

# Coaching Services for Senior Executives

coaches  
profiles



- ▶ **Helping senior people to reach their full potential**
- ▶ **Mentoring support delivered on a worldwide basis**
- ▶ **Confidential, professional coaching**



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## Executive Summary



***At BMC we have a number of seasoned professionals who provide a coaching and mentoring service to senior executives, on a worldwide basis. As highly skilled and experienced coaches they can help senior people with:***

- ▷ Grasping new challenges
- ▷ Demonstrating authentic leadership behaviour
- ▷ Onboarding (mastering the first 100 days)
- ▷ Team development and team building
- ▷ Delivering culture change



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## Senior coaches at a glance

Consultant	Location	Profile
<b>David Anderson</b>	<b>Edinburgh</b>	David has held a variety of HR leadership positions in the electronics, and dotcom sectors. He has extensive M&A experience and has lived and worked in the UK, USA and Asia.
<b>George Boulden</b>	<b>London</b>	George has been a consultant for twenty-five years. An expert in influence, persuasion and communication he has delivered successful assignments in a wide range of industries on a worldwide basis.
<b>Lisa Burnage</b>	<b>Singapore</b>	Lisa gained experience in various HR leadership roles in the hi-tech industry in Europe and the US including being Head of Human Resources – Central Eastern Region, Autodesk GmbH, Munich
<b>Kirsten Farris</b>	<b>Atlanta</b>	Kirsten began her successful career in sales over twenty years ago. Working her way up through the ranks, she held the position of Sales VP of Marketing for GE Capital Commercial Direct.
<b>Dr Dorothy Forbes</b>	<b>Zurich</b>	Dorothy spent the first ten years of her career in strategic management consulting, with a specific focus on the financial services industry. She has held a number of executive positions at GE and Swiss Re, including Marketing Leader for Europe and Asia.
<b>Dr Tom Forster</b>	<b>London</b>	Tom began his working life in Science where he gained a PhD before switching to Human Resources. He has had senior roles with Citibank, GE Insurance, Liberty Re and QBE.
<b>Donna Hemsley</b>	<b>Zurich</b>	Donna started her career in retail banking before going on to hold senior management positions in the media and telecoms industries. She has lived and worked in New Zealand, Spain, and Germany.
<b>Jeremy Stunt</b>	<b>Hong Kong</b>	Jeremy has had a long and successful career in the banking sector that has included working for Barings, ING and being the Chief Operating Officer, Cazenove Asia, Hong Kong.
<b>Heidi Walker</b>	<b>Beijing</b>	Based in London for most of her career; Heidi held Human Resources Director roles in the Financial Services industry at Swiss Re and GE Insurance Solutions.



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# Executive Summary

## ***At BMC we consider that there are three main 'players' in a coaching assignment:***

- ▷ The Coach (who guides the process)
- ▷ The Coachee (who owns the process)
- ▷ The Sponsor (who supports the process.)

## ***The way that roles interact with one another is:***

1. We start with an informal chemistry meeting (or phone call) to ensure that there is a good 'connection' between the coach and the coachee.
2. Although not essential our strong preference is to have a "sponsor" assigned to the coachee so that they can (a) be clear about why the business is supporting the coachee with coaching and if necessary (b) provide support from inside the business as the coaching progresses.
3. Usually we suggest six, one to one, coaching sessions each held around one month apart. The first session is focused on clarifying outcomes and agreeing how specifically the coach and coachee will work together (this is what we call the 'contracting' process). The other sessions follow on from that initial goal setting meeting.
4. After each coaching session the coach drafts a short report on what has taken place and (after it is approved by the coachee) sends a copy to the Sponsor. Of course any personal, sensitive or confidential information is excluded from the report.
5. The coach is supervised by another BMC consultant who will hold a post coaching review session with them after each meeting (usually by phone) in order to monitor progress and to deal with any concerns that might arise.



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**Name:** David Anderson  
**Nationality:** British  
**Location:** Edinburgh, Scotland

### **Professional Profile**

David is an experienced executive coach and consultant who has spent the bulk of his career working as an HR professional in the hi tech sector, primarily working for Motorola; in the last ten years he has had senior/board positions in the railway, construction and dotcom industry sectors. He has extensive M & A and start-up experience as well as taking responsibility for the direction of large established countries entities, such as 6,000 people factories. As Senior VP HR/Property with MCI WorldCom during the dotcom boom he worked in business generating \$50bn sales with 120,000 employees dealing with all the talent, performance and leadership issues that involved. He has lived and worked in Europe, USA and Asia and is comfortable dealing with diverse teams and cross-cultural issues.

