



Executive Coaching & Leadership Development

M: +44 (0) 797 419 5124

E: Jayne@JEM4Coaching.com

JAYNE MCPHILLIMY AMAC

Executive Coach & Leadership Mentor

Overview

A qualified coach and mentor with 20 years of business experience, Jayne has a deep understanding of the challenges faced by today's business leaders. The support and development of others to reach their potential has always been a feature of any role Jayne has undertaken and has become the key focus of her career. Jayne specialises in coaching and mentoring people currently in leadership roles and those aspiring to transition to new levels of leadership.

Jayne's coaching style is supportive and challenging, raising self awareness in her clients and encouraging them to focus on recognising and addressing their development needs. Her coaching is goal orientated and aims to achieve specific, measurable outcomes. Her coaching approach builds on the resourcefulness of the client, encouraging creativity in their problem solving both during and following their coaching programme.

With her background in Learning & Development and experience as a leader in a number of FTSE 100 businesses, Jayne brings to her coaching a valuable combination of leadership theory and knowledge, alongside practical application and experience.

Areas of Expertise

- Leading Through Change
- Improving Performance
- Developing Talent / Reaching Potential
- Leaders in new roles / First 90 Days
- Stakeholder Management / Managing Up
- Improving Performance
- Work Relationships
- Impact & Presence
- Communication Skills

Client Types / Levels of Experience

- Senior Leaders / Directors / Board Members
- Middle Management
- Managing Directors
- Aspiring Senior Leader (Talent)
- Individual Contributors / Technical Experts

Industry / Functional Experience

- Financial Services & Insurance
- Vehicle Rescue & Repair
- Education
- Not for profit organisations

Professional / Corporate Experience

- Leadership Development
- Learning & Development
- Project & Programme Management
- Change Management
- Requirements Definition
- Customer Service and Experience

Training & Education

- Certificate in Executive Coaching (ILM L7)
- Certificate in Advanced Leadership (Henley)
- Bachelor of Education
- BPS Part A & B Accredited
- MBTI Step 1 Accredited
- Development Tools – Saville Wave/Swift
- Progression Mentor (Princes' Trust)

Professional Affiliations

- Association for Coaching
- Institute of Leadership & Management
- British Psychological Society



Executive Coaching & Leadership Development

M: +44 (0) 797 419 5124

E: Jayne@JEM4Coaching.com

Jayne McPhillimy – Coaching Recommendations

John Eaton TD B.Eng. PG Dip.

Top qualities: Great Results, Good Value, High Integrity

"I take the time to write a recommendation for Jayne because of the value I got from her as a coach. Faced with a redundancy situation, Jayne challenged me to take the time to think about the options and opportunities available to me and to assess them against my short and long term goals. For me, Jayne balanced well the direct and indirect coaching techniques, getting me to think beyond normal boundaries whilst still remaining focussed. I particularly found the career visioning exercise of use as it helped me shape my thinking and link opportunities and decisions to longer term life objectives. I would highly recommend Jayne's services and will use her again in the future. Thank you. John"

Paul Hubbard

Head of Counter Fraud Operations, Direct Line Group

"I have no hesitation in recommending Jayne. I have had the pleasure of working with Jayne for a number of years. She is knowledgeable about the best ways to develop the skills and confidence of the people she is working with. When you work with Jayne you know she will ensure she fully understands the objectives and then delivers fully. She will support you to identify roadblocks and remove them effectively."

Cath Brown – Consultant & ILM Tutor

Cath Brown Consultancy – Management Consulting & Coaching

Jayne was consolidating her skills in leadership coaching by coming on the Masters Level 7 programme. She is a very competent senior manager and practitioner and was able to demonstrate this by showing high levels of skills as a coach. She is able to challenge and question deeply maintaining boundaries and codes of ethics throughout. She undertook supervision and submitted assignments and coaching records to demonstrate competence, experience and application at the appropriate level (with appropriate senior and strategic clients). As a tutor I was able to observe Jayne coaching and provide her with ongoing extremely positive feedback on her practical skills as a coach.

Angela Cunningham

Head of Strategy and Performance, Business & Commercial Banking, RBS Group

"Jayne is an excellent mentor, she has a very open and inclusive style. I found her to deliver exactly the right level of interaction and really helped me develop in the area's I needed to focus on. Always supportive, not only in the mentoring/mentee relationship but also in my previous interactions on a work level. Extremely well organised and has the right level of assertiveness when needed, very well respected at all levels in the organisation."

Rosie Marriage

Project Manager, RBS Insurance

I have always found Jayne to be very insightful and she quickly understands individual's motivations and development areas. Jayne coached, supported and developed me, always taking the time to listen to any concerns and issues, whether that be face to face or over the phone. She was always genuinely interested in the problem at hand. Jayne has excellent questioning skills which helped me identify the root cause and identify next steps. Jayne would always empower me to make my own decisions. Jayne provided timely encouraging, constructive, detailed feedback. Through her coaching skills, she has supported me in achieving my goals and ultimately given me the personal confidence to take a new stretching role.



Executive Coaching & Leadership Development

M: +44 (0) 797 419 5124

E: Jayne@JEM4Coaching.com

JEM Coaching Programmes

Level 1 Individual Development

Great for existing or aspiring leaders, builds their understanding of areas of strength and/or development, recognises their personal talents and motivations, and considers how these match with their aspirations.

Increases self awareness and targets development activity to the right places.

Level 2 High Performance Coaching

Who are your next Leaders? Are they ready?

Who are your current Leaders? Are they really performing at their best?

And ... Who is ready to take your role?

