

NOEL TIMM POSUS

noel@noelposus.com www.noelposus.com

+61 416 006 476

1/300 Crown Street, Darlinghurst NSW 2010 Australia

(Also see Noel Posus – Coaching Biography and Client/Industry List)

Noel Posus is a recognised leader of the international coaching industry, a Master Coach with over twenty years experience as a professional educator, coach and author. His many credentials include being awarded the **Inaugural Coach of the Year** (2008 and 2009) and his company **Incredible Awareness** as **Finalist Coaching Business of the Year** (2010) from the Australian and New Zealand Institute of Coaching.



W I S D O M – L E A D – V A L U E S – I N S P I R E – A C T – G I V E

Highlights of Qualifications

Extensive background of inspiring and developing people through coaching, mentoring and as a coach educator; senior leadership positions including numerous board of director and executive operational positions, establishing vision, mission, operating values, strategic direction and managing both small and large groups in multiple cultural settings on a global scale.

- Coach of the Year (2008 and 2009)
- Coaching Business of the Year Finalist (2010)
- Director and Master Coach – Incredible Awareness
- Fellow/Master Coach – Australian and New Zealand Institute of Coaching
- Master Coach – International Institute of Coaching
- Master Coach – Life Coaching Institute of Australia
- Fellow Coach (and former CEO) – Australian Life Coaching Society
- Chairman / Director of Operations – High Ideals
- Instructional designer of numerous training/coaching programmes used throughout the world including with the United Nations and major corporations across numerous industry sectors
- Lecturer – Australian Centre for Peace and Conflict Studies
- Author of 20+ self-help and coaching-related books
- Public Speaker, MC and “Playshop” Facilitator with experience in numerous countries

Expertise, Strengths and Capabilities

Change Management (Individual/Organisation)
Leadership Development
Adult Education and Assessment
Training / Coaching / Mentoring Programme Design
Communication Skills
Quality Management System Design / Evaluation
Critical Thinking and Problem Solving Skills

Balanced Strategist
Highly-effective Project/Team Leader
Conflict Dynamics / Conflict Dynamics Profile
Coach / Coaching Skills Education
Negotiation Skills
Presentation and Public Speaking Skills
Developing Wisdom Awareness / Application Skills

Education

- Masters Degree – Humanities / Adult Education (1994, University of Colorado at Denver)
- Bachelors Degree – Fine Arts / Art History (1992, University of Colorado at Denver)
- Numerous leadership, training and coaching-related certifications including Fellow and Master Coach
- Over 150 hours of Professional Development Education every year

Professional Experience

(Please note that many positions run concurrently)

Director and Master Coach
Incredible Awareness Pt Ltd
2007 to present

Achievements:

- Highly successful coaching, mentoring, training and consulting firm with a reputation for custom-designing multi-media programmes for individuals, groups, organisations and also for other coaches to use with their clients around the world. A significant highlight has been the design and training of material used by coaches working with the United Nations since 2009
- Everything we design and do is based on the simple model of:
 - Raise Awareness
 - Make Decisions
 - Modify Behaviour
- Our work is evidence-based – measuring initial condition, measuring success of all strategies during implementation and measuring final outcomes and creating case studies and demonstrating return on investment at both individual and organisational levels
- Establishing a wide variety of coaching-related products and services (see website listing below)
- Design and facilitation of numerous courses and programmes across many industries including coaching, education, medical/health/wellbeing, legal, financial, communications and technology, community services, government and public service (client list available upon request)
- Publishing numerous books including the 13 books in The Wheels of Life series and the 65 tutorial videos to develop coaches in this essential coaching skill
- Launching of preferred portal for coaches (and other helping professionals) to access relevant coaching tools and resources to use with those they serve and support
- Numerous media articles, podcasts and videos (see www.incredibleawareness.com "media" page). Highlights include:
 - Regular fortnightly column "Coach the Coach" in emPOWER Magazine
 - Regular monthly column "Technique and Tips for Coaches" in INSIGHT Magazine (Australian and New Zealand Institute of Coaching)
- Inaugural Coach of the Year (2008 and 2009)
- Finalist Coaching Business of the Year (2010)
- Visit our websites:
 - www.IncredibleAwareness.com
 - www.askacoach.com
 - www.CoachingToolsAndResources.com
 - www.TheWheelsOfLife.com
 - www.ThePersonalBalancedScorecard.com
 - www.AccessingOurWisdom.com
 - www.FilmStretch.com.au
 - www.RecreationalWhinge.com

**Chairman, Director of Operations
High Ideals**

2009 to present

Achievements:

- Co-Founder of this organisation whose aim is to promote “high idealism” and to strengthen the values of integrity, positive and impact amongst the wider community. Portfolio areas for the organisation are:
 - Individual (Personal / Professional)
 - Business
 - Youth
 - Caring Causes
 - Environmental and Global Social Impact
- Responsible for strategic direction of all facets of the organisation and inspiring and developing both the Board of Directors and the Executive Team to deliver on all strategic objectives and initiatives.
- Co-creating the total Quality Management System for the organisation to various ISO standards
- Visit our website: www.high-ideals.com

