	

Testimonials

I've been impressed with the depth of Mike's coaching expertise, which is extensive and cuts across different industry sectors. If you want an alchemical "change experience" which stretches you, I'd strongly recommend him.

Director of Workforce and OD, Foundation Trust

Facilitative, flexible, insightful. Very good at building trust/rapport.

Director of Finance and Information, Foundation Trust

Mike's coaching accelerated my transition into this new leadership role, enabling me to set and achieve stretching performance targets.

General Manager, Private Sector

Mike's style is measured and reflective - he provides a calm space to enable me to reflect and analyse. He advises me on areas such as behavioural and organisational psychology, interpersonal dynamics.

Managing Director of Local Education and Training Board

Coach	Roger Noon	
Telephone	07971 282 214	
E-mail	roger.noon@changesupport.co.uk	
Based In	London	
Works In	London, South East, South Central, South West, North East, North West, Yorkshire and Humber, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	I am a relational coach with an MSc in Executive Coaching (Ashridge). My effectiveness depends on developing strong working alliances, flexibly using coaching processes and using my direct relationship with my client to mirror work-related issues. I have 10 years' experience with the NHS, Financial Services, Healthcare not-for-profit, and SMEs.	
My approach works well for those who prefer...	...to work at their "learning edge" ...to explore their blindspots ...to look honestly in the mirror ...to feel supported whilst being challenged	
My approach works less well for those who...	...are looking for advice ...like to follow a specific process	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • "Helped instil confidence in my ability. As a result of his coaching I have developed processes to manage my business more efficiently and effectively." • "Increased insight, clarity and self-awareness of my behaviour." • "An increase in my confidence and ability to provide leadership to the team in a constantly changing environment." • "The ability to identify changes to the way I do things and act on them." 	
Client List	NHS Peace Hospice	Credit Suisse HSBC
Work History	Oct – Present 2010 – 2013 2008 – 2009 2002 – 2008	Change Consultant – Barclays Change Consultant – Credit Suisse Change Consultant – Deutsche Bank Partner-Owner Kreda Change Management Consultancy (Various clients in NHS, Not-for-profit and financial services.
Qualifications and Relevant Accreditation	Accredited Ashridge Coach Member of the Association of Coaching Chartered Engineer (MIEE)	March 2013 March 2007 March 1996

Testimonials

I found it helpful that you listen so well that you get a good sense of not only how I approach work problems, but the context around me in my working life.

It [coaching] provides an opportunity for me to explore some of the problems and their potential solutions by thinking through scenarios. You are appropriately challenging.

It's more like talking confidentially to a close friend who I trust will be honest and supportive.

Good listening skills and an ability to help identify goals and the steps required to achieve them. Gave me different perspectives which can be applied in various ways in improving my business.

Coach	Elaine Patterson	
Telephone	01895 635 734 or 07990 612 646	
E-mail	elainepatterson@lfff.eu	
Based In	London	
Works In	London, South East, South Central, East of England, West Midlands	

Coaching Background, Experience and Style	<p>I see leadership as a journey of personal and professional learning because ‘who you are’ is ‘how you lead’.</p> <p>I inspire leaders to create the conversations and architecture which will free the possibility and potential within themselves and others so all can learn to lead with clarity, courage and humanity.</p>
My approach works well for those who...	...love to explore, inquire, discover, learn, and create in a safe but challenging learning partnership
My approach works less well for those who...	...prefer formulas and the status quo
Example outcomes reported by coaching clients	Clients report that their coaching enables them to achieve a deep appreciation about ‘who they are’ as leaders. This results in greater clarity in purpose, direction and action for all.
Client List Examples	<ul style="list-style-type: none"> • The Arts Council, England • North West London NHS Commissioning Group • London based Local Authorities • Department of Local Government and Communities • The National Leadership College for Schools Leadership and Children’s Services • Marie Stopes International • Glaxco Smith Kline
Work History	I had extensive experience of working in innovative director, policy and general management roles in the NHS and Civil Service before becoming an executive coach, coach supervisor and writer.
Qualifications and Relevant Accreditation	I am an accredited Master Executive Coach and Practitioner with both the EMCC Association for Coaching Master, and an accredited Coach Supervisor with the Coaching Supervision Academy with supporting qualifications.

