



More Information About Coaching, Leadership Development and Andrea Gallien

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EQ-in-Action
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Introduction

- Do you want to improve your leadership abilities and become the best that you can be?
- Have you recently been through a transition in one or more roles in your life?
- As a leader, do you want to connect with your people in a way that unites them around a shared vision?

If you are looking for a coach who can help you work in some of these areas, you have come to the right place. I look forward to hearing from you at Andrea@GlobalStarCC.com



Andrea Gallien, Managing Director

" Leaders aren't born, they are made. And they are made just like anything else, through hard work. And that's the price we'll have to pay to achieve that goal, or any goal." - Vince Lombardi

Coaching Services



What is coaching ?

I believe that everyone wants to do a perform well at work and in their personal life. My goal is to work with my clients to help them to achieve the professional and personal goals that are most important to them. I help my clients by listening intently, asking insightful questions and by offering an invitation to them to think differently. I also make my years of experience and knowledge about business available to clients in our coaching context. Most of my clients experience me as supportive while also challenging them to reach for those goals that are important to them.

How does coaching work ?

Because I work very closely with each client, I will only work with a small number of individual coaching clients at a time. I will typically arrange for regularly scheduled meetings and I am also available via email and phone for questions and dialogue when needed. In a typical engagement, I might meet with an executive client for 1-2 hours per week. If I am working with a leader and his or her extended leadership team, the average set of meetings might be 2-4 hours a week across the team. Additionally, my work is often supplemented by workshops, as needed to engage a broader stakeholder group.

Coaching Benefits



Samples of what I've helped my clients to accomplish:

- Leading successfully through significant organizational transformation events (including new business models, growth initiatives and merger and acquisition activities)
- Taking charge and transitioning into a new leadership assignment
- Identifying and making specific individual leader performance improvements
- Identified and create an action plan for developing new skills required to perform in a new leadership position
- Establishing a more rewarding and sustainable work/life balance
- Improved communications with board members, direct reports and external environments
- Aligning people and resources toward the most critical business initiatives
- Improved leadership team effectiveness
- Modifying personal style to align with a new assignment and business unit culture

Coaching Benefits



Samples of what I've helped my clients to accomplish:

- Finding a “personal board of directors” that will serve as career sounding board
- Developing the confidence to meet the challenges of a new leadership role
- Learning to work effectively with fellow leaders that are “wired” differently
- Learning to embrace a turn in the “leadership pipeline” that requires new skills and competencies and finding ways to develop those new competencies
- Finding ways to articulate, position, and seek new leadership roles both within the current organization and/or outside of the current organization
- Developing “executive presence”, particularly when meeting people for the first time
- Understanding and practicing how to approach the selling of professional services from a perspective of helping your client to succeed
- Learning and practicing the art of networking
- Utilizing networking, resume writing, and interviewing skills in the job search process

Leadership Development Services



Summary

Andrea has provided leadership development in multiple venues including not only coaching but classroom training. She has been involved in all aspects of leadership development from course design through course delivery. Training delivery has occurred at the Kellogg School of Management (Northwestern campus), Yale School of Management, Anderson, BearingPoint, as well as with local client offices.

Samples of courses delivered:

- Leadership in the time of Stress and Uncertainty
- Improving Inter-gender Communications
- Effective Delegation
- Performance Management for Teams
- Work Life Balance and Effective Time Management
- Demonstrating Leadership “Presence”
- Improving Business Performance through Key Performance Indicators (KPIs)
- Improving Personal Communications (includes conflict resolution)
- Energy Industry 101
- Leadership 101
- Change Management 101
- Project Management 101
- Strategic Account Management 101
- Operational Planning 101
- Networking 101

Additional Information



My coaching clients generally fall into one or more of the categories below:

- Executives and/or their Direct Reports
- Leaders in transition
- Leadership teams who want to develop their skills

How should you choose a coach?

- The relationship between coach and client is highly collaborative. Therefore, it's critical to choose a coach who is right for you. As you might expect, finding the right coach requires some homework and the right chemistry between you and your coach.
- In selecting a coach, [The Hudson Institute of Santa Barbara](#), a premier coaching school, recommends that you ask yourself the following questions:
 - What is this coach's process and approach to coaching?
 - Do I feel comfortable with this individual?
 - How well do the training and experience of this coach apply to my needs and background?

About Andrea as a coach and leadership development facilitator



The following information is intended help you prepare for a conversation with me to determine whether I'm the right person for you to work with.

- In my heart I am a businessperson. I love the collaborative process of working with business professionals to help them achieve the goals that are important to them and balance across all aspects of their professional and personal lives.
- I believe in the power of good leadership. Over the past 11+ years, I have served as an professional services executive helping some of the worlds largest and most successful companies across the energy value chain and within consumer market companies. I am able to leverage my own executive experience and knowledge leading teams to help my clients create the lasting change that they are seeking. My experience spans the spectrum of leading transformational projects across an entire enterprise including all business functions to working with individuals to facilitate work life balance in their own personal lives.

About Andrea as a coach and leadership development facilitator



- I have a Bachelor of Science degree in computer science with a minor in psychology. I have also taught courses at Yale University as well as lead many workshops and seminars aimed at improving personal and business performance. I am certified by the Hudson Institute of Santa Barbara (www.hudsoninstitute.com) as a professional certified coach and a member of the International Coaching Federation (ICF).
- As a part of my private coaching practice, I have had the pleasure of coaching many executives, teams, and individuals. Additional information about my practice as well as client testimonials can be found on www.globalstarcc.com
- I approach my coaching engagements with a personal passion to help my clients put into action the value of “personal stewardship.” Personal stewardship says that we should all strive to leave our world in a better place than it was when we started. My coaching services begin with that goal in mind.