**Coaching Industry Ambassador
Australian and New Zealand
Institute of Coaching**

2006 - present

Achievements:

- Responsible for representing the coaching industry and the institute throughout Australia and New Zealand in multiple ways – mostly through designing and delivering professional development opportunities, tools and resources for the coaching community
- Facilitating numerous webinar and “Playshop” events on a wide variety of coaching-industry topics
- Master of Ceremonies for the 2010 ANZI Coaching Conference – Coaching is a Force for Good, I Will Lead Not Follow
- Inaugural Coach of the Year (2008 and 2009)
- Finalist Coaching Business of the Year (2010)

**Board of Directors
International Institute of
Coaching (formally The European
Coaching Institute)**

2008-2009

Achievements:

- Responsible for all components, from design through to implementation of the Inaugural International Coaching Conference – The Future of Coaching in Sydney (Nov 2008) attended by hundreds of coaches from around the world
- Facilitating numerous webinar and professional development events (continues today)
- Head of Marketing – Asia Pacific

**Board of Directors and CEO
Australian Life Coaching Society**

2006-2008

Achievements:

- Co-Founder of this organisation whose aim is to provide pro-bono coaching services to the financially under-resourced
- Establishing a total Quality Management System for the organisation to the ISO Standard
- Responsible for processes related to the operation of the organisation including the design and delivery of products and services, recruitment of the coaching-services-provider network, development and quality checks on performance and client-satisfaction measurement and management initiatives

Master Coach

Australian Life Coaching Institute
2004 to present

Achievements:

- Strategic partner in the design and implementation of cutting edge, innovative and highly sought after coaching programmes for coaches, business and the general public
- Creation and recording of scores of podcasts, learning guides and other resource materials in the Master Coach Library
- Dramatically increasing enrolments by more than 100% through the design and delivery of industry open forums and presentations
- Teleclass leader for all certificate modules and other courses
- Host of CoachRadio as well as the design and production of the shows concepts, content and programming
- Successful design and delivery of practical and relevant workshops for up-and-coming coaches in the industry
- Industry expertise shared and value demonstrated in the annual review of the government accredited materials
- LCIA continues to have me listed as their preferred coach in Australia to refer to clients, potential students and all media needs

Lecturer

Australian Centre for Peace and Conflict Studies
2007 to present

Achievements:

- Co-designed and facilitated "Coaching in Conflict" which is offered annually to centre students and the general public
- Receiving perfect student evaluation marks for every course run which is a unique achievement

**Co-Chairman, Board of Directors
Twenty10**
2006

Achievements:

- Twenty10 supports the needs of gay, lesbian, bisexual and transgender youth at risk of becoming homeless, or who are homeless, as a result of their sexuality such as being thrown out of the family home.
- Supporting the organisation during a critical growth period by conducting quality management system and business process evaluations and making and implementing recommendations
- Providing strategic planning workshops and support

Board of Directors

Sydney Gay and Lesbian Business Association
2005-2006

Achievements:

- Establishing a total Quality Management System for the organisation to the ISO Standard
- Redesign and publishing of the member newsletter
- Co-facilitating member events

**Lecturer and Mentor Coach
Coachville**

2004 - 2006

Achievements:

- Design and delivery of the numerous coach mentoring programmes supporting the development of the coaches in Mastery of Self, Coaching, Business, Industry and Leadership
- Developed over 100 coaches to mastery levels

**Owner and Personal/Executive
Coach**
**Performance Achievement
Consultants**
2001 - 2009

Achievements:

- Highly successful first "solo" business as a coach
- Assisting thousands of individuals, groups and organisations achieve their personal and professional strategic goals
- Mentoring and developing all levels of personnel in a variety of disciplines
- See "Incredible Awareness" for continuing coaching business achievements

**Head of HR, Training and
Coaching Services**
Masters Le Mesurier
2005 to 2007

Achievements:

- Developing the company profile in a significant new direction and widely promoting a dramatically increased and holistic menu of services and total-value package offering
- Creation, leadership and ongoing development of an international network of coaching and related professionals to meet client needs and build a stronger coaching culture in the marketplace. At its highest, the network included nearly 130 professionals in 30 countries and delivering coaching services in 15 languages
- Development of significant client relationships, innovative coaching and training programmes and breakthrough seminars and workshops for a variety of clients including Microsoft, Ericsson, American Airlines and Reuters
- Achieving over \$10 million in Australian Federal Government contracts for the design and delivery of coaching services across various departments
- Proven experience and success in the following:
 - Large-scale programme design for organisational culture related to employee performance and business outcomes
 - International development of coaches from a variety of disciplines as well as a significant impact on the coaching industry
 - Introducing new coaching products, services and concepts to emerging markets with substantial impact on individual, business and industry success
- Left the organisation to pursue new directions in my own coaching career knowing the organisation was set up for a number of years of consistent coaching work with a well-trained and established team

**Director of Coaching and
Personal Development**
GOORU
2004 - 2005

Achievements:

- Founding member of the organisation and a critical member of the strategic development of the vision and service delivery
- Co-creator of all content of the website, all initiatives and product and service offerings
- Responsible for all training, personal and professional development and coaching services, including the recruitment, training and development of our internal coaching team as well as the executive and operational team

**Director of Performance
Achievement (including Quality,
HR, Training and Coaching,
Workforce Planning, Privacy,
Information Security and
International Professional
Services) – Asia Pacific
TeleTech International
1995 - 2002**

Achievements:

- Creation and ongoing evolution of Asia Pacific Quality Management System, utilised by eleven sites in six countries and by over 5000 employees
- Development, implementation and management of over 6000 controlled business processes and management documents to the highest international standard
- Over 300 business, site, departmental and process evaluations and audits against various ISO standards
- Over \$350 million worth of revenue in the Asia Pacific region generated over five years as a result of contracts requiring TeleTech's certification to various ISO standards
- Hundreds of Business Improvement Projects completed across the region including the following:
 - Information Security Evaluations, resulting in increased physical, network and data security for TeleTech and its clients, reducing or eliminating risk of hacking, compromised systems and disruption of service
 - Leading projects to gain the corporate compliance of the Private Sector Amendment to the Privacy Act within TeleTech and managing the change relationships with clients (During this time also sat on the NSW Privacy Commissioners Industry Board)
 - Customer Feedback Management evaluations resulting in increased satisfaction levels of up to 80%
 - Sales Effectiveness and Ethics evaluations resulting in sales verification and quality levels of 98%, making TeleTech the best in the field in 1998, 1999 and 2000
- Wide range of course development including the following programmes:
 - Corporate Planning Handbook
 - Business Improvement Fundamentals
 - Account Management Skills
 - Internal Evaluator Certification
 - Numerous Leadership Development programmes
 - Numerous Skills Internship programmes
- Responsible for corporate strategic direction of all performance measurement areas for the organisation in the region as well as support for other global operations. Areas include: Corporate Planning, Professional Services, Business Improvement, Operations Analysis, Quality Assurance, Human Resources, Learning and Development, Balanced Scorecard, Legal Compliance, Customer Feedback Management and Information Services
- Responsible for the project management and quality development of nearly 30 contact centres in 14 countries for TeleTech throughout North and South America, Europe and Asia Pacific
- Responsible for earning numerous awards and certifications for the organisation throughout Asia Pacific and representing TeleTech at conferences, public speaking and with the media

- Additional achievements and responsibilities over the years with TeleTech include:
 - Establishing Quality Assurance practices in all sites, improving operational quality and customer satisfaction levels in all sites and servicing 60 corporate clients including Telstra, Optus, Commonwealth Bank, Westpac, AMP, AMEX, Telecom New Zealand, SingTel and Singapore Airlines
 - Quality monitoring and skills coaching of nearly 5000 employees over six years
 - Leadership coaching of over 100 managers and leaders in fourteen sites around the world
 - Training and development of nearly a thousand customer service agents for our travel industry clients

Lecturer

University of Colorado at Denver
1991 - 1996

Achievements:

- Designed and facilitated courses with teacher to student ratios from 1:10 to 1:85. Disciplines included Psychodrama, Multicultural Diversity, Art History and English
- Responsible for facilitating the most popular course of the core Diversity Studies courses, Drama of Discrimination (Psychodrama) for over five years.
- Voted Favourite Part-Time Instructor by student vote – 1995 and 1996
- Voted Favourite Extended Studies Instructor by student vote - 1996

Additional Professional Experience

(Supporting roles while pursuing education)

- Professional Dancer, Singer, Actor and Artist
- Dance Teacher, Choreographer and Coach
- Restaurant Management, Trainer and Business Improvement Consultant
- Board of Directors, Brooks Photo Inc (family business)

Professional Memberships

- Fellow (AFC) and Master Coach (AMC) – Australian and New Zealand Institute of Coaching
- Master Coach (MC) – International Institute of Coaching
- Associate Fellow (AFAIM) – Australian Institute of Management
- Certified Professional (CAHRI) – Australian Human Resources Institute
- Member – International Coach Federation

Other Interests and Pursuits

- Photography
- Painting
- Poetry and other Writing
- Gardening
- Animals
- Travel

References and Other Supporting Documentation

The following can be supplied upon request:

- References will be supplied which are relevant and appropriate to you
- Case Studies where relevant and appropriate
- Coaching Biography
- Coaching Client List
- Samples of training programmes, presentations, articles and/or other publications

Closing Commentary

Thank you for reading through this lengthy CV.

I respect how much of your valuable time was dedicated to this process and yet despite all of the information presented in this document you are likely to have additional questions.

Please feel invited to call or email me at any time to discuss your needs and what you're looking for.

If I'm not the right candidate for your project, position or other need, I am quite likely able to make some recommendations for you of other quality professionals through my extensive global network. It would be my honour to connect you.

Let's discuss your needs and we can brainstorm possible directions, solutions and actions together.

Cheers,

Noel

Noel Posus
Master Coach

NOEL TIMM POSUS