Testimonials

Elaine has an authentic illuminating energy which rubs off on others – a fine balance between having an appreciative approach whilst holding clients to account to reach their greatest performance levels.

Katherine Tulpa, Global Chair of the Association of Coaching and Co-Founder of Wisdom8

Elaine is a first class Executive Coach. She has a big impact on all of her clients. Her insightfulness and humanity are well balanced by her excellent training and CPD.

Edna Murdoch, Director of the Coaching Supervision Academy

Whilst allowing me to set my own agenda, Elaine always brings me back to my strengths and what is needed. I leave our meetings feeling positive, empowered and energised.

Althea Efunshile, Deputy Chief Executive of Arts Council, England

Elaine is a person who has the capacity for great humility and compassion; and who combines this with excellent commercial insight and deep expertise in her coaching practice.

Murray Thomas, Ex BAA and now Change-ability Consulting Ltd

Coach	Nick Robinson	
Telephone	07980 292 090	
E-mail	nick@nickrobinson.org	
Based In	North West	
Works In	London, South Central, North East, North West, Yorks and Humber, East Midlands, West Midlands	

Coaching Background, Experience and Style	Nick Robinson is a Certified Professional Coach with 14 years' experience. He works with senior leaders in industries across the private, public and third-sectors. Nick's clients consistently report reaching their goals and happily refer colleagues. His coaching delivers a safe, spacious environment with the right amount of challenge and support.
My approach works well for those who prefer...	...to have choice and options for their development, based on sound step-by-step procedures. It is safe, relaxed and empowering with a reliable, proven methodology
My approach works less well for those who...	...do not want to focus on themselves and their progress in an informal way that benefits both their teams and the organisation
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Safe environment for thinking out loud in a potentially lonely role • Enhance natural leadership strengths • Effective board membership • Develop commercial drive • Improve personal / team effectiveness • Influencing to get results • Career clarity
Client List	General Manager Europe, FMCG Business Chief Executive, Medium-sized Technology Company Chief Executive, Social Enterprise NHS Chairs, CEOs and Other Board Members Directors, International Pharmaceuticals Company CEO and Directors, International Clearing Bank Directors, Local Government
Work History	Senior leadership roles in finance, strategic planning and operational director jobs at the Post Office. Then set up, grew and eventually sold small international consultancy business. Former chartered accountant with MBA.
Qualifications and Relevant Accreditation	Certified Professional Coach (CPCC, used by ICF to establish their Core Coaching Competencies), Newfield Network 'Mastery in Coaching' graduate, NLP Master Practitioner

Testimonials

Nick's coaching was a great sounding board, helping me to sustain the confidence I needed to give everybody else inspiration, but steering clear of the pitfalls.

Managing Partner, International Commercial Law Firm

I had to influence a range of people to deliver important change without getting chewed-up by the process. Nick helped me to be balanced and stay true to my principles.

CEO, Social Enterprise

I had probably hit a rough patch, was frustrated and couldn't see ahead. Nick's coaching supported me in getting back into plain sailing and re-energising my personal and career priorities.

Managing Director, Public Sector Procurement Organisation

I was taking up a new role and wanted to quickly make my mark without losing my 'spark'! Nick's coaching helped that and to realise benefits to the wider system.

CEO NHS Trust

Coach	Sue Shierson	
Telephone	07970 200 700	
E-mail	sue@sueshierson.co.uk	
Based In	North West	
Works In	London, North West	