### **Distinctive Capabilities**

#### **Coaching and mentoring**

David is an extremely effective coach and mentor who has supported numerous senior colleagues and clients in a variety of businesses and cultural contexts.

#### **Negotiation Strategies**

David is highly experienced in commercial and union negotiations. For example, he negotiated Motorola's first ever labour contract in China and was a key member of the CEO team for the strategic creation of plans for major investment in India.

#### **Organisational Development**

Extensive experience in major culture and change programmes through a variety of OD Interventions.



### **Example Consulting Assignments**

Ran major culture and change programme through the use of six sigma to achieve significant organisational improvements and efficiencies.

Mentoring and coaching senior staff in Motorola to improve personal effectiveness.

Led a managerial effectiveness programme that involved establishing a leadership model, introducing a talent management system and creating a feedback culture.

Took the project lead in opening large business entities in China and India.

### **Career History**

#### ***Boulden Management Consultants (2011 – present)***

David provides executive coaching and mentoring support to Scottish based executives.

#### ***Head of HR ,VisitScotland (2007 – present)***

David is currently heading the HR function for the national Tourist Board in Scotland.

#### ***Independent consultant - clients: PD Rail & Laing O'Rourke construction (UK), NextiraOne (France), (2003 – 2007)***

#### ***HR Director – Railtrack (2001 – 2003)***

#### ***Sr VP HR/Property for MCI WorldCom International (1998 – 2001)***

#### ***Motorola UK – HR Director – Cellular Infrastructure (1995 – 1998)***

#### ***Positions from factory HR Mgr. through to International Employee Relations Director (USA base) and Regional Director Asia (1979 – 1995)***

### **Qualifications & Membership of Professional Bodies**

BA – Industrial Relations/Contemporary Org Theory (Strathclyde University)

MMS – Research Degree (University of E Asia) -- Dissertation on Inter-cultural management

FCIPD – Fellow of the Chartered Institute of Personnel and Development



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**Name:** George Boulden  
**Nationality:** British  
**Location:** London, England

### **Professional Profile**

George Boulden is a Certified Management Consultant, a Member of the Institute of Directors and a member of the International Foundation for Action Learning. As Managing Director of BMC George runs a company of thirty consultants, operating on a worldwide basis, that specialises in developing people's soft skills. He has been a consultant since 1988 and is an expert in the design, delivery and integration of management, sales, and negotiation skills programmes. He is also a highly experienced Executive Coach specialising in assignments involving behaviour change, emotional intelligence, developing 'presence' and improved influencing strategies. In addition to being a qualified NLP Master practitioner he is well versed in accelerated learning techniques. George has designed and run initiatives for the London Business School, Orange, Motorola, Boots, Virgin Holidays, GE Capital, Lonza Biologics and Standard Chartered Bank and has extensive international experience having worked throughout Europe, the Middle East, Asia and North America.

### **Distinctive Capabilities**

#### ***Executive Coaching and Team Facilitation skills***

Using a variety of problem solving tools, Neuro Linguistic Programming concepts (NLP), coaching models and accelerated learning techniques to work with individual clients and executive teams on personal development, team development and communication issues.

#### ***Designing and managing learning projects:***

Working with clients to identify how key business problems can be address (in whole or in part) by bespoke training and then designing and implementing high impact programmes.

#### ***Initiating 'Action Learning' programmes:***

Advising clients on which of the five classic formats of Action Learning to adopt in order to develop the talent within the business and giving guidance on problem selection and developing terms of reference.



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### **Example Consulting Assignments**

Executive coaching assignment helping a senior executive deal with the inter-personal conflict and resistance involved in turning round a 'non performing' department of three hundred people in a major insurance company. Improving customer service levels in the service division of a multi-national corporation. This involved (i) helping the service engineers to design and conduct a 'customer satisfaction survey' and (ii) then using 'Action Learning Sets' to address the issues raised. This included providing training in problem solving, team leading and facilitation skills.

Executive Coaching assignment supporting a senior manager who, in the light of a 360-feedback exercise, needed to improve their level of collaboration with their direct reports, their levels of 'trust' with their peers and their personal expressiveness.

