



Nicola Johnston

Change and Communication Consultant
Coach and Interpersonal Mediator

Commercial background

Nicola's experience and achievements are underpinned by a background in business psychology, applied research and behavioural coaching together with a pragmatic and outcome focused approach.

She has coached and provided strategic support to public and private sector clients to support the delivery of significant organisational transformation programmes.

She specialises in:

- **Engaging and coaching senior leadership teams in shaping and implementing change**
- **Coaching individuals and teams to maximise performance**
- **Building individual capability for managing stress and increasing resilience**
- **Development of communication and engagement strategies.**

"Nicola is a challenging high impact professional. She is confident to ask the hard questions in a positive way that seeks to facilitate progress and learning. Nicola ensured we stayed focused on our change agenda and supported me in the design and programme governance and the creation and delivery of workshop sessions for the senior management team." Corporate Director, Unitary Council.

Areas of Coaching Expertise

- Engaging and coaching senior leaders in shaping transformation journeys and reviewing internal capability to deliver change
- Coaching leaders in developing and implementing strategic communication and employee engagement approaches
- Growing internal capability to deliver change through coaching and mentoring of change support staff
- Building individual and team capability and performance
- Building individual capability for managing stress and increasing resilience
- Using emotional intelligence as the basis to review self awareness, impact and influence
- Coaching through transitions, in business or personal life.

Levels of Experience

Corporate Directors, Senior Managers, High Potential Individuals, Team Leaders, HR Lead Teams and personal coaching for professionals.

Sector Experience

Multi Agency Partnerships, Nuclear, Local Authority, NHS, Aviation, Logistics, Retail, Food and Allied Industries, Higher Education, Professional Development Services, Technology.

Multi-national Experience

Worked in multinational organisations where critical success factors for design and implementation of solutions were scalability and transferability, whilst being sensitive to cultural factors and local working practices.

Corporate Background

Successful track record in working as an Interim Organisational Development Consultant in business transformation assignments in Local Authority, Nuclear, Aviation, Logistics and Retail Sectors. Previous portfolio career spanning roles as business psychologist specialising in communication and change in high tech manufacturing industry, leadership and management development consultancy and business enterprise development in Higher Education.

Qualifications and Accreditation

- Member of the Association for Coaching
- Member of the British Psychological Society & Special Group in Coaching
- MSc Social Research Methods & Statistics

- BSc (hons) Psychology
- Advanced PG Certificate in Coaching
- PG Certificate in Coaching
- PG Certificate in Stress Management & Performance Coaching
- PG Certificate in Coaching Psychology
- Redundancy Coaching & Counselling Certificate
- Accredited Hay 360 Emotional Intelligence Practitioner
- Professional Trainer Certificate
- Advanced Health & Safety Certificate
- Transactional Analysis 101 Certificate.

Coaching Approach

- Committed to growing individual capability without creating dependency on the coach
- Helping individuals clarify and communicate their personal brand
- Offer clients constructive challenge, feedback and development support
- Raising awareness on the impact of physical and emotional well-being on performance.

Sample Client Assignments

- Engaging and coaching top teams in shaping transformation journeys through identifying the vision and drivers for change, typically within the context of increasing performance within cost sensitive environments with a focus on enriching the customer experience.
- Supporting senior leaders new in post, and aspiring leaders.
- Coaching leaders and senior managers to support their people through change, including having difficult conversations, managing resistance and focusing on performance.
- Coaching and supporting individuals through recruitment and selection processes.
- Working with senior HR professionals to transition to strategically focused change partners.
- Mentoring of staff new to change management roles
- Coaching for key stakeholders in design and delivery of strategic communication and employee engagement approaches.
- Providing support to individuals following organisational restructures.

Leadership Coaching
Team Coaching
Coach Supervision
Coach & Mentor Training
Facilitation

lead, inspire, succeed

We work with you and your teams to grow performance way above the sum of your parts. Most of all, we help you uncover and realise your own potential to lead, inspire and succeed.

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