Coaching Background, Experience and Style	As an experienced (and seasoned!) coach, I aspire to bring out the best in a client for themselves, their team and their organisation. Client feedback says that I bring intellect, curiosity, pragmatism and real challenge to the coaching process whilst showing empathy, compassion and a concern for them as clients.
My approach works well for those who prefer...	...to have a coach who enjoys bringing creativity and mental stimulation, as well as empathy and support, to the coaching process
My approach works less well for those who...	...prefer not to move to the edges of their comfort zone and beyond, to increase their learning and more effectively manage change
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • “Sue’s coaching gave me the confidence and conviction to paint my own vision of what success should look like, the tools to influence key stakeholders and the ability to implement.” • “Outcomes of exploring my traits and behaviours, building my self-insight and confidence, were a vital outlet for exploring strategies and scenarios to ensure I influenced my desired outcome.” • “My key outcomes are increased strategic awareness, leadership, confidence and self-belief. I now have greater ability to enhance the productivity of relationships I make or need to develop.” • “As well as helping me focus on doing my current job well, Sue gave me the confidence to use my skills and abilities to search for (and attain) a new, more demanding job.”
Client List	NHS Liverpool School of Tropical Medicine BAE (Systems) Syngenta AstraZeneca Citizens Advice Bureau (Stoke)
Work History	Having had 20+ years at senior levels within large corporations, I have experienced and understand the challenges and pressures facing those who are striving to manage change and improve effectiveness.
Qualifications and Relevant Accreditation	Qualified coach accredited by European Coaching and Mentoring Council; trained and qualified coach supervisor, NLP practitioner. FCIPD, BSc (Hons) UCL.

Testimonials

Sue has fantastic listening empathy. She gives constructive and where appropriate challenging feedback. Insightful, bringing extensive experience to bear. Well-structured approach, flexible and diligent – ensuring desired outcomes are achieved.

Sue has an intuitive approach, you reflect and draw out solutions, only realising how challenging she is when you reflect how far you have come from your beginning.

It goes without saying of Sue’s absolute trust, professionalism and compassion. She provided invaluable challenge, guidance, support, and structure, and enhanced my reasoning ability at a particularly challenging time for me.

Coach	Daphne Taylor	
Telephone	01904 620 716 or 07941 790 572	
E-mail	daphne@diamondedgeuk.com	
Based In	Yorkshire and Humber	
Works In	London, North East, North West, Yorkshire and Humber, East Midlands, West Midlands	

Coaching Background, Experience and Style	Coach senior executives and teams in public and private sector. Coaching for 13 years. My background in Finance at Board level gives insight into the challenges faced by senior leaders. NHS Experience over last 6 years with governing bodies, PCTs, Foundation and other Trusts. My style is non-directive, with challenge where needed
My approach works well for those who prefer...	...to challenge themselves ...to develop themselves as leaders and are willing to face their fears
My approach works less well for those who...	...want someone else to tell them what is needed ...are not open to challenge
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • More confidence • Greater options • Motivated to take action • Ability to take different perspectives • Awareness of personal impact • Ability to handle stress, be more organised • Greater emotional intelligence and awareness • Strategic direction
Client List	Senior directors in Financial Services Governing body of 2 CCG's Executive board of large private company in publishing and media Director team of Primary Care Trust Directors of Mental Health Trust Directors and heads of service of Mental Health Trust Director team of Foundation Hospital Trust
Work History	Executive and team coach for last 13 years coaching leaders, directors and senior managers, in private and public sector. Train and supervise coaches for large international coach training company. Background as Chartered Accountant, senior finance roles, trained with Deloitte and sat on board of PLC as Company Secretary.
Qualifications and Relevant Accreditation	Professional Certified Coach (PCC) Organisation and Relationship Systems Coach Team Management Profile accredited facilitator NHS Board Development Tool facilitator

Testimonials

Daphne was a great role model as a coach and as a woman. She holds such wisdom and compassion with a core strength that ensures no complacency and a sense of real push when needed.

Daphne was able to support me through a very challenging role, enabling me to deal with difficult staffing issues, and to redress a work-life balance appropriately. I gained enormous confidence through the sessions we had, which I carry on in my role now some 12 months later.

Coach	Carole Taylor-Brown	
Telephone	07968 762 273	
E-mail	Carole@tamarixpeople.com	
Based In	East of England	
Works In	South Central, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	I am an experienced coach working with senior leaders and professionals in the public and third sector. I work in partnership with clients to create a safe confidential space built on high mutual trust and respect - providing challenge through constructive pertinent questions, combined with supportive discussion and reflective thinking space.	
My approach works well for those who...	...prefer to be stretched and challenged in a supportive environment ...are open to exploring new approaches and learning from their own experience	
My approach works less well for those who...	...want to be directed ...are unwilling to explore new possibilities or take responsibility for themselves / their actions	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Better insight into self and impact on others • Positive impact on leadership style • More reflective and appreciative of wider dynamics • Increased emotional IQ and personal resilience • Improved influencing skills 	
Client List	NHS including Regional bodies, Clinical Senate, Clinical Educationalists, Acute Hospitals, Community Trusts, and CCGs Local Authorities and related organisations Charitable Organisations and Social Enterprises	
Work History	Chair of Trustees, Suffolk Mind Senior Visiting Fellow, UCS NHS Leadership Associate Consultant Local Authorities	Chair of Audit, Suffolk Housing Association Freelance Coach NHS CEO and Board Director
Qualifications and Relevant Accreditation	Ashridge College Trained Coach ILM Level 7 Diploma in Coaching Master NLP Practitioner Assessor of Personality in Organisations Accredited Facilitator – ESCI, ILS, OCS, NHS LF	