Helping a major player in the finance sector to improve profitability by facilitating a business development strategy workshop for the executive team. As a result of the workshop the company adopted an 'account management' approach to the market place and all account executives subsequently were trained in BMC's consultative selling process.

Designed and ran a series of negotiation skills courses for a major Finance company, on a worldwide basis, which led to a substantial increase in their sales performance.

### **Career History**

#### ***Managing Director, Boulden Management Consultants Ltd., Rugby (1998 – present)***

In 1998 George started his own consultancy organisation and with his team of thirty associates has managed the design and delivery of 'soft skills' development programmes on a worldwide basis.

#### ***Director, ALA International Ltd., Rugby (1993 – 1998)***

#### ***Lead consultant, ALA International Ltd., Rugby (1990 – 1993)***

#### ***Consultant, ALA International Ltd., Rugby (1988 – 1990)***

In January 1988 George began work as a consultant with ALA International, a company that concentrates on providing support to clients in the areas of Action Learning, performance improvement, management and sales training. Initially taking on a support role, he quickly progressed to lead consultant with full client responsibilities, before becoming a director of the company in 1993. While with ALA he worked on large-scale performance improvement programmes using Action Learning methodology in Motorola, Boots the Chemist, GKN, Guinness, Vaux Breweries, Schlumberger and Lucas.

#### ***Early Career - Electronics Industry October (1982 – December 1987)***

In his early career George worked in the electronics industry for Motorola (in their mobile phones operation) and for a division of Crosfield Electronics (then part of the De La Rue group) where he was responsible for building up the division's Materials department from the very early stages; from selecting team members, through to systems design and goal setting.

### **Qualifications & Membership of Professional Bodies**

B.Sc. Honours Degree (2.1) in Economics at the City University, London. (1982)

Member of the institute of Operations Management (1987)

Master Practitioner of NLP and Member Association of Neuro Linguistic Programming (1994)

Certified Management Consultant and Member of the Institute of Business Consulting (1998)

Member of the Institute of Directors (2006)

Member International Foundation of Action Learning (2007)



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**Name:** Lisa D Burnage  
**Nationality:** British & Singaporean  
Permanent Resident  
**Location:** Singapore

### **Professional Profile**

Lisa Burnage is an experienced executive coach, facilitator and trainer. She is inspired and energized by like-minded people who share a belief and spirit of working together for the common good. During her twenty-year business career Lisa firstly gained experience in various HR leadership roles in the hi-tech industry in Europe and the US. Since 1998 she has focused on leadership development, coaching, teamwork development and communications skills for MNC clients in the energy, financial, FMCG field as well as NGO's such as the UN's IAEA. Lisa is a member of the International Coaching Federation, as well as a qualified ICF accredited coach. In addition, Lisa is a certified MBTI™, DISC™ and CTT™ (Cultural Transformation Tools) practitioner. She is fluent in German with conversational French.

### **Distinctive Capabilities**

#### **Executive Coaching / Communications**

As a self-confessed "pedantic semantic" Lisa believes that by changing our words, we change our world. Many leaders often struggle to find the right words or "positive packaging" that inspires and motivates their people to action. When coaching her clients, Lisa helps them to create a positive platform for communication focusing on "saying what you want" in both the spoken and written word to achieve personal and professional growth and development.

#### **Facilitation skills**

Using a blend of appreciative inquiry, positive psychology, neuroscience and values-based leadership to work with client teams on developing livable strategy, team development and communication solutions.

#### **Designing and managing learning projects**

Working with clients to identify how key business challenges can be addressed by bespoke coaching or OD interventions and then designing and implementing high impact programmes.



### **Example Consulting Assignments**

Coaching of senior management to strengthen their leadership and communication skills.

Facilitation of “Working in Teams”, “Leading Teams”, “Effective Interpersonal communications” “Managing Transition to Technical Leadership” and “Assertiveness” workshops for global, cross-cultural teams in Europe and Asia.

Workshop with HR Business Partners in the financial services sector to enhance their communication and influencing skills.

Design and delivery of a pan-European effective email communications workshop to 260 employees in 2 months. The outcome was a more selective use of email as a communication tool as well as the development of the client’s email charter.

Train-the trainer communications and presentation workshops for Key SAP users.

Facilitation of an outdoor activity day for European and Asian Management Programme as well as creative team building events.

