

Claire Palmer

Address:



PROFILE

Claire Palmer is a professional certified coach and a qualified coach supervisor with extensive coach specific training and experience together with leadership experience both nationally and internationally. She works with clients from a variety of differing industries, taking an holistic approach focusing on all aspects of leadership skills, personal development and career development. . Her vision for her clients is to “Be More; Deepen Awareness & Expand Potential’ .”

COACHING EXPERTISE

June 2000 – to date **Executive, Career and Coach Development**

Coaching and coaching services for Executives, Corporate Leaders, Professionals and Coaches. Claire is passionate about her clients’ careers, work, life being as fulfilled and successful as possible.

Within the last thirteen years Claire has coached clients within the following industries and functions in the UK and internationally, both face to face and by phone; Pharmaceutical, Financial Services, Technology, Manufacturing, Finance, Operations, R & D, Human Resources. These clients have been Global Leaders, Leaders of Functional Areas, European Leaders, MDs and Directors within organisations such as AstraZeneca, Barclays, BEA Systems, Cisco, Fed Ex, Ford, Johnson & Johnson, Nationwide, Newell Rubbermaid, Philips, Sanofi-Aventis and Thermo Fisher Scientific, amongst others.

Specific areas of expertise

- Developing Technical and Business Experts into stronger Leaders
- Career Development & Progression.
- Developing Stronger Influencing and Impacting skills
- Transitioning Into New Roles.
- ‘Fine tuning’ leadership skills for High Potentials
- Leaders handling challenging change programs
- Coaches looking to be masterful coaches
- Career cross-roads

Coaching Style

Her clients have described her as professional, results-oriented, maintaining high integrity; pragmatic, supportive, intuitive with a special blend of 'creativity and focus'. Claire has an innate ability to focus 'right in', with deep understanding, to what's important and from there work with her clients to identify the practical action that achieves results, often more than expected.

CAREER HISTORY

Claire has seventeen years business experience within large complex organisations. After university Claire was recruited as a graduate Analyst/Programmer at Royal Sun Alliance, UK. Prior to setting up her own coaching business in 2000, her last role was Vice-President IT, Card Services Europe, Middle East & Africa at American Express where she was responsible for a major portfolio of successful technology investments. Prior to that Claire held a variety of different Director level positions, working with different business units and leading cross-functional teams and projects across countries and regions.

2003 – 2006

Lore International Institute (now Kornferry/Whitehead Mann)
Leadership Development Services

European Regional Project Manager for a global coaching program for Cisco, working with Cisco HR leaders across Europe. Supervision of European coaches on active coaching engagements.

March 1987 – May 2000 American Express - Global Travel, Financial and Network Services Provider.

Nov 1998 – May 2000 Vice President IT, Card Services Europe, Middle East and Africa (EMEA)

Working within a large global matrixed organisation, a key member of the EMEA regional business team responsible for a major portfolio of successful technology investments for American Express Card and Marketing Strategies. Direct leadership of between 40 and 60 employees.

Achievements

- Superb and consistent Employee Survey Results for organization with consistent high ratings for Managing Performance and Developing People.
- Built and maintained strong partnerships with business teams.
- Direct responsibility for \$11M development effort, financial management of \$13M IT investment to support business growth & systems maintenance budget.
- Successful delivery of many card and product launches for the region.
- Responsible for delivery of flexible resourcing initiative across IT.

July 1996 – October 1998

Director IT, Card Services Development

Responsible for the delivery of major IT projects for the Card Business area. Worked closely with other areas of business – Marketing, Finance, HR, New Product Development, as well as other IT teams across countries and regions. Directly led a team of 25 employees and contractors as well as indirect responsibility for other employees across IT.

Achievements

- Implemented initiatives for an IT Trainee scheme and internal recruitment scheme.
- Developed the course content and subsequently rolled-out an internal Organisational Development program for all IT employees.
- Consistent high ratings for Achieving Results and Managing Performance
- Part of leadership team which achieved 75% favourable rating for Manager Effectiveness (20% above average)
- Successful delivery of \$2M co-brand card project, which involved 7 separate development teams and an external partner.

1995 – 1996

Project Manager, Global Systems Development

1992 – 1995

Project Leader to Project Manager, Customer Rewards System

Led teams handling the development then the testing of a new Statement system for UK, France and Germany. Responsible for key project to develop New Statement and Rewards system for the US which involved teams across 3 sites in UK, US and Canada.

1989 - 1992

Project Leader

1987 - 1989

Senior Analyst/Programmer

September 1982 – March 1987 **Sun Alliance Insurance (now Royal & SunAlliance group)**

Large International Insurance Group.

Joined the company as a Graduate Analyst/programmer then progressed to Senior Analyst/Programmer working on a variety of Home Insurance systems.

Qualifications & Education

- Professional Certified Coach (PCC) & Assessor - International Coach Federation (ICF)
- Professional Mentor Coach and assessor with CoachU (www.coachinc.com).
- Certified Graduate from Coach University (largest global coach training institution)
- Post-graduate diploma in 'Advanced Executive Coaching' with the Academy of Executive Coaching. (Merit in both Coaching Practice and Coaching Model)
- Post Graduate Certificate, Middlesex University
- Supervision Courses; Becoming a Coach Supervisor, Advanced Coach Supervision, Supervision in Organisational settings. Centre for Supervision Training (Michael Carroll)
- Formally certified; MBTI, Lominger Voices.
- Firework[™] Career Coaching Training
- B.Sc. (Hons) Mathematical Sciences, University of Newcastle-upon-Tyne, UK
- 3 'A' Levels, 8 'O' levels Ecclesbourne Grammar School, Duffield, Derbys, UK

Affiliations.

- Volunteer Mentor with The Princes Trust.
- Past President, UK International Coach Federation
- Past Board Member and Co-chair, ICF Global Regulatory Committee
- Running 3 day Coach Certification Training programs for a Global Coaching Organisation.