Testimonials

"Carole is a hugely knowledgeable, experienced, non-judgemental, challenging and supportive coach – I am pleased to have her as my coach.

CEO, NHS

Carole is effective, accessible and professional; she achieves real change in and with her clients – one of the best coaches I have worked with.

CEO, County Council

Carole has delightful flexibility in the way she approaches her coaching sessions; drawing on an extensive range of techniques she ensured that I was able to get the most out of our sessions.

Executive Director, NHS

Carole - challenged me to think beyond my own previous boundaries and enabled me consider problems from new perspectives for which I thank her.

NHS Consultant Surgeon

Coach	Michael Thorley	
Telephone	07803 233 280	
E-mail	michaelthorley@transcendconsultancy.com	
Based In	London, North West	
Works In	London, North West, West Midlands	

Coaching Background, Experience and Style	<p>I am an organisational leader who has 20 years' experience including as a coach and coach supervisor with a psychotherapeutic, accounting and business background. I work in the public, private and not for profit sectors.</p> <p>I am supportively challenging and forward looking.</p>
My approach works well for those who prefer...	...to understand how they can increase their functioning in the broad context of their whole life and apply this to current work
My approach works less well for those who...	<p>...split their work and personal life</p> <p>...are unable/unwilling to look deeply at their own contribution to events</p>
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Understand my role and the impact I have • Well thought through interventions that are clear, joined up and purposeful • Increased understanding of how I function with others and how I cope with in difficult situations
Client List	<p>RWE Power</p> <p>EDF energy</p> <p>London and a regional NHS Area Team</p> <p>The Ministry of Defence</p> <p>BP</p> <p>Shell</p> <p>East Cheshire Hospice</p>
Work History	<p>Unilever Commercial Manager</p> <p>Consultant in the Leadership of Change (Capita, PwC)</p> <p>Joint Partner of Transcend</p> <p>Coach and Therapist in Private Practice</p> <p>Non-Executive Director in the NHS</p>
Qualifications and Relevant Accreditation	APECS coach, ICF coach and coach supervisor, qualified coach, coach supervisor, accountant and psychotherapist

Testimonials

Michael is supportively challenging and stretching. He is meticulous and very clear about driving outcomes and actions. He has rigour and candour. He is a very clear thinker.

He has an ability to understand the values of my organisation and help me develop my leadership aligned to those values.

Michael is trustworthy and confidential - he has my best interests at the centre of our relationship but never forgets that we work in a wider organisational setting.

Coach	Eve Turner	
Telephone	02380 510 697 or 07768 070 361	
E-mail	eve@eve-turner.com	
Based In	South Central	
Works In	London, South East, South Central, South West, East Midlands, West Midlands	

Coaching Background, Experience and Style	Experience from extensive coach and supervisor training, 3000 hours delivery, research and writing encourages me to use many approaches tailored to individual clients. My key tools are listening, supporting, questioning, challenging, and quickly building rapport and mutual respect. Clients value my leadership background as we discuss the extensive changes and challenges they face.	
My approach works well for those who prefer...	...to believe change is possible and to explore strategies for change ...to enjoy trying things out ...to be supported and challenged	
My approach works less well for those who...	...do not believe change is possible ...do not yet appreciate how affirming coaching can be	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • “Re-evaluation of priorities ... changed how I work” • “Strategies to understand / defuse / manage difficult relationships” • “Supportive, challenging, objective, positive...opened up possibilities” • “Regained confidence, increased effectiveness, resilience and proactivity” • “Team relationship transformed...more comfortable with myself” 	
Client List	Private sector includes: LCP (financial services); Bath Consultancy Group; Hays Group. Public sector includes: BBC; Universities (e.g. LSE, Southampton); NHS e.g. Hospital Trusts, CCGs, CSUs and NHS England at CEO, Executive Director and Head of Department levels	
Work History	1987 – 1999 1999 – 2007 2004 onwards 2009 onwards	Radio and Television Manager Senior BBC Leader of 250 staff, £15m budgets Coaching individuals / teams, facilitating workshops Supervising the work of other coaches
Qualifications and Relevant Accreditation	Postgraduate Diploma (Coaching Supervision) MBA Accredited Master Executive Coach/Supervisor Published Writer / Researcher	MSc (Coaching and Development) Psychometric tools e.g. MBTI, Hogan 360° facilitator