### **Career History**

#### ***Boulden Management Consultants (2009 – present)***

Lisa provides executive coaching and mentoring support to Singapore based executives.

#### ***Managing Director, Centre for Positive Leadership, Singapore (2007 – present)***

In 2007 Lisa started her own coaching and facilitation company within a global associate network. Lisa has coached, designed and facilitated OD interventions and has managed the design and delivery of development programmes within the Asian region.

#### ***Freelance Trainer and OD Consultant, HR Consultancy, Munich Germany (1998 – 2006)***

#### ***Head of Human Resources – Central Eastern Region, Autodesk GmbH, Munich (1996 – 1998)***

Leading manufacturer of PC design software. Then fourth largest PC software company world-wide. 110 employees in 9 locations in CE region. Annual revenue EUR 36 million.

#### ***Human Resources Manager – Central Eastern Region***

***(covering Germany, Austria, Switzerland, Eastern Europe and CIS).***

### **Qualifications & Membership of Professional Bodies**

BA Hons. in European Business Administration at Middlesex University, London

Dipl. Betriebswirt (FH) from the European Partnership of Business Schools, Reutlingen, Germany

Practitioner of MBTI Step I and II

Practitioner of values-based leadership / corporate transformation tools CTT 1 and 2

Certified DiSC practitioner

Member of the International Coach Federation





**Name:** Kirsten Farris

**Nationality:** American

**Location:** Atlanta, USA

### **Professional Profile**

Kirsten Farris began her successful career in sales as a Sales Representative over twenty years ago. Working her way up through the ranks, she held positions of Sales Manager, Branch Manager and Sales Vice President selling B2B in the Fortune 1000 market before becoming a consultant in 2002. Using her in-depth knowledge of sales and sales management process, along with being a Certified Coach, Master Practitioner and Trainer of NLP, she helps her clients with Sales and Management challenges and has delivered successful programs to Staples, GE Capital, and several start up companies. She is also the Author of "Selling States", which is a strategic sales process for selling in the competitive Fortune 1000 market.

### **Distinctive Capabilities**

#### **Executive Coaching**

As an Executive Coach, Kirsten works 'one on one' with business leaders to assist them in reaching their potential. Areas of focus typically include: Interpersonal and Communication Skills, Aligning Personal and Corporate Values, Establishing Priorities and Goal Setting, and helping Executives move beyond self-imposed limitations.

#### **Programme design**

Using principles from adult learning, performance improvement and NLP, Kirsten offers advice and guidance on the design, delivery and management of training programmes as well as conducting 'Train the Trainer' classes to ensure the success of training initiatives.



### **Example Consulting Assignments**

Implementation of sales process for a multi-national company expanding into the United States. Involved creation of sales message, go to market strategy, hiring and training of sales team.

Development and delivery of an online quality improvement program intended for new employees to educate them on the process improvement methodology used within the Fortune 1000 company.

Designed and ran a series of three day communication skills courses for managers, customer service and sales personnel for a Fortune 500 Telecommunications Company. Programme included one on one coaching with the management team that contributed to the overall success of the program.

### **Career History**

#### ***Boulden Management Consultants (2008 – present)***

Kirsten designs and delivers a wide range of BMC programmes and acts as an executive coach.

#### ***CEO/Consultant, Bulldog Marketing (2002 – present)***

Direct all operations of a professional services firm that specializes in sales, marketing, and product development including design and delivery of training courses and conducting group and individual coaching sessions.

#### ***Executive Director of Key Accounts, Quantumshift (2000 – 2002)***

Responsible for all aspects of client acquisition, from prospect selection to implementation of telecommunications management solutions. Ranked number one in the nation, producing over 2MM in sales of software and professional services.

#### ***Sr. Vice President of Marketing, GE Capital Commercial Direct (1998 – 2000)***

Responsible for implementation of resale Data Product Line including vendor selection, contract and price negotiation, training development and delivery and Installation Process Documentation. Sales of data products increased revenue by 53% during first 3 months of product introduction. Certified as a six sigma black belt, and was involved in 5 Process Improvement Initiatives which resulted in 1.75 MM increase in revenue.

#### ***Vice President of Marketing, Network Services, Staples (1995 – 1998)***

As Vice President of Marketing, directed team of three product managers to implement and maintain Local Resale, Long Distance and Data product portfolio.

### **Qualifications & Membership of Professional Bodies**

B.Sc Animal Science, California Polytechnic State University.

