



**QUEEN'S
UNIVERSITY
BELFAST**

**WILLIAM J. CLINTON
LEADERSHIP INSTITUTE
AT RIDDEL HALL**

EXECUTIVE COACHING PROFILES & EXPERIENCE



**SHAPING
A BETTER
WORLD
SINCE 1845**



OUR COACHING PROCESS

All our performance coaches are highly experienced global leadership specialists, many with vast experience of working with senior executives right across the world. Each coach will have their own individual style and preferred coaching model with which they work, but the basic process will be the same:



1. The Intake Session

Clarity about what coaching is and what it's not. Logistics – roles, responsibilities, confidentiality, and code of ethics. Designing the future – identifying the primary focus for the coaching sessions, desired outcomes, and goals.



2. Discovery

Assessment of leadership style (for example 360 feedback, values identification, personality questionnaire etc), confirmation of strengths, challenges. Increase self-awareness and insight.



3. Ongoing Sessions

To deepen the learning and forward the action. Maintain motivation and overcome obstacles.

WHY EXECUTIVE COACHING?

Executive coaching helps leaders raise their self-awareness, learn about what might be holding them back or hindering their success, improve their self-confidence, increase their gravitas and ensure better communication skills.

We offer the following performance coaching solutions:

- **1:1 Executive Coaching** – as a support for a leader stepping up to a new role, taking on a new challenge or leading through change.
- **1:1 Integrated Executive Coaching** – offered as part of one of our core leadership programmes to support participants transfer new behaviours and skills back into the workplace.
- **Team Coaching** – aimed at enabling a team to function at more than the sum of its parts - improving their combined performance and how they work together including how they develop their collective leadership to more effectively engage all their key stakeholder groups to jointly transform their business.



EXECUTIVE COACHING PROFILES & EXPERIENCE

ANNE CLYDESDALE **DIRECTOR,** **WILLIAM J. CLINTON LEADERSHIP INSTITUTE**

Anne is the Director of the William J. Clinton Leadership Institute and an accredited business coach, who has worked with senior leaders within a wide spectrum of sectors including SME's, corporate clients and public figures.

She joined Queen's University in 2012 to establish an Institute that would specialize in the design and delivery of capacity-building executive education for senior leaders.

Anne has been a leading figure in the world of learning and development in Ireland for the past 30 years. She has vast experience in working with large, multi-national, blue chip organisations in the field of learning.

Anne specialises in business development, marketing and PR. She has over twenty years' experience working strategically and at board level and has held other board positions for charities and community based organisations.

RELEVANT QUALIFICATIONS INCLUDE

Diploma in Strategic Marketing (London Business School).
Prince II Accredited Practitioner; Diploma in Executive Coaching (AoEC); 360 Degree Assessor using Human Synergistics 360 Tool.

BACKGROUND

Anne was one of the founding directors of B.I.C. Systems Ltd which was Ireland's largest, privately owned ICT services business until it was acquired by BT Ireland in 2004. A small start-up business in 1984, Anne was a central force in developing this company and its extensive portfolio of services and clients. By 2004 when it was acquired by BT, the company had a turnover in excess of £32million and employed 220 people across two sites located in Belfast and Dublin. Anne progressed from there, heading up corporate development in BT Ireland before moving to PwC to specialise in leadership and management development consultancy and training.



ANNE PHILLIPSON
PROGRAMME DIRECTOR

COACHING EXPERIENCE

Anne is a certified executive coach, having gained her Diploma through the Academy of Executive Coaching (AoEC). Anne is also a certified Team Coach (also through AoEC), and has vast experience coaching leaders at every level, including government ministers, political leaders, and senior leaders in both public and private sector. Anne receives excellent feedback from her coaching clients, citing their appreciation for the level of trust she builds, which allows for deeper conversations and growth. For many years as a Senior Consultant in PwC, Anne coached leaders going through large transformations in their organisations, which helped to support them to lead in times of change.