Testimonials

I now feel I am a better leader and fully contribute to the executive team. I have exceeded the objectives I set for myself and this has definitely benefited the organisation.”

Jane Pike, NHS Executive Director, Dorset

The real benefit was I felt pushed to do the right thing rather than the easy thing.... For the organisation I've been successful in delivering my objectives which also applies to patients.

NHS Executive Director, Foundation Trust

The objectives...were all met and I can honestly say I feel much happier, empowered and confident ...I have got back control of my life.

University Executive Director

By supporting, encouraging and believing in my ability Eve helped me increase my effectiveness to achieve objectives, develop more strategic vision, become more confident and see things from different angles.

Manager, Private Sector

During the 20 months since I first worked with Eve I have been promoted twice – much of the confidence needed to achieve this has been built through our sessions.

Executive Director, NHS

Coach	Judith Underhill	
Telephone	07793 633 437	
E-mail	Judith@underhillassociates.co.uk	
Based In	East of England, East Midlands	
Works In	London, North East, North West, Yorks and Humber, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	An APECS accredited coach, practicing since 2001; I have worked across sectors with senior executives, leaders and managers. Working emergently, intuitively, and pragmatically with my clients, to ensure that choices and decisions taken are aligned to core motivations, values and drivers, using a style that is both challenging and supportive.	
My approach works well for those who...	...appreciate a rigorous, systematic, thought provoking, attentive, open and insightful coaching approach	
My approach works less well for those who...	...require quick fix solutions and those who are not willing to explore at a deeper level	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Developed a maturity in my thinking and approach • Reduced anxiety about the imminent organisational upheavals. • Greater understanding of working relationships • Increased clarity and focus • Increased confidence • Improved communication skills 	
Client List	Public Sector (included Not for Profit private companies) Higher Education Care Quality Commission Private Sector: Construction, Manufacturing and Finance Sectors	NHS Councils
Work History	Established own business / professional coaching practice in 2001 Accredited coach with the NHS since 2009 Prior to 2001 worked in senior positions within the finance sector	
Qualifications and Relevant Accreditation	Professional Doctorate (in progress) MSc ILM Accredited coaching/mentoring (level 7) Dip in Coaching Dip in Business Studies NHS LQF feedback APECS accredited	

Testimonials

Judith was a real pleasure to work with. Her insights and support were excellent and directly contributed to subsequent success. I wholeheartedly recommend her!

Inspiring confidence as somebody who I could trust immediately, providing a confidential environment. An excellent listener helping me "hold up a mirror" to myself providing a deeper/constructive level of self-analysis.

Judith helped hugely, supporting me during a difficult time, she was knowledgeable and relevant helping me identify ideas/strategies to my issues – definitely not a "one strategy fits all" approach.

Judith is a very attentive coach, able to help me identify my goals and enabled me to push myself to fulfil my potential.

