

COACHING PROFILE FOR DUNCAN SUTHERLAND



QUALIFICATIONS AND MEMBERSHIPS

- Professional Certified Coach with International Coaching Federation
- Master of Educational Administration, University of NSW
- Bachelor of Science in Agriculture, Sydney University
- Diploma in Education, Sydney University
- Graduate Diploma in International Studies (Chinese language and Culture), University of Technology, Sydney
- Graduate Certificate in Applied Management, Australian Institute of Police Management
- Diploma in Correctional Administration, Brush Farm Corrective Services Academy
- Level 3 Executive Coach Accreditation, Institute of Executive Coaching
- Certificate IV in Training and Assessment, VETAB
- Accredited Team Management Profile (TMS) Facilitator
- NewIntelligence Certified Trainer
- Member Institute of Public Administration of Australia (IPAA)
- Member, Centre for Coaching in Organisations, Sydney
- Member, NSW Justices Association

CAREER HISTORY

- Teacher and school executive, NSW Department of School Education
- Inspector of Schools, NSW Department of School Education
- Manager, Curriculum Development and Registration, NSW Board of Studies
- Manager, Product Development and Marketing, NSW Board of Studies
- Manager, International Programs, NSW Board of Studies
- Policy Officer, NSW Rural Fire Service
- Director, Business Development, NSW Rural Fire Service
- Director, Academic Studies, NSW Department of Corrective Services
- Senior Consultant IAB Services
- Executive Coach

AREAS OF EXPERTISE

- Developing performance in organisations
- Developing senior leadership teams and increasing leadership capability
- Training curriculum design, delivery and assessment
- Coaching, senior leaders, executives and teams
- Coaching in cross cultural contexts
- Project development and management, including in international contexts
- Business planning and management
- Policy research, development and analysis
- Professional writing

BACKGROUND

Duncan has an extensive background across the NSW Public Sector with successful experience at the executive level in education, business development, emergency services and justice services. In these roles he has developed specialities in leadership development, business development and project management. He has successfully managed government business enterprises, both within NSW and internationally.

Duncan is an accomplished professional researcher and writer with successful experience in preparation of tenders, pitch documents, market research, business plans, Ministerial correspondence, policy, reports and submissions across a wide range of government functions. Duncan has extensive experience in international markets, especially in Asia. He speaks conversational Chinese (Mandarin) and has close ties with the Sydney Chinese community.

Throughout his Public Sector roles, Duncan has focused on the identification and development of leadership capabilities, designing and implementing leadership and talent management programs and encouraging leaders to grow professionally. He is now in private practice coaching executives and executive teams, assisting them to develop skills to improve their performance, increase their ability to relate to and interact with their staff and ensure their own personal success. In both leadership development and coaching, Duncan seeks to guide executives to achieve the following:

- develop their ability to lead at the strategic and visionary level;
- maximise their ability to work effectively using appropriate leadership styles;
- transition effectively into new roles and environments within and outside the agency;
- maximise and develop their political savvy across the public sector;
- develop their abilities to have 'crucial' conversations, transform working relationships and resolve interpersonal conflicts;
- adapt and enhance their personal approach and leadership style for success in their current role;
- develop themselves in readiness for the next role at senior executive level;
- raise their self-awareness and further develop their emotional intelligence;
- enhance their feedback, questioning and listening skills; and
- identify and pursue their desired career direction.

Duncan is accredited for *The Leadership Circle* leadership effectiveness development tool, and for the *Team Management Profile* for the assessment and development of team effectiveness. He also uses a range of other tools including the VIA Signature Strengths analysis, Big 5 Personality assessment, and DISC analysis. Duncan has extensive experience in face-to-face and on-line coaching delivery including the use of SKYPE and phone coaching.

Duncan's public sector clients include NSW Treasury, Workers Compensation Commission, WorkCover WA, Corrective Services NSW, Family and Community Services, and NSW Office of Water. Corporate clients include Telstra, New Intelligence, Health Perspectives, Team Management Systems, Horticulture Australia and Harris Bromly, as well as pro bono coaching for The Smith Family and The Tedd Noffs Foundation.

IAB clients include the Clinical Excellence Commission, Health Support Services, Aboriginal Affairs NSW, Juvenile Justice NSW and Ambulance NSW.

Duncan is passionate about supporting executives to make the most of their lives through development of their engagement, aspiration and ability across both their professional and personal lives. He believes in the strength of living life to the full based on leadership, robust values and moral courage.

CONTACTS

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COACHING TESTIMONIALS

Susannah le Bron,
Executive Director, Customer Service, Sydney Trains

Duncan Sutherland has been my coach through the Premiers Leadership Academy for the last 7 months. Immediately Duncan established a professional rapport with me and encouraged me to explore areas of my Leadership styles that had not been challenged before. I have had the opportunity in my career to have many coaches and this has been unique due to the experience and style of coaching Duncan offers. I would strongly recommend anyone who is consistently applied tried and tested leadership and achieved results but has a desire to push their limits and explore the opportunities unknown, to engage with Duncan, as he will definitely open your mind to your broader capabilities.