RELEVANT QUALIFICATIONS INCLUDE

Diploma in Executive Coaching (AoEC); Diploma in Team Coaching; Qualified Administrator of BPS Level A & B psychometric tests; Qualified Administrator of: Myers Briggs Type Indicator (MBTI) Step 1 & 2; 16PF Personality Indicator, Human Synergistics Leadership WorkStyles 360’ Feedback report; Team Profile 360’ Feedback report; and Certified to deliver Cultural Orientations Approach.

BACKGROUND

Anne brings over 20 years of business experience to her role as Programme Director, specialising in leadership development, training facilitation, and executive coaching. Anne has worked globally with clients in the private and public sector to build skills, awareness and capability. Her years in consulting have given Anne the opportunity to work in a range of organisations and build successful client relationships.

Anne began her career in Canada, where she worked her way up to a senior position in one of Canada’s largest companies – Hudson’s Bay Company where, as National Training Manager, she was responsible for Leadership Development and soft-skill training for 70,000 employees. Anne then relocated to Northern Ireland and joined PwC as a Senior Consultant, where she worked globally with a range of clients including UK Trade & Investment. Anne was asked to join the William J. Clinton Leadership Institute at Riddel Hall in September 2012 as Programme Director.



SHAUN PENDRY
PROGRAMME DIRECTOR

COACHING EXPERIENCE

Shaun is an AOeC accredited coach with more than 10 years’ experience as an executive coach.

Leadership has been at the centre of Shaun Pendry’s 28-year career. This has been both in senior leadership roles where he has had to take independent leadership decisions and as a management consultant specialising in leadership development. Executive coaching is a central part of Shaun’s approach to building leadership capability.

Shaun is a highly skilled executive coach who supports his clients in their delivery of tangible results. His philosophy on coaching is simple. His coaching is focussed on the needs of the client and that his role is to ‘unlock’ issues for the individual. Shaun uses a range of coaching interventions to do this. However, the starting point must be building up an effective relationship with the client in order to explore and understand their values, experiences and motivations. Once this is achieved it will allow for a thorough understanding of the issues that the person is facing. Options and actions for addressing the issue can then be discussed, assessed and agreed upon. Delivering actions as the result of the coaching is fundamental to Shaun’s work.

Shaun has worked with a full range of clients from the public, private and not for profit sectors. He has worked both nationally and internationally and is highly experienced at flexing his style to cultural requirements of the individual. Shaun uses the EMCC code of ethics for all of his work with his clients.

RELEVANT QUALIFICATIONS INCLUDE

Shaun is an accredited coach with the Association of Executive Coaching. He has an MBA, BA, is a Chartered Member of the CIPD, an accredited deliverer of TTI Insights and a Member of the British Psychological Society.

BACKGROUND

Prior to joining the Leadership Institute, Shaun was a Senior Manager in PwC where he specialised in building leadership capability with a range of national and international clients. Shaun also had a successful career in the British Army where he led teams in some difficult and unusual situations.



MICHELLE MURTAGH

PROGRAMME DIRECTOR

COACHING EXPERIENCE

Michelle is a highly skilled executive coach, who specialises in the development of resilient leaders and high performance teams. As a highly experienced Chartered Occupational Psychologist, Michelle draws upon her knowledge of a range of psychological interventions (eg: Advanced Group Work Skills, Transactional Analysis, Cognitive Behavioural Therapy, Neuro Linguistic Programming, Bioenergetics, Time Line Therapy, Hypnosis and Psychometric Profiling), to enable her clients to create innovative solutions to their most complex business issues. In doing so, Michelle empowers her clients to examine their personal and business challenges from a different perspective, then deliver appropriately targeted solutions to achieve sustainable behavioural change.