Coach	Peter Wall													
Telephone	07970 007 132													
E-mail	peter.wall@advancecoachingsolutions.com													
Based In	West Midlands													
Works In	London, East Midlands, West Midlands													
Coaching Background, Experience and Style	I have been working as a coach for more than 15 years. My underpinning philosophy is all about enabling people to work towards where they want to be; about building on their inherent strengths; about realising their full potential. I believe that whilst there are often powerful lessons to be learned and great energy to be drawn from what has gone before, ultimately it is what lies in the future that really counts. That clear focus on the future flows through all my coaching work.													
My approach works well for those who prefer...	...mental stimulation and supportive challenge ...a positive, strengths-based approach													
My approach works less well for those who...	...want to know 'the answer' ...are approaching the relationship under duress													
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Enhanced self-awareness • Greater self-confidence • More effective team and/or collaborative working • Improved resilience • A more holistic view of own and other's leadership potential 													
Client List	<p>Senior and middle leaders in a variety of NHS organisations, plus a wide range of private, public and third sector clients including, for example:</p> <table border="0"> <tr> <td>Hachette Publishing</td> <td>Friends Life</td> <td>Accord Housing Group</td> </tr> <tr> <td>Transport for London</td> <td>The Home Office</td> <td>Surrey Police</td> </tr> <tr> <td>The Henry Moore Foundation</td> <td>Arts and Business</td> <td>Terrence Higgins Trust</td> </tr> <tr> <td>Plan International</td> <td></td> <td></td> </tr> </table>		Hachette Publishing	Friends Life	Accord Housing Group	Transport for London	The Home Office	Surrey Police	The Henry Moore Foundation	Arts and Business	Terrence Higgins Trust	Plan International		
Hachette Publishing	Friends Life	Accord Housing Group												
Transport for London	The Home Office	Surrey Police												
The Henry Moore Foundation	Arts and Business	Terrence Higgins Trust												
Plan International														
Work History	<p>Peter spent more than 20 years working in the automotive sector, initially from a marketing perspective and then subsequently in quality improvement, strategic planning, product development, training and then finally leadership and organisation development. In 2007 he joined The Work Foundation, working initially as a Senior Consultant before being appointed Associate Director with specialism in leadership and coaching. He started his own independent leadership development and coaching business in 2010.</p>													
Qualifications and Relevant Accreditation	<ul style="list-style-type: none"> • Faculty member of the NHS Leadership Academy • BSc and MSc in management-related disciplines • Certificate of Professional development in Executive Coaching • MBTI accredited (Step 1 and Step 2) • Extensive experience of 360 degree feedback, Appreciative Inquiry, Action Learning and other coaching/facilitation tools/methodologies 													
<p>Testimonials</p> <p><i>I have felt simultaneously really supported and challenged in a way that has had a great impact on my business and me. Actually to focus on my values and behaviour in such minute detail has meant that my attitudes and then actions have changed and this change has cascaded through the business and my activities in a very positive way.</i> Managing Director of a Film and TV Production Company</p> <p><i>There is a firm belief amongst members of the Board that Peter's support has been instrumental in helping us learn how to have more open, constructive dialogue and make significant progress towards becoming a more integrated and effective team.</i> HR Director of a large manufacturing business</p> <p><i>I have found the difference huge. There is a much more positive constructive spirit about our meetings and they are proving more productive. He helped us be aware of how each person has a role in ensuring they we have effective meetings, and gave us 'permission' to air opinions in a constructive way, with more understanding of the impact of communication methods and tone of voice etc on fellow directors.</i> Executive team member of a registered Charity</p>														

Coach	Rob Watling	
Telephone	01159 129 583	
E-mail	rob.watling@momentumassociates.co.uk	
Based In	East Midlands	
Works In	London, North East, North West, Yorks and Humber, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	I've been an Executive Coach for 10 years, supporting leaders and senior managers across the public and third sectors. My style is supportive, straightforward, and non-judgemental. I help leaders to think creatively about their professional and personal circumstances; to develop their performance; and to sustain this progress beyond the coaching.	
My approach works well for those who prefer...	...to pursue the objectives of their organisation at the same time as they attend to their personal development	
My approach works less well for those who...	...want easy answers or short cuts.	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Increased confidence, resilience and self-awareness • Clearer perspectives on strategic and operational issues • Handling difficult relationships with individuals and organisations • Improved work-life balance • Career planning • Courage to act wisely 	
Client List	NHS Trusts and Top Leaders Hospices BBC UK Sport	CCGs Local Authorities Leading Universities
Work History	Over 30 years' management, teaching, research and coaching in the public and third sectors. This has included posts at Universities of Nottingham and Leicester; BBC, Local Authorities, and charities.	
Qualifications and Relevant Accreditation	MSc in Executive Coaching, Certificate in Coach Supervision, Accredited Executive Coach and Supervisor (Ashridge), BA (1st Class Hons), PhD (Education).	

