



Professional History

Master Certified Coach

Education / Training

- European NLP Coach (ITS)
- DISC behavioural styles, Emotional Intelligence profiling & motivational Driving Forces (TTI)
- Ontological Coach Training (ITS)
- Identity & Belief change Coaching (Robert Dilts)
- BSc (Physiology & Biochemistry) Joint Honors

Coaching Credentials

- Master Certified Coach (ICF)
- Certificate & BTEC in Performance Coaching (Newcastle College)
- Diploma in Life Coaching (Newcastle College)

Industry Experience

- Pharmaceuticals (Companies include Teva, GSK, AZ, BD, Roche, MSD + more)
- Banking
- Insurance

Kirsty Ensor

Master Certified Coach



Overview

As an ICF Master Certified Coach, a distinction held by only 4% of coaches worldwide, I bring a high level of training and expertise to my practice. My background as a commercial business leader in the pharmaceutical industry has provided me with a deep understanding of the sector's dynamics.

Over the past 18 years, I have successfully operated my own coaching practice, offering services to professionals at all levels, including board-level executives. I am also a qualified NLP Coach and possess credentials in specialized profiling tools, such as Emotional Intelligence (EQ) and Motivational Driving Forces.

Specialisations

All leadership and self-development topics including, but not limited to:

- Developing Executive Presence and flexibility of style
- Advanced Communication skills, influence & impact
- Self-belief and confidence
- Personal and career development planning
- Work/life balance
- Stepping up in role
- Personal Resilience

Business / Organisational Experience

With 18 years of experience as a business owner providing coaching solutions in the pharmaceutical industry, I leverage my extensive background in commercial business roles to support my clients. Originally starting in various commercial capacities, I advanced to the role of National Coaching Manager - a pioneering position where I led a team of performance coaches. This journey has equipped me with the ability to relate to clients across all levels and functions, enabling swift identification of core issues and the development of creative, workable solutions.

My goal is to partner with clients to help them achieve their aspirations, enhance their self-confidence, and succeed in their careers.

Coaching Style

Clients describe me as "a great listener with empathy," "insightful and challenging," and "down to earth and fun." I am passionate about coaching and thrive on engaging with people in an authentic, meaningful way. My approach is genuine and grounded, always aiming to create a supportive environment where clients can explore their potential. For me, your success is my success!

Case Studies

Emotional Intelligence as a leadership competency

OVERVIEW: James faced a critical career juncture when his boss retired, creating an opportunity for a promotion he eagerly desired. As he took on additional responsibilities and personal development challenges, an early setback occurred when a team member filed a complaint, labelling James as aggressive. Through coaching, James focused on enhancing his self-awareness, social awareness, leadership skills, and ability to self-regulate.

OUTCOME: The coaching program proved transformative for James. He reported feeling 95% improved, noting significant changes in his behaviour and leadership style. James began to actively listen to his team instead of dictating, showing greater patience and observing a positive shift in team dynamics. Despite still taking things personally due to his deep care for his work, James crafted a personal development plan that aligned with his growth objectives. Three months later, this dedication culminated in his promotion, a testament to his hard work and the coaching's impact.

Strategic Thinking & Leadership Skills

OVERVIEW: Overview: Thierry, an experienced senior manager, joined a new organization where he was tasked with leading a larger team and faced significant pressure to enhance performance and achieve better results. The coaching process focused on helping Thierry broaden his perspective, define clear, measurable success criteria for both himself and the team, and develop a strategic plan to ensure these objectives were met.

OUTCOME: Through coaching, Thierry successfully connected with his team, quickly grasping their motivations and fostering strong relationships. He adeptly delegated tasks and executed a comprehensive plan, leading to a remarkable performance improvement, with results soaring to 150% higher than the baseline when he started. Thierry encapsulated the essence of the coaching program in three key concepts: "Structure, Synergy, and Recognition."

Personal Development & Leadership Skills

OVERVIEW: Anita was seconded to the role of Area Business Manager, transitioning from a peer to a leadership position over her former colleagues. The team was perceived as dysfunctional, raising concerns about Anita's ability to step up as a leader despite her recognized high potential. To support her personal development and ease the transition, coaching was provided.

OUTCOME: Through the coaching program, Anita developed her leadership skills, effectively navigating the challenges of her new role. She successfully transformed the team dynamics and led them to exceptional performance. By the end of the year, Anita had become the top sales manager in the company. Her outstanding performance and leadership growth were recognized, leading to her appointment to the position on a permanent basis.

Confidence & Leadership

OVERVIEW: Stephen had been the customer services manager for 6 months and had never received any formal leadership training. Recently he had delivered some negative feedback to one of his team; the individual reacted badly taking it as a personal attack. This totally knocked Stephen's confidence. Stephen was considered a high potential leader within the business and coaching was provided to help re-build Stephen's confidence and develop his leadership skills.

OUTCOME: Stephen feels like he has learnt loads about himself, is much more confident, knows how to deliver feedback more effectively and although he acknowledges there's always more to learn and develop, he would like to continue having sessions if possible!