RELEVANT QUALIFICATIONS INCLUDE

Chartered Occupational Psychologist; MSc Occupational Psychology; BSc Hons Psychology; Diploma in Executive Coaching; Diploma in Personal Performance Coaching; Diploma in Neuro-Linguistic Programming (NLP); Certified Practitioner of Time Line Therapy (TLT); Certified Clinical Practitioner of Hypnosis; Certificate in Personal Change; Qualified Administrator of BPS Level A & B 360 and psychometric tests; Qualified Administrator of: Myers Briggs Type Indicator (MBTI); 16PF Personality Indicator; MTQ48; Canary; and the Kirton Adaptation- Innovation Inventory (KAI); the Occupational Personality Questionnaire (OPQ). Michelle is currently completing her Doctorate in Business and Occupational Psychology.

BACKGROUND

Michelle began her career with PwC, London. During her 15 years as a Global Change Management Consultant with the firm, Michelle enabled her clients to achieve sustainable business performance improvement, through the enhancement of employee leadership, resilience, engagement and performance. In 2002, she then moved with her family to Portugal, where she set up her own consultancy business providing strategic support, leadership development, executive assessment and executive coaching services to businesses within Europe. Michelle moved to Belfast in 2012 and joined the William J. Clinton Leadership Institute in September 2016.



GREG TEMPLETON

EXPERIENCED COACH AND FACILITATOR

COACHING EXPERIENCE

Greg brings a wealth of experience to his role as facilitator and coach. He has extensive experience in executive education. Greg is a specialist in business strategy, strategic selling, and senior executive and top team performance. As a client partner for Morrison's, Greg led the "Great Place to Work" initiative and other HR transformation assignments.

BACKGROUND

A former equity partner at PwC, Greg established and ran the Centre of Excellence in Executive Development, working across EMEA helping to deliver transformational change in the private and public sectors. He was a member of the national leadership team for people consulting in the UK and was responsible for holding key relationships with clients.

Greg was Commercial Director at Valley Gold, a food trading and processing subsidiary of Jacobs plc, then a major Irish food manufacturer, trading on a global basis and famous for 'Jacobs Cream Crackers'. Prior to that, he was VP of Warne Surgical Products Inc. a distributor and agent for medical devices into the US healthcare industry.

In addition to his present work with the William J. Clinton Leadership Institute, Greg works as a senior executive coach and mentors young entrepreneurs in business start-ups.



ALANNA COOKE
PROGRAMME DIRECTOR

COACHING EXPERIENCE

Alanna is an accredited executive coach who works alongside individuals and senior leadership teams. In this role, she not only enables her clients to determine the extent of the change required to achieve the business outcomes they seek, but she also enables them to really understand how to overcome perceived barriers and challenges, in order to attain their desired results. She draws on her extensive experience in industry and training as a psychologist to support her clients to connect individual development to organisational needs.

Alanna is a Business Psychologist and an experienced learning and development partner, who specialises in leadership development and team coaching. As an experienced facilitator, Alanna draws upon her experience of a range of psychological tools, such as Organisational Relationships & Systems Coaching, Cognitive Behavioural Therapy, Neuro Linguistic Programming and Psychometric Profiling, to transform mindsets and behaviour.

RELEVANT QUALIFICATIONS INCLUDE

MSc Occupational Psychology; BSc Hons Psychology; AoEC Diploma in Executive Coaching; Certified facilitator of Power+ Systems (Oshry High Performance Team Development); Practitioner in Neuro-Linguistic Programming (NLP); certified Team Intensive Coach; certified Organisational Relationship & Systems Coach; Qualified Administrator of BPS Level A & B psychometric tests; Qualified Administrator of: Myers Briggs Type Indicator (MBTI) Step 1 and Step 2; 16PF Personality Indicator; Firo-B; Insights; Wave; the Occupational Personality Questionnaire (OPQ).

BACKGROUND

Prior to joining The William J. Clinton Institute in 2015, Alanna worked for PwC. During her 12 years with the organisation, she worked in an internal Learning & Development role heading up the L & D function in N. Ireland, before moving to a client facing role in PwC's Global Centre of Excellence for Learning. During her time with PwC, Alanna enabled her clients to change their mindsets and behaviour in ways that helped to improve performance. Prior to joining PwC, Alana worked in a variety of senior roles in the retail sector.



