

Introducing Caroline Burgess



A highly driven and focused person Caroline is passionate about the business world and in helping people fulfil their true potential. Her commitment to the business and individual outcomes ensures consistently positive results.

Caroline has spent ten years in business operating as a director and senior manager in service and sales operations in a global organisation leading its field and achieving extraordinary growth and therefore rapid change, as well as some time in smaller organisations assisting other business to grow and develop successfully.

Caroline has continued to build on her business knowledge and experience and has gained a Business Management and Organisational Change Masters Degree and undergone psychology and coaching training. Caroline has spent the last five years operating as a leading business and life coach.

Working with business leaders at an individual and team level Caroline:

- Facilitates business and operational strategy in alignment with the organisation's vision
 - Develops senior teams to operate as aligned and cohesive teams
- Coaches individuals to make any personal and behavioural change required to improve their own performance, that of their teams and ultimately the organisation

Caroline's wealth of experience from both her own managerial experience and in coaching others includes:

Mergers and acquisitions

An example of Caroline's experience in this field is the merger of two global organisations creating the largest business in their sector. The primary focus was on the creation of the new business strategy, leading a cultural shift so the organisation had one set of values and customer based culture, driving performance to its highest level

Creation of new operations

Working as a senior manager of a blue chip organisation Caroline created a new service operation from scratch to meet increasing needs of the customer base. There were very stretching targets to achieve in a short period of time in order to prove the value of the new operation, these targets were exceeded and the new operation became the model of operational excellence that Caroline then went on to replicate in other areas of the business

Managing a global multicultural organisation

Most of Caroline's business experience has been in global organisations both whilst operating in business herself and through her coaching. The complexities of managing remote teams, developing a business strategy that accounts for all countries and cultures, managing human resources and implementing the right performance measures are all scenarios with which Caroline has managed and is very familiar with

Organisational change and transformation

Coaching executive teams of highly traditional and bureaucratic organisations to transform the culture to become more empowering and customer centric to achieve competitive edge

Driving significant revenue growth

Coaching sales leaders to enable them to improve the performance of their team and double their revenues in a single year

Creating operational excellence

Coaching executive teams of global organisations to transform their businesses in order to achieve operational excellence, resulting in competitive advantage

Caroline believes that any organisational transformation or change has to begin at an individual level and that this should be driven from the key influencers within the organisation. The individuals will often need to go through a personal evolution that may include changing beliefs they have held for many years so that they can adapt their attitudes and behaviours to achieve what is required.

Caroline confirms, "Being able to offer the guidance and the right level of support to people on their journey of growth and change is critical as it can be a difficult process for them. I am in the fortunate position of watching people do this successfully through the coaching process and flourish as individuals"