Master Practitioner of NLP

Six Sigma Black Belt

Certified Consultant -TAIS- The Attentional and Interpersonal Style (TAIS) assessment which is used to help people perform under pressure

Certified NLP Coach



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**Name:** Dorothy Forbes  
**Nationality:** British  
**Location:** Zurich, Switzerland

### **Professional Profile**

Dorothy Forbes is a highly motivated professional with over twenty years of consulting and management experience. Dorothy spent the first ten years of her career in strategic management consulting, with a specific focus on the financial services industry. Between 2001 and 2008 Dorothy held a number of executive positions at GE Frankona Re / Swiss Re, including Marketing and Communications Leader for Europe and Asia; Strategy Leader for Continental Europe and Specialty Products, Global Account Management Leader and Director; Client Markets Community Development. In 2008 she returned to consulting, with a specific focus on executive coaching, facilitation, and training. She has designed and run initiatives for Swiss Re, Credit Suisse, Glacier Group, Swisslinx and the Amcor Group, and has extensive international experience, having worked throughout Europe, Asia and the USA. Dorothy's key strengths include strong personal credibility, an ability to engender confidence and trust across all organizational levels and exceptionally strong communication skills.

### **Distinctive Capabilities**

#### ***Coaching Managers and Leaders***

Coaching senior executives to achieve a mutually identified set of goals to improve professional performance and personal satisfaction and to increase their organisational effectiveness and impact.

#### ***Facilitation, strategy and communications***

Supporting senior leaders and their teams on a broad range of strategy, team development, and communication issues.

#### ***Designing and delivering a range of tailored development programmes***

Working with clients to develop functional competency models, analyse employee skills gaps and design tailored development programmes based on a mix of in-house and externally provided programmes.



### **Example Consulting Assignments**

Provision of 'on-call' executive coaching, new manager introduction support, conflict resolution, moderation and facilitation services to the European management team of a major reinsurance company.

Facilitation of the strategy process for the European division of a major reinsurance company, including process design, meeting facilitation and the summarising and communicating of outputs.

Establishment of the Marketing and Communications functions for a new financial services company, including developing marketing collateral for key industry events & customer meetings and business leader communications, Intranet design and content production and support of all senior executive communications.

Supporting a Zurich-based executive search company in a broad range of organisational development areas, including the formalisation of the internal recruitment process, on-boarding, and all training and development needs.

### **Career History**

#### ***Boulden Management Consultants (2011 – present)***

In association with Boulden Management Consultants, Dorothy designs and delivers a range of management training programmes and 'one to one' executive coaching initiatives, predominantly within Continental Europe.

#### ***Alena Consulting AG, Zurich, Switzerland (2008 – present)***

In 2008 Dorothy established a consulting firm providing specialist support to financial services organisations in the areas of executive coaching, strategy, training and development and employee engagement and collaboration.

#### ***Swiss Re, Zurich / GE Frankona Re Munich & London (2001 – 2008)***

***Director, Client Markets Community Development***

***Global Account Management Leader***

***Strategy and Operations Leader for Continental Europe and Specialty Products***

***Marketing and Communications Leader for Europe & Asia***

Dorothy held a number of senior management roles within GE Frankona Re in the areas of marketing, strategy and operations. At Swiss Re, she developed and led a programme of integration activities for the Client Markets organisation, including conferences, leadership meetings, Intranet and the leadership communications.

#### ***Early Career***

Roland Berger and Partners, Principal Consultant, London, England

Mercer Management Consulting, Business Analyst, London, England

Midland Bank International (HSBC), London, England

### **Qualifications & Membership of Professional Bodies**

PhD. University of Cambridge, England

M.A. Social Anthropology, University of Cambridge, England

Diploma in Banking and International Finance, City University, England



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**Name:** Dr Tom Forster  
**Nationality:** British  
**Location:** London, England

### **Professional Profile**

Tom Forster offers 'one to one' coaching to senior executives and business leaders. He also deals with the HR consultancy and strategy aspects of BMC programmes. He began his working life in Science where he gained a PhD before switching to Human Resources. His first role was with Perkin Elmer before moving to Amersham (now GE Healthcare) then SKF (now Glaxo Smith Kline.) He then went on to hold senior HR roles in Citibank, GE Insurance, Liberty Re and QBE. Tom is a seasoned HR professional who has successfully tackled the needs of businesses undergoing change and restructuring. A highly experienced coach, Tom is also a member of the Institute of Personal Development and the IOD, he has also sat on employment tribunals.