ENDA YOUNG
PROGRAMME MANAGER

COACHING QUALIFICATIONS & EXPERIENCE

Certified CINERGY Conflict Coaching Certificate
3 years of coaching experience. 15 years of facilitation, training and mediation experience.

BACKGROUND

Enda is a highly experienced facilitator, trainer and coach who specialises in negotiation, mediation and experiential learning. He has designed and delivered thousands of hours of accredited and non-accredited training for the public and private sectors in Northern Ireland and internationally. Prior to joining The William J. Clinton Leadership Institute, Enda was responsible for the design and management of the largest mediation service in Northern Ireland. Enda has spoken at many conferences and has facilitated training workshops throughout the UK and Ireland and international in Brazil, Turkey, Thailand, Italy, Switzerland, Romania, South Africa, Malaysia, the United Arab Emirates, Canada and the United States.

ADDITIONAL INFORMATION

Over the past two years Enda has coached high-level individuals from; the Police Service of Northern Ireland (PSNI), the Northern Ireland Civil Service, the Commissioner for Older People for Northern Ireland (COPNI), NI Assembly, the Department of Justice, the Bar Library and the Northern Trust.

Enda is an Accredited Mediator with the Mediators' Institute of Ireland; Member of Mediators Beyond Borders International; Winston Churchill Memorial Trust Fellow; Steering Committee Member FactCheckNI; Member of Rotary International. Enda also has experience of employing and interpreting various psychometric tests such as: 360 Feedbacks, ThomasKilmann Conflict Mode Instrument (TKI), Kraybill Conflict Style Inventory, Belbin Team Inventor and Myers-Briggs Type Indicator.

Other organisations Enda has worked with inside the last five years include: World Health Organisation, United Nations Development Programme, Ulster University and Trinity University; Northern Ireland Housing Executive; NI Councils; Leeds City Council; Durham University; South West Regional College; Glomacs Training and various companies in the Middle East and South East Asia



OLIVIA MAY

PROGRAMME DIRECTOR

COACHING EXPERIENCE

Olivia is a highly experienced executive coach. She coaches senior leaders, Directors, Chief Executives and politicians, using psychometric instruments and 360-degree feedback as insights and catalysts for behavioural change. She has coached over 60 senior leaders from organisations including: Northern Ireland Chamber of Commerce; Andor Technology; Whitemountain; Heron Brothers; Herbert Smith Freehills LLP; Newry Mourne and Down Council; CDE Global; Danske Bank; BT; McAvoy Group; Keystone Group; Novosco; First Trust Bank; CAF Rail; Smiley Monroe; Google; Henderson Group; NI Assembly; Greiner Packaging; Diamond Corrugated; Allianz Insurance.

BACKGROUND

Olivia is an experienced consultant, trainer, coach, facilitator and speaker. She coaches and facilitates on the William J. Clinton Leadership Institute's suite of prestigious Leadership Development programmes, and is Programme Lead on the Institute's Postgraduate Diploma in Business and Management which she designed and delivers on behalf of the University. She has a particular expertise in accredited learning, and has designed and led a wide variety of accredited programmes for international awarding bodies including the Institute of Leadership and Management, the City and Guilds Group and the Chartered Institute of Personnel and Development.

Her areas of interest are virtual teams, performance management, leader effectiveness and influencing skills, and she has written extensively on these subjects. A linguist by education, fluent in French and Italian, Olivia has an Honours Degree from the University of Oxford. She spent her early career in international development. She has maintained an international and multi-lingual focus in her career, having designed and delivered a wide range of leadership development programmes for a multinational audience.

She has worked particularly extensively with the European Institutions where she led an international training consortium delivering training bi-lingually in English and French. She is currently working with Allstate on their Global Leadership Education Program, working to build the skills needed to work across locations, cultures and virtually.



For more information;
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