Matthew Whitton
Director, NSW Fair Trading

Being new to my role, Duncan was paramount in leading a change in my behaviour from operational to long term strategy and vision. He asked the right questions while challenging my thinking on leadership. Duncan was focused on me and my personal style, which has seen considerable growth in both my thinking and confidence as a leader.

Steve Longford,
CEO, New Intelligence

I had never been interested in coaching or coaches until I met Duncan Sutherland – I have met many. As a strongly motivated and highly opinionated CEO I believed that I could deal with any issues around performance or development myself. Duncan has helped me see that I was wrong and he has opened my eyes to a number of issues and subsequent avenues for significant self-development.

Duncan's knowledge is enough to quell even the most ardent academic yet his practice is firm and compelling. I am probably one of the "un-coachables" but I am now acutely aware of the value of coaching and convinced of the value of Duncan's coaching techniques and ability.

Carlo Tassone
General Manager, Financial & Business Services
Enterprise and Government, Telstra

Duncan has been able to assist me this year in a way I have never experienced before. His ability to build trust and rapport as well as his ability to drive positive change into both my personal and professional life through listening, validating and pushing has made a marked difference in the way I plan, approach and execute.

For me personally Duncan's style and positivity has enabled me to take business risks and make changes that I would not have dreamed of before having the right tools at my fingertips. Tools that Duncan has assisted me identify, refine and utilise. I would have no issue in recommending Duncan to any executive.

Professor Jeanette Ward
CEO, Health Perspectives

For anyone seeking a more effective approach to successful coaching in the workplace, Duncan's tailored approach offers a practical and organized experience that deliver immediate improvements in coaching skills and knowledge. Behavioural exercises, role-plays and individual reinforcement are all part of his approach to which he adds a rich smorgasbord of contemporary references and resources for take away consumption.

With increasing emphasis in many professional fields on coaching to develop capacity and release leadership potential, I recommend Duncan's approach as enjoyable, attentive and effective.

Clio Robertson
Senior Consultant, Team Management Systems

I would like to thank you most sincerely for the coaching sessions you have delivered.

As someone who works in organisational development, it is wonderful to be on the receiving end of a skilled coach working at the highest calibre.

Your style is a great balance - someone who is personal and professional, and I appreciate the wisdom and understanding you bring.

Carol Ashmore
Director, Come In Youth Resource Centre

Inayet Erol

Manager, Joan Harrison Support Services for Women, Liverpool

Being coached by Duncan Sutherland was a very rewarding and worthwhile experience. I was guided to understand my own strengths and weaknesses and to recognise the strengths and weaknesses in those that I interact with on a daily basis. The coaching informed me on how to work best within the constraints to effect change in both myself and the staff for whom I am responsible. The coaching also provided practical and industrially and organisationally relevant tools and ways to address real and difficult issues and conversations. By no means was it a "walk in the park"; I felt I worked really hard each session.

Duncan's, observations, comments and sometimes provocations were hard to hear at times but definitely lead me to new insights about myself and roused me to another level of awareness. He has a pleasant manner and I felt safe to discuss issues with him knowing I would be guided to explore and find the solutions. I would highly recommend him as a coach.

Tom Whittenbury

Team Leader, Ted Noffs Foundation

The executive coaching that I undertook with Duncan has given me a huge advantage in my role as an Assistant Manager in the welfare industry. The skills that I learnt, I have been able to put into practice in my day-to-day role that has assisted not only staff, but the clients we deal with.

Overall, the coaching exceeded my expectations and has given me the confidence to try new management technique and skills.

I feel my skills have improved by having more knowledge on the systems of a business, how these systems work and the bigger (overall) picture of a business.

Justin Fitzpatrick-Barr

Manager, Property Services, Marrickville Council

I recently completed a series of executive coaching sessions with Duncan Sutherland as part of a year-long sustainability leaders program. Duncan's coaching has changed the way I process my inner thoughts and pre-conceived ideas. His coaching has allowed me to remove inhibitors that at times may have stifled my ability to influence.

Through Duncan's coaching I have been able to strengthen staff confidence, inspiring the team to create a 'Team Vision'. As a result of Duncan's coaching I now find myself challenging some of the norms of public sector 'Transactional' style leadership. Instead I focus on being a 'Transformational' leader, one who builds and implements vision.

David Beharrell

Team Leader, Catchment Remediation, Hornsby Shire Council

Through Duncan's coaching and guidance I have developed effective and practical tools, which have greatly improved my supervisory skills. I can confidently say that since putting these skills into practice both myself and staff are reaping the rewards in terms of job satisfaction and certainty.

Stephanie Oatley

Executive Officer, Blue Mountains Youth Accommodation and Support Services

Professional coaching with Duncan has encouraged me to implement personal professional growth strategies and supported me to make valuable changes in my workplace environment. I am more confident, more aware and more focussed on outcomes in line with my desired management style and skills. In 20 years professional experience I have not come across someone with such meaningful and useful tools and the ability to offer guidance and mentoring in such a short turnaround period.