### **Distinctive Capabilities**

#### **Executive Mentoring and Coaching**

Coaching senior staff based in the Finance Sector (including UK, Japanese and Swiss owned companies.) Assignments have covered a wide range of roles, including CEOs, Actuaries, Investment Managers, Directors of Underwriting and Business heads.

#### **Consultative skills**

Working with and advising companies on how to use HR strategies to achieve their market penetration and a good return on capital.

#### **Career transition projects**

Design and delivery of career transition products that include defining cultural fit, establishing change readiness and providing mentoring support.



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### **Example Consulting Assignments**

Set up and managed the transition arrangements for a major London broker. This involved working with individuals to help them to identify their USP's and to locate their next suitable position.

Mentoring and coaching senior staff in the Lloyds Insurance markets.

Set up the talent management organisation for a large Insurer. This included convincing senior staff of the need to manage the talent pipeline, acquiring the necessary resources and gaining the commitment of the top team to sponsor the programme.

Led and managed the senior management development programme in the European Division of a large multinational insurance company. This included presenting workshops to the business heads and their direct reports.

### **Career History**

#### ***Boulden Management Consultants (2011 – present)***

Tom provides executive coaching and mentoring support to UK based executives.

#### ***Partner, Forster and Partners (2003 - present.)***

Provides executive coaching and mentoring to senior executives.

#### ***HR Director, QBE International Insurance Ltd (1999 – 2003)***

The role embraced strategic issues across Europe and Eastern Europe including mergers and acquisitions, the design of wealth creation schemes, mentoring and coaching senior executives and change management programmes.

#### ***HR Director Liberty Re (1997 – 1999)***

Joined a small start up Reinsurer and established vision, mission and values standards for the company.

#### ***HR Director, ERC-Francona Ltd {GE Insurance} (1994 – 1997)***

As a senior member of the executive management team the role was to translate the business plan into an HR strategy and deliver solutions fundamental to the business success as an expanding profitable and acquisitive business.

#### ***Consultant, Forster Associates (1992 – 1994)***

#### ***Vice President, Quotron Ltd (Citibank subsidiary) (1989 – 1992)***

#### ***HR Director, SKB (now GKS) (1982 – 1989)***

#### ***Group Personnel Manager, Amersham International (1971 – 1982)***

### **Qualifications & Membership of Professional Bodies**

PhD Physical Chemistry, Coventry University

Member of the Institute of Directors





**Name:** Donna Kay Hemsley  
**Nationality:** New Zealander  
**Location:** Zürich, Switzerland

### **Professional Profile**

Donna Kay Hemsley is both a certified Master Coach and an NLP Master Practitioner. She is also an experienced business communication trainer, qualified presentation trainer and expert facilitator. She has a German business degree as well as 'hands-on' experience in banking, key account management, marketing and sales with a number of blue chip international companies. Fluent in English and German she has worked with, among others, UNICEF in the facilitation of international teams, with OSRAM & UniCredit Group as a coach and soft skills trainer (especially for communication and sales skills) and with DHL in the areas of cross border management and creative problem solving. Currently based in Switzerland, she has lived and/or worked in New Zealand, Germany, Spain, Italy, Armenia and the Czech Republic.

### **Distinctive Capabilities**

#### **Communication Coaching**

Working with individuals or teams to address communication issues within their working environment and finding sustainable solutions to optimize performance and personal satisfaction. Behavioural Coaching techniques and the latest management related findings in neuro-science are just two of the various areas that Donna draws on with her experience.

#### **Designing and running development projects**

Designing client-centred training and coaching using whole brain (accelerated) learning and neuro linguistic programming concepts.

#### **Organisational Change**

Supporting clients through organisational change, for example, merging of teams, overseas assignments and career transition. Donna's extensive international and personal experience is the foundation for her work with individuals and organizations in preparing and dealing with change.



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### **Example Consulting Assignments**

Developing and running a development programme for the Armenian subsidiary of a Munich based IT company. Project included trainings in presentation and business communication, Time/Energy management and individual coaching sessions, including psychometric testing in Yerevan, Armenia.

Developing a competency management programme and designing and running communication trainings for a major energy company in Germany.

Coaching several executives in a major European bank on management & communication skills in Munich, Germany.

