

JUSTINE LAGO



OVERVIEW

Justine has successfully led teams and has a solid understanding of the dynamics of organisations and the systemic impact on individuals and teams. The blend of sound knowledge of the business world together with her background in coaching and training provides her with a broad yet pragmatic picture when working with both individuals and organisations. As an experienced independent coach and leadership development consultant, Justine has worked with a wide variety of clients, large and small, and has a simple philosophy: that every individual can unlock their own potential, given the space and guidance to do so. She believes the role of the consultant is to be a trusted advisor; to provide support, but not to become a crutch for action.

COACHING APPROACH

Justine is flexible and pragmatic in her approach and uses several psychological interventions depending on the client's need, providing the right blend of challenge and support. She also recognises that work and life are not always that easy to separate and when coaching, the focus is on the person as a whole. Justine has had significant one on one and group coaching experience and has trained extensively in Gestalt Coaching skills to complement and deepen the established individual and group action orientated coaching approach. Most recently she has also added to her coaching toolkit by developing her knowledge and practice around the latest research and applicability in the field of neuroscience and systemic team coaching.

BACKGROUND

Justine was an Operational Director in both retail and hospitality before becoming an HR Director within a large consultancy firm, managing a diverse team internally but also providing coaching and consultancy for varied external clients. She has had her own consultancy business for the last 15 years, specialising in executive coaching and leadership development in its many forms. Her company works across a diverse range of public and private sectors, mainly through personal recommendation.

COACHING AREAS OF EXPERTISE

- Career transition (to improve speed of effectiveness)
- Leadership capability
- Emotional intelligence
- Effective communication and influence (with and without authority)
- Change management (coping with and leading)
- Relationship development / stakeholder management
- Development of self-confidence and gravitas
- Conflict resolution

REPRESENTATIVE COACHING ENGAGEMENTS

- CEO, Luxury Fashion Brand - Development of leadership capability, development of presence and self-confidence.
- Executive Vice President, Global Assurance and Risk Business – Upward stakeholder influence, development of effective leadership (and in particular, delegation) skills
- Managing Director, Banking, - Development of emotional intelligence and strong team leadership in a previously undefined role.
- Director of Acquisitions, Financial Services – Transition to a new role in the US, development and maximisation of new stakeholder relationships to ensure immediate success, personal impact.
- Chief Financial Officer, International Law Firm – Development of Board presence, stakeholder relationship development.
- Senior HR Director, Global Insurance Company - Transitioning into new role, structuring priorities and thought processes. Developing stakeholder relationship, communication skills.
- Recently promoted coachee to a more senior global role - preparing for the promotion process, demonstrating strengths and suitability and transitioning into new global role through the development of key stakeholder relationships.

TYPES OF CLIENTS COACHED

- Board
- Senior Executive / Directors
- Senior Management

REPRESENTATIVE CLIENTS

- LVMH
- Cox Automotive
- The Jockey Club
- Shawbrook Bank
- Virgin Atlantic
- Launch (PR)
- Close Brothers
- Walnut (digital market research)
- Lloyds Register
- AXA
- RGA Services Ltd
- Tate Galleries

EDUCATION & QUALIFICATIONS

- BA (Hons) Business Studies
- Certificate in Executive Coaching (Academy of Executive Coaching; AoEC)
- Advanced Diploma in Executive Coaching (AoEC)
- Advanced Diploma in Professional Development (Gestalt Centre)
- Certificate in Neuroscience for Coaches
- Certificate in Systemic Team Coaching (AoEC)

PROFESSIONAL DEVELOPMENT & SUPERVISION

- Justine tries to take at least one course of study per year that is relevant to the on-going direction of her coaching
- She undertakes telephone and face to face supervision once a quarter with one of the faculty of AoEC.

PROFESSIONAL AFFILIATIONS

- CIPD (Full Member)
- British Psychological Society (A & B, Full Member)
- ICF Member

PSYCHOMETRICS & DIAGNOSTIC TOOLS

- MBTI (Levels I & II) / Firo B Accredited
- OPQ 32, MQ, CCSQ Accredited
- ASE Team Climate Inventory Accredited
- NEO
- Saville Wave
- Hogan (HPI, HDS and MVPI)

CLIENT TESTIMONIALS

“Justine has helped develop me as a Manager over a number of years and is clearly very talented at what she does. Her ability to break problems down and understand how I work, thus providing a clear and concise answer to my initial questions is quite frustrating! Throughout each meeting, the jigsaw puzzle pieces would gradually get put into place and the picture became clearer. More often than not I would have all the pieces, I just wouldn't know where they should be placed and this is why Justine's experience and skills were invaluable and helped me to achieve all that I have. I would have no hesitation in recommending Justine.” **Managing Director, Private Catering Company**

“Just a quick line to thank you again for your help and support over the past nine months or so, I found the experience so helpful. I was thinking about you on my way into work today and how you have helped with my relationships and learning over the past nine months and what you did with me to influence that learning. To be honest I would struggle to articulate what you did with me, so I'm simply putting it down to witchcraft! You are a remarkable woman with a remarkable skill and I will be forever grateful, thanks again.” **Operations Director, Public Sector**