Testimonials

Your support has helped me to handle the restructuring process successfully. The coaching has been a vital "safety net" for me, allowing me to work with greater confidence and courage.

The sessions have been immensely useful and very skilfully led. I've settled into my new role more easily, and look forward to working with you again in the near future.

Coaching gives me the time and space to think really creatively. Your work has helped us to transform the organisation and improved the quality of my leadership no end."

Your coaching has improved my confidence, clarified my thinking, committed me to a way forward, and taught me to ask myself the kind of questions a talented coach would ask me.

Coach	Neslyn Watson-Druée	
Telephone	02082 414 762	
E-mail	Neslyn@beaconorganisationaldevelopment.com	
Based In	London	
Works In	London, South East, South West, East of England, East Midlands, West Midlands	

Coaching Background, Experience and Style	The foundation of my coaching is rooted in the Thinking Environment, Appreciative Enquiry and One Command. My experience is executive, leadership and career coaching. I have coached senior people in the NHS, DH, Welsh Assembly, BBC, Education and Local Authorities.	
My approach works well for those who...	...want to develop their emotional intelligence, strengthen their vision and confidence ...wish to explore their potential and push the boundaries	
My approach works less well for those who...	...do not want to take action	
Example outcomes reported by coaching clients	Ability to think independently, to explore limiting assumptions and respond to incisive questions – leading to breakthrough in thinking	
Client List	NHS Local Authority HSBC	BBC Tomorrow's People Pilgrims Hospice
Work History	Nurse, Midwife, Health Visitor, Principal Lecturer-Higher Education, Assistant Director of Nursing, Business Psychologist, Business Owner, Non-Executive Director for 25 Years including 10 years as Chairman of NHS Kingston	
Qualifications and Relevant Accreditation	Accredited by Association for Coaching Time to Think Coach One Command Coach Appreciative Inquiry Coach	www.associationforcoaching.com www.thimetothink.com http://tocleaders.com/

Testimonials

My meetings with Neslyn were inspirational. Through her use of occupational psychometrics and also general conversation, some questioning and visualization (including her amazing "One Command®" – very esoteric but do not underestimate its power!) she focused my energies, spotlighted what my strengths are (including how I fit in to a team) and showed me that every experience in life is valuable. I was about to enter a workplace and seriously undervalue myself – something that would take me years to recover, if ever, but Neslyn showed me how to approach that new challenge with confidence and security in my own worth, with a clear focus and an absolute belief in who I am and what I have to offer.

Neslyn is a consummate professional and has been of great service to me at critical career moments. I have sought her counsel and her wisdom to build, reenergize and discover new paths and purpose in the work that I do. Her considerable experience evokes thoughtful storytelling ideas, coupled with non-judgmental questioning. This method gently guides and allows self- discovery of personal truths. Neslyn is not afraid to combine very traditional and more experiential forms of coaching; delving into aspects of personal power, spirituality, energy and more routine cognitive learning approaches.

Neslyn, God was really showing off when he created you!! I thank you so much for sharing your gifts with me – for holding my hand through this major transformation and guiding me as I step into my power. I pray the universe fills you with life with the love and abundance you truly deserve – I am ready to rise like a Phoenix into my greatness – watch me soar – with your awesome help.

Coach	Heather Wicks	
Telephone	07950 057 165	
E-mail	heather@connectoxford.co.uk	
Based In	South Central	
Works In	London, South East Coast, South Central, South West, East of England, East Midlands, West Midlands	



