



**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

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. His clients have included Morrison's Supermarkets plc, Royal Bank of Scotland, National Australia Bank, HMRC, The Department of Finance and The Revenue Commissioners in Ireland and the Scottish Government. 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 2015. 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 through the Northern Ireland Housing Executive. 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; Fellow of the Royal Society for the encouragement of Arts, Manufactures and Commerce; 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 (Training in Online Reputation Management); Northern Ireland Housing Executive (Change Management Training); Police Service of Northern Ireland (Staff Training and Mediation Service Provider); NI Councils (Staff Training and Mediation Service Provider); Leeds City Council (Training Provider), Durham University (Guest lecturer in Conflict Mediation); South West Regional College (Senior Staff Restorative Practice Training); Glomacs Training and Consultancy (Senior Consultant delivering advanced negotiation training to senior staff members for various companies in the Middle East and South East Asia including: Shell; Exxon Mobile; Saudi Aramco; Petrobras; Sabic; and Qatar Petroleum)



JOANNE KELLY **ACCREDITED EXECUTIVE COACH**

EXPERIENCE & EXPERTISE

Joanne enables people and organisations to achieve exceptional results, through providing a range of innovative coaching and training interventions. With a proven background in consultancy, coaching and leadership development, she has over 16 years' experience successfully delivering solutions to clients. She has worked extensively across the private, public and voluntary sectors, incorporating financial services, technology companies and manufacturing.

Joanne brings an insightful and intuitive approach to executive development, underpinned by best ethical practice and works at all times within the EMCC/AC code of conduct. She brings extensive experience gained from both her range of coaching qualifications, interest in neuroscience and extensive practice. As a coach, her clients describe her style as empathic, challenging and professional, being truly present to them in order to encourage them to find solutions, develop new perspectives and implement tangible outcomes.

In addition to delivering individual coaching solutions, Joanne is committed to developing others as ethical coaches and has implemented both accredited and bespoke coach training programmes. Currently leading on Grit & Grace programme, to develop women leaders.

Prior to joining the William J Clinton Leadership Institute, Joanne ran her own successful consultancy business, delivering accredited leadership development and coaching solutions, including outplacement workshop facilitation and coaching for major redundancy transition projects. Additionally, she worked as an External Verifier for ILM Coaching and Leadership qualifications, supporting best practice in centres both locally and internationally.

RELEVANT QUALIFICATIONS INCLUDE

BSc Honours in Computer Science, Queens University, ILM Level 7 Certificate in Executive Coaching and Leadership Mentoring, ILM Level 5 Diploma in Management Coaching & Mentoring, Coaching Models of Practice level 6 QQI Award, Accredited Executive Coach with the Association for Coaching (AC). Advanced Emergenetics Associate, qualified to conduct Emergenetics Psychometric testing.



For more information;
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