Preparation of, facilitation and follow-up for an international team of a worldwide non-profit organization at an annual conference in Rome, Italy

Designing and running cross-border management and creative thinking workshops for an international logistics company

### **Career History**

#### ***Boulden Management Consultants Ltd – Senior Consultant, (2009 - present)***

Delivers management trainings and provides consulting and coaching in Switzerland.

#### ***Hemsley Consulting, Munich, Germany & Zurich, Switzerland - Owner (2002 – present)***

In 2002 Donna started her own consultancy. Her work covers competency management, tailor-made learning and development programmes and specific coaching assignments.

#### ***Telefonica – Group3G Quam, Munich, Germany – Sales Key Account Manager (2001 – 2002)***

In this position Donna was responsible for major accounts (ie. METRO Group, Vobis, Kaufhof) including the negotiating of contracts, budget responsibility and sales campaigns.

#### ***Mawa Film & Media Espana S.L., Madrid, Spain – General Manager (2000 – 2001)***

(Sole signing authority)

- Responsible for the operational and administrative business
- Prepared launch for sales channels in South America

#### ***ANZ Bank, Mt Maunganui, New Zealand - Customer Relations Officer (1990 – 1992)***

### **Qualifications & Membership of Professional Bodies**

Certified Master Coach (International Coaching Council)

Master Practitioner and Trainer of Business NLP (Sue Knight Associates)

Certificate in Facilitation

Certificates in television presentation and radio announcing, Munich, Germany

Diplom Ökonom (Wirtschaftswissenschaften) -Universität Witten/Herdecke, Germany

Certificate in Banking – ANZ Bank





**Name:** Jeremy Stunt

**Nationality:** British

**Location:** Hong Kong

### **Professional Profile**

Jeremy Stunt is an executive coach and training facilitator. Jeremy combines a unique blend of ontological coaching and neuroscience with over twenty years of personal leadership experience in demanding settings in the banking, finance and professional services sectors. In 2009, after a career in banking in London and then Asia, he became a full time consultant delivering a broad range of leadership and management skills programmes and undertaking Executive Coaching for clients. He has coached and/or facilitated training to senior executives in Hong Kong, Singapore, Malaysia, Philippines, UAE and Saudi Arabia from a range of organisations including Citigroup, Credit Suisse, Herbert Smith, HSBC, Macquarie, Royal Bank of Scotland, Societe Generale, Standard Chartered and Unilever.

### **Distinctive Capabilities**

#### ***Coaching managers and leaders***

Jeremy coaches senior executives to help generate transformational change and improve performance and productivity, particularly in settings characterised by accelerating change and uncertainty. He has a strong interest in helping people achieve greater personal authenticity and is an experienced career transition coach.

#### ***Designing and delivering a range of tailored development programmes***

Jeremy is an experienced facilitator of training programmes for personal effectiveness, advanced communication skills, leadership, managing people, and coaching skills. He has also delivered talks on the application of neuroscience in leadership at regional conferences in Hong Kong, Singapore and Macau.

#### ***Stress management and staying cool under pressure***

Jeremy delivers both coaching and training assignments using emotional regulation techniques grounded in social cognitive neuroscience.



### **Example Consulting Assignments**

Coached several senior executives in a professional services firm. A consistent underlying theme was helping senior people raise their effectiveness and productivity through better emotional regulation.

Designed and facilitated a programme for two recently merged teams within an Australian banking institution, which resulted in an agreed and shared set of organisational priorities to improve team effectiveness and focus.

Designed and delivered a series of personal effectiveness programmes for a large European bank. These were built on principles from ontological coaching and the neuroscience of leadership.

Delivered a wide range of leadership and management skills programmes as part of a large training rollout for a major global bank.

Delivered a series of programmes for a major global bank to provide managers with the understanding and skills to conduct effective career development planning conversations with their staff.

### **Career History**

#### ***Boulden Management Consultants (2011 – present)***

Jeremy delivers executive coaching and management training programmes, primarily in Hong Kong.

#### ***Self employed Consultant (2009 – present)***

In 2009 Jeremy formed his own executive coaching and training company delivering Executive Coaching and leadership and management training programmes across Asia.

#### ***Chief Operating Officer, Cazenove Asia, Hong Kong (2006 – 2009)***

Jeremy was recruited by Cazenove into a newly formed role as COO. He was responsible for strengthening the firm's Asian platform to support a step change in business growth and to cement the firm's reputation as a top-tier boutique investment bank.

