

## Professional Profile - Nicola Johnston

### 1. Overview

I am a change and leadership development specialist, coaching psychologist, accredited executive coach and mentor with significant experience across a range of organisations and sectors. I work through my own consultancy and coaching practice and offer my services virtually, in person or a blend of both.

I have operated as a senior practitioner in change management, organisation development, professional interim management, learning and development and strategic employee communications assignments.

Clients report they welcome the confidential space I offer them, and they appreciate my curiosity, inclusive approach, warmth, pragmatism and customer focus.

### 2. Areas of expertise

- Change management practitioner and strategist supporting organisation development.
- Professional and personal development coaching and mentoring.
- Design of leadership, talent and learning and development strategies.
- Team development and coaching, growing psychological safety.
- Utilising nature to support personal and professional development.
- Stress and wellbeing coaching to manage stress and increase resilience.
- Employee engagement and stakeholder relationship management consultancy.
- Mentoring of HR professionals taking on business partnering, coaching/ change roles.
- Design of employer-education engagement approaches (STEM/ careers engagement).

### 3. Key achievements

- **Culture change consultancy and leadership coaching** to support highways engineering service transformation to address cost challenges and changing stakeholder expectations.
- **Design and delivery of a strategic coaching intervention** in a University to support Executive Deans and Heads of School in managing cost challenge and performance issues within their leadership teams.
- Consistent repeat business delivering **leadership coaching programmes** for clients across a range of public, private and third sector organisations resulting in successful career progressions, career transitions, development of high performing teams, improved stakeholder communications and enhanced personal performance and wellbeing.
- Led **creation of organisation development and culture change strategies** for nuclear operator, aviation, local authority and public-private sector alliance clients, and supported leaders and HR teams in implementation.
- **Designed approach and framework for growing a coaching culture** for an airline client and provided mentoring to HR and training leads to deliver.
- **Engaged as behavioural consultant** to the Bid Team of an international engineering consultancy seeking to become a more intelligent supplier to the Local Authority market; my client won a £multimillion term contract.
- **Designed leadership development and talent strategies** for an aviation client and coached and mentored the HR Team to successfully deliver the first phase.
- **Engaged as change coach** to support leaders in managing themselves and their people to deliver significant changes in culture/ working practices through design/ delivery of leadership team coaching solutions for local authority, strategic alliance, and nuclear operator clients.
- **Co-creation of a transformation programme** with the Directorate Executive Team of a Council which was the blueprint for wider organisational transformation / employee engagement plan.
- **Designed and delivered 121 stress and wellbeing coaching programmes** to support individuals during challenging times, including preparing for return to work.
- Provided **subject matter expertise on behavioural aspects** of performance management for local authority and public-private sector alliance clients.

- Provided **learning and development consultancy** for three highly regulated client organisations to drive efficiencies and increase learner engagement through the introduction of blended learning solutions, 'Learning for All' charters, and promotion of the 70:20:10 framework.
- Acted as **subject matter expert, coach, and mentor** to increase competence and confidence of senior HR and IT professionals to introduce business partnering to internal customers in several organisations undertaking transformation.
- **Designed and delivered mediation solutions** where joint agreements were achieved every time.

#### 4. Business sector experience

- Airports and Airlines
- Charities
- Civil Engineering
- Higher Education
- Local Authority
- Logistics
- NHS
- Nuclear Processing
- Professional Services
- Public-Private Sector Alliances
- Social care
- Specialist Manufacturing

#### 5. Career History

##### ***Business owner/ professional service provider***

##### **2009-current Founding Director of NJ Change Management**

Services provided:

- Change consultancy and mentoring to support organisation development;
- Professional and executive coaching to develop individuals, leaders and teams;
- Personal and wellbeing coaching to support individuals through changes at home and work.

##### ***Professional interim management assignments - change and organisation development***

2009/10 Change Manager & Internal Coach, Shropshire Council.

2008/9 OD Manager, Manchester Airport Group.

2008 OD Consultant, Focus DIY Retail.

2007 Group L&D Manager, promoted to Change Transition Manager, TDG Logistics.

2006 OD Consultant, Urenco UK.

2005 L&D Project Manager Urenco UK.

##### ***Early career***

1996-2004 Freelance business psychologist / management development learning facilitator.

1992-1996 Commercial Manager, University of Salford.

1988-1992 Business Development Executive, Lancashire Polytechnic.

1986-1988 Research Business Psychologist - Employee Communications & Change, BOC.

##### ***Multinational / cross generational experience***

I have worked with clients from diverse ethnic origins, cultures and backgrounds throughout my career. I have experience of coaching across generations and am sensitive to individual needs and preferences.

##### ***Levels of clients***

Managing Directors, Senior Managers, Directors, Technical Specialists, Executive Deans, HR Directors, Heads of School, future leaders, strategic, operational and corporate support teams.

## **6. Education, Qualifications and Professional Body Membership**

### ***Education***

- B.Sc. (Hons) Psychology.
- M.Sc. Social Research Methods and Statistics.

### ***Coaching and related qualifications and training***

- PG Diploma in Coaching Psychology.
- Accredited Hay 360 Emotional Intelligence Practitioner.
- Certificate in Systemic Team Coaching.
- Certificate in Redundancy Coaching & Counselling.
- Certificate in Health and Wellbeing Coaching.
- Practitioners Certificate in Interpersonal Mediation.
- Certificate in Transactional Analysis 101.
- Art in Coaching Training Workshop.
- Mindfulness Based Stress Reduction Programme.
- Embodied Leadership Programme Levels 1&2.
- Professional Train the Trainer Certificate for Chartered Institute of Environmental Health.
- Advanced Certificate in Health and Safety.

### ***Professional Membership***

- Member of, and Accredited Professional Executive Coach with, the Association for Coaching.
- Member of the British Psychological Society.
- Member of the British Psychological Society Coaching Psychology Division.
- Associate Member of the International Society of Coaching Psychologists.

## **7. Coaching Supervision and Ongoing CPD**

I undertake regular supervision from my Coaching Psychologist Supervisor Dr Siobhain O'Riordain. I am committed to ongoing professional development including participation in learning workshops and researching into coaching psychology, change, leadership and wellbeing. I also have regular practices in yoga and mindful movement which support my work.

## **8. Pro bono/ Voluntary work**

- Volunteer Enterprise Advisor - Cumbria Local Enterprise Partnership.

## **9. Location/ ways of working**

I am based on the Cumbria/North Yorkshire/ Lancashire border. I offer face to face or virtual services or a blend of both depending on client needs.

## **10. Further information/ testimonials**

Please visit my website for further information about me, my services and client testimonials:

<https://www.njchangemanagement.co.uk>