Coaching Background, Experience and Style	<p>My empowering and dynamic coaching will help you to process your emotional reactions to your personal situation and then enable you to design and achieve the outcomes that you want. My approach is focused on achieving improvement and outcomes. Deep reflection will help you understand yourself better with the specific purpose of helping you to determine the changes that you want; and supporting the achievement of them. This is not a talking shop!! My coaching practice is based upon some key values:</p> <ul style="list-style-type: none"> • to work with the you in <i>your</i> context • to enable and equip you to be resilient and self-sustaining in your personal development (and to be able to offer the same to others) • to maintain credibility and trust using confidentiality, empathy • to provide constructive challenge to thinking in order to further development • and, to provide positive provocation to generate alternative perspectives <p>Working in a coaching relationship with me will offer you high quality coaching expertise and experience (of coaching, clinical service delivery and senior leadership in the public sector) combined with an empathetic and sensitive approach to your development.</p>
My approach works well for those who prefer...	<p>...to have their thinking challenged and stretched, and who want to craft their own destiny ...to address real issues from an informed perspective ...to be courageous and try new ways of thinking and behaving</p>
My approach works less well for those who...	<p>...prefer to be told what to do and are not able or willing to try new ideas and approaches ...who are not emotionally well</p>
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Ability to influence across a wide range of colleagues and systems • More competence and confidence in resolving wicked problems and people challenges • Promotion to senior leadership positions • Deep insight into personality and why we behave as we do; using this knowledge to adapt personal behaviours and create better relationships
Client List	<p>CCG Accountable Officers; CCG Clinical Governing Body members – clinical directors; Chartered Society of Physiotherapy; Oxford Health NHS Foundation Trust; NHS Derbyshire Community Health Services; Oxfam; Cherwell District Council; Executive Directors in commissioning and provider organisations in the NHS; Commercial Director of private healthcare provider organisation</p>
Work History	<p>I have practiced as a coach for almost 15 years and have worked with people at all levels of leadership and development in health, care and the not for profit sector. I have worked in or with the NHS for 25 years as a clinical eye specialist, service manager, educator and commissioner. I have worked in a range of senior leadership roles including at Board level.</p>
Qualifications and Relevant Accreditation	<p>MA (Management of Innovation and Change) PG Diploma in Professional Coaching and Mentoring (both Oxford Brookes University)</p>

Testimonials

The qualities I value most in working with Heather are her honesty and insight. She has helped think about my leadership challenges in different ways and supported me in developing myself and the organisations I have worked for.

At the start of the coaching journey I felt I was at a crossroads in my career and in my ability to be able to assess my own skills, competency and value - my career options felt very limited. Heather's coaching style felt nurturing, at times challenging, I was particularly struck by her ability to appear to know me better than I knew myself – I couldn't get away with anything! The result is I have signed up to a Masters programme, I understand the impact I have at work and I have real hope for myself as a leader.

Coach	Declan Woods	
Telephone	07715 580 881	
E-mail	declan.woods@zpdconsulting.co.uk	
Based In	London, South Central	
Works In	London, South East, South Central, East Midlands	
Coaching Background, Experience and Style	<p>Declan develops leaders, their teams and organisations to take time to think about and get ready for change. He combines his experience as an executive and business leader (across private and public sectors), with deep psychological know-how (State-Registered Psychologist) and advanced coaching skills (Master Executive Coach) to create insights and clarity that help leaders in complex roles deliver change that sticks.</p> <p>Declan is also Global Head of Accreditation with the Association for Coaching.</p>	
My approach works well for those who prefer...	<p>...to become change-ready and adapt unhelpful, entrenched behaviours to change ...to identify and leverage their strengths to become even more successful ...to enhance personal resilience to weather organisational life</p>	
My approach works less well for those who...	<p>...are not committed to, and who do not want, coaching ...are in first-time Manager or simple, linear roles</p>	
Example outcomes reported by coaching clients	<ul style="list-style-type: none"> • Insight on the next steps to take to enable transformational change • Successful transition into new board role and new organisation • Improved reputation for being an effective board level leader • Clarity on critical stakeholders perspectives and a plan to communicate with them 	
Client List	Local Government Rio Tinto Eversheds	BCG Deloitte Barclays
Work History	<p>25 years leadership experience including:</p> <ul style="list-style-type: none"> • Plc Director and MD of a Global Consulting practice • Earlier international career with Foreign Office and LoGov • Former faculty member of a London business school • Decorated in New Year's Honour's List following Army Officer career 	
Qualifications and Relevant Accreditation	MEd Psychology, Cambridge University MSc Clinical Organisational Psychology, INSEAD Executive MBA Warwick University Accredited Executive Master Coach and Honorary Lifetime Fellow, Association for Coaching HCPC Registered Psychologist	
Testimonials <i>"The coaching conversations opened up my leadership style and skills. I now prioritise my work and focus on what's really critical and I have gained more capacity and am more effective in my first Board role."</i>		