At this level everyone has specific development needs, and training programmes are often too generic to provide the support required for the individual.

Individually tailored coaching programmes, designed to ensure your people are performing at their absolute best are an effective way to build the skills needed/overcome 'roadblocks' impacting performance.

Goal driven, results orientated coaching that builds self awareness in the individual and challenges them to reach high levels of performance.

Level 3 Executive Coaching

The demands on top Executives are high!

Who can you explore your challenges with?

Executive Coaching supports you by providing a confidential and challenging 'ear' and by encouraging you to explore your ideas/challenges from different perspectives. Executive Coaching requires you to move away from the operational elements of your role and explore the strategic viewpoint and look to the future.



Executive Coaching & Leadership Development

M: +44 (0) 797 419 5124

E: Jayne@JEM4Coaching.com

JEM Coaching Programme – Level 1 / Individual Development

Great for existing or aspiring leaders, builds their understanding of areas of strength and/or development, recognises their personal talents and motivations, and considers how these match with their aspirations.

Increases self awareness and targets development activity to the right places.

Level 1 JEM Coaching Programme for one person would typically include:

- **Initial Engagement**
A short meeting, in person or by phone, to explain the questionnaire, answer any questions and discuss the 'mindset' to use when filling it in. This is also an opportunity to check that the email details are correct so there are no issues with the completing the questionnaire.
- **Completion of Online Questionnaire**
Questionnaire explores talents and motivations under 4 main headings of: Thought, Influence, Adaptability and Delivery.
- **Review and Assessment of Results (by JEM)**
On completion of the questionnaire, I will then review the results and prepare for the feedback session with the individual
- **Report Generated**
A detailed report is developed which considers 36 professional styles dimensions, each with 3 underlying facets. The report highlights the individual's talents and motivations.
- **Face to Face – Feedback Session**
Up to 2 hours, 1-2-1 to review and discuss the results of the questionnaire. This is a coaching session that will explore in detail the areas of strength and areas for development. During the session we will consider how these support the individual's own aspirations and where/how they want to use their strengths more effectively and which areas they want to focus on for development.
- **Development Plan**
As an output from the Feedback Session, a detailed development plan is produced.
- **Confidentiality**
The report is confidential, however the individual will be encouraged to share the outcomes from the report with their manager.
- **Follow Up Support**
Following the feedback session, any further conversations, clarifying the contents of the report are welcome and can be managed informally via the telephone (or in person) with me.



Executive Coaching & Leadership Development

M: +44 (0) 797 419 5124

E: Jayne@JEM4Coaching.com

JEM Coaching Programme – Level 2 / High Performance Coaching

Coaching Programmes are tailored to the needs of the individual client.

Level 2 JEM Coaching Programme for one person would typically include:

- **Initial Engagement**
A short meeting, in person or by phone, with the Sponsor and/or Client to understand the purpose of the coaching.
- **'Charisma' Meeting**
A face to face informal meeting between the Client and myself to check for rapport, to explain the process the coaching will follow and to provide a 'Taster' session.
- **Development of Coaching Contract**
Developed with Client, Sponsor and Coach. The contract covers the objectives of the coaching, identifying measures/indicators to be used to assess the success of the programme.
- **Coaching Sessions 1 – 3 (90 – 120 mins each)**
Goals are set for each coaching session
Actions are set by the client at the end of each session
Actions are reviewed at the start of the following session
- **Supervision**
My coaching practice is supervised to ensure best practice and an ethical approach
- **Ad-Hoc Support**
Telephone support as required by the client is available between sessions
- **Mid Point Review**
After three sessions a review is held to assess how the coaching is progressing and adapt the contract if required.
- **Coaching Session 4 – 6 (90 – 120 mins each)**
- **Final Review**
Assessment of the impact of the coaching and build Personal Development Plan with the Client for them to take their learning from coaching forward.

JEM Coaching can be supplemented with a number of psychometric tools including MBTI Step 1 / Saville Consulting Wave / 360 Feedback. Costs available on request.



Executive Coaching & Leadership Development

M: +44 (0) 797 419 5124

E: Jayne@JEM4Coaching.com

JEM Coaching Programme – Level 3 / Executive Coaching

The demands on top Executives are high!

Who can you explore your challenges with?

Executive Coaching supports you by providing a confidential and challenging ‘ear’ and by encouraging you to explore your ideas/challenges from different perspectives.

Executive Coaching requires you to move away from the operational elements of your role, explore the strategic viewpoint and look to the future.

Level 3 JEM Executive Coaching Programme for one person would typically include:

➤ **Informal Meeting**

A face to face informal meeting between the Executive and myself to check for rapport and to learn more about each other to see if we are a good combination for coaching.

➤ **Development of Coaching Contract**

Developed with the Executive, the contract covers the goals of the coaching, the number of sessions along with the frequency and duration of the coaching sessions.

➤ **Coaching Sessions** (minimum of 6 sessions)

These are timetabled to last between 90–120mins, but can be longer or shorter.

Any actions set at the last session are reviewed, and any key issues/challenges to be discussed at this session are raised.

Goals are agreed at the start of each coaching session. The coaching will challenge you to explore other perspectives, be more creative, be more self aware and forward thinking.

Actions are set by the Executive at the end of each session.

➤ **Supervision**

My coaching practice is supervised to ensure best practice and an ethical approach. Specifics of the person/company are not discussed, only the challenges and how I am progressing the coaching.

➤ **Ad-Hoc Support**

Telephone support as required by the Executive is available between sessions

JEM Coaching can be supplemented with a number of psychometric tools including MBTI Step 1 / Saville Consulting Wave / 360 Feedback. Costs available on request.