#### ***Chief Finance Officer, Global Sage, Hong Kong (2005 – 2006)***

Jeremy performed a key leadership role in this top-ranked retained executive search firm. He drove cultural change to support a globally integrated firm, coached and mentored staff at all levels.

#### ***Barings and ING (1993 – 2003)***

Jeremy performed a variety of roles in the finance function in London before moving to Hong Kong in 1997. In Asia, as Chief of Staff to the Regional CEO and later as Regional CFO,

### **Qualifications & Membership of Professional Bodies**

B.A. (Econ) Hons (2.1) at the University of Manchester

Member of the Institute of Chartered Accountants in England and Wales

Corporate Coaching, University of Hong Kong SPACE

Member of the Hong Kong International Coaching Community

Ontological Coaching, Newfield Institute

Neuroscience of Leadership, Middlesex University



Boulden Management Consultants  
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**Name:** Heidi Walker  
**Nationality:** US citizen with  
British & Chinese  
residency permits  
**Location:** Beijing, China

### **Professional Profile**

Heidi Walker is a certified Coach and NLP Practitioner and is the owner of The Difference Life Coaching Ltd. Heidi is currently based in Beijing, China. Prior to embarking on a coaching career, she was based in London and held Human Resources Director roles in the Financial Services industry at Swiss Re and GE Insurance Solutions. Heidi has extensive experience of working with senior leadership teams during strategic operational change and thrives in dynamic, high performance environments. Key strength areas include professional and personal coaching, developing high performing teams, strategic business partnering, talent management and succession planning, change management, accountability and proven results orientation.

### **Distinctive Capabilities**

#### **Coaching skills**

Partnering with clients to identify both individual and organisational roadblocks to success and delivering sustainable solutions for long-term performance optimisation. Skilled at using both neuro-science based coaching techniques and Neuro Linguistic Programming concepts (NLP) to achieve positive and lasting change for individuals and organisations.

#### **Global Organisational Change**

As a senior Human Resources professional, Heidi oversaw and was involved in numerous organisational and regional strategic change programmes. She has a breadth of experience working in global, matrix organisations and understanding of the cross-functional complexities involved. Specifically she is skilled at supporting senior leaders and teams during times of organisational change.

#### **Lean Six Sigma**

While at GE Heidi was trained in this rigorous, data driven, results orientated approach to continuous improvement at both the team and organisational level.



### **Example Consulting Assignments**

Working with a client to implement their 5-year strategic plan. Focusing on designing the optimal organisational structure and management operating rhythm. Improving the acquisition, retention and development of key functional staff.

Assisting a client to align organisational behaviours and practices to a new set of values and mission.

Designing a personalised and rigorous admissions process for an international university with the goal of increasing enrolment 25% over the next 3 years. Redesigning external marketing approach and internal communications.

### **Career History**

#### ***Boulden Management Consultants (2011 – present)***

Heidi provides executive coaching and mentoring support to Asia based executives.

#### ***Owner, Coach at The Difference Life Coaching, Ltd (2010 – present)***

Providing both individual and group coaching.

#### ***Professional development programme (2009 – 2010)***

Undertook professional training to become a certified Coach through Results Coaching Systems and a qualified Neuro-Linguistic Programming Practitioner through International Teaching Seminars (ITS).

#### ***Swiss Re Regional HR Director – UK, Ireland & South Africa (2006 – 2009)***

A leading, diversified global financial services company based in Zurich, with 11,000 employees, operating across 25 countries.

#### ***GE Insurance Solutions UK HR Director (2002 – 2006)***

GE Insurance Solutions (prior to its acquisition by Swiss Re) was the insurance operation of General Electric and was a leading supplier of reinsurance and commercial insurance products. Based in the US with 3,300 employees it operated across 28 countries.

#### ***Bloomberg LP – HR Business Partner EMEA (1999 – 2002)***

A leading, real-time financial information technology provider and news network based in New York with 10,000 employees in 135 countries.

### **Qualifications & Membership of Professional Bodies**

Results Coaching Systems, Coaching Certification

International Teaching Seminars, Neuro-Linguistic Programming Practitioner

MSc Industrial Relations and Personnel Management, The London School of Economics and Political Science

BSc. Psychology, Randolph Macon Woman's College, Virginia, USA



## Contact details



**Further information is available by contacting  
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