Summary

Mission

My mission is to help my clients achieve the professional and personal goals that are most important to them by guiding them through transformational change

Values

- Confidentiality and Integrity in every thing I do
- Commitment to my clients success
- Personal Stewardship based on Christian principles

Approach

- Collaborative, action-oriented and results driven
- Customized to meet your needs

Background and Credentials

- 30 years in business serving clients in the Oil & Gas, Chemicals, Utilities, Healthcare, Financial Services, Healthcare and Consumer Markets industries
- 11+ years as an executive at a large professional services firm
- Professional Certified Coach, The Hudson Institute of Santa Barbara, PCC Certification from the International Coaching Federation



Andrea Gallien

" Creating a trusted business advisor relationship requires that you put the client's business needs first in everything that you say and do."

- Andrea Gallien

Summary Profile

Andrea is the Managing Director of her own firm, **GlobalStar**. Additionally, she serves as a Leadership Development Consultant and Executive Coach with **The St. Charles Consulting Group, PwC and The Ayers Group**. Prior to being an Executive Coach, Andrea spent 26 years as a consulting with leading consulting firms such as Andersen and BearingPoint. During that time, Andrea helped organizations with business transformations, improving business operations, and implementing systems to support business functions.

Andrea assists her clients in achieving the professional and personal goals that are most important to them. She brings strong business knowledge in the energy (oil & gas, chemicals, and utilities) industries as well as the consumer products industry. Andrea has focused her coaching business to working with leaders who want to make sustainable, lasting change to the way they work with others.

In addition to leadership and executive coaching, Andrea's areas of expertise include strategic and operational planning, leadership and organizational alignment, customer account management, project management, and merger and acquisition integration.

Andrea has a Bachelor of Science degree in Computer science and a Professional Coaching certification from the Hudson Institute of Santa Barbara. She is also certified by the International Coach Federation. Andrea has worked with companies in Oil & Gas, Chemicals, Utilities, Consumer Products, Healthcare, Manufacturing and Public Services.

Summary Profile

Andrea has:

- Lead leadership development for professional services teams, with higher education institutions and with Fortune 50 corporations as well as midsize and smaller corporations.
- Designed, developed, and delivered leadership development training workshops
- Coached CEOs and their teams through transformational change
- Coached executives and business managers to achieve personal and business goals with measurable results
- Conducted workshops in support of coaching to improve specific leadership skills such as delegation, time management, and performance management
- Designed and delivered 360° feedback as part of leadership development planning and coaching
- Facilitated leadership teams through the process of setting a strategic direction and formulate specific action plans to achieve the strategy

Sample Clients

ANDREA HAS A BROAD BASE OF EXPERIENCE WITH CLIENTS INCLUDING:

Amoco	Fina	PricewaterhouseCoopers
Atlantic LNG	GPISD	(PwC)
Abilene Christian	HISD	Reliant Energy
University	Idemitsu Kosan (Japan)	Spark Energy
Borden Chemicals &	Kellogg School of	Star Enterprise
Plastics	Management	Sun Refining
Chevron	KPMG	SYSCO foodservice
Citgo	Marathon	TNK-BP (Russia)
Conoco	Merisol	Tesoro
Dell	Newspring/Houston	Yukong (Korea)
Enron	Community College	Yale University
ExxonMobil	Phillips	Valero

Representative Engagements

Designed, Developed and Lead Leadership Development Workshops across an Energy Organization. The CEO served as a sponsor for a leadership development effort across the \$1 billion company that was 7 years old and growing rapidly. The leadership team identified needs for topics such as:

- Effective Delegation
- Strategic Planning
- Performance Management for Teams
- Work Life Balance and Effective Time Management
- Demonstrating Leadership “Presence”
- Improving Business Performance through Key Performance Indicators (KPIs)
- Improving Personal Communications (includes conflict resolution)

As a part of the engagement, I designed and developed materials that were relevant to the company’s business context with the sponsorship of a member of the leadership team for each topic. The materials were given in a “lunch and learn” type environment and became the foundation for ongoing internal organizational development.

Delivered Leadership Development for a Large Professional Services Firm. The Learning and Development organization utilizes my background and experience to facilitate workshops around topics like Building Client Relationships, Pursuing Additional Work, and Professional Networking. Sample leadership skills include effective listening, asking good questions, building trusting relationships, communicating effectively, and effective networking.

Designed, Developed and Lead Leadership Development Workshops across a Construction and Services Organization. The VP of Strategy served as a sponsor for leadership development effort across the \$1.2 billion company. The organization had grown significantly through mergers and acquisition and had no formal HR function. Topics for deliver were:

- Effective Leadership Team dynamics based on DISC
- Best practices around email communication across the 85 locations
- Effective Communication Skills
- Time Management

Designed and Delivered Leadership Team Building for a Business Unit within an Integrated Oil & Gas Company. The new business unit president was charged with taking his team through a transformation from being an investment cost center to a profit center in one year. The three day workshop covered the development of a Strategy Articulation Map, Key Business Process Review and Action Planning. Additionally, team building was done utilizing Myers-Briggs to understand the team members preferred communication, decision making, and conflict resolution styles.

Representative Engagements

Coached an Energy Industry CEO during a time of high growth and organizational change. The CEO is the owner of multiple business units and found himself in a position where one business unit was requiring more time than he could afford to give it. Through the coaching engagement, I conducted a 360 feedback assessment that allowed the client to get a handle on what he needed to do to put in place an organization that was less dependent on him for day-to-day operations. As a result of that engagement, the CEO now has me working with several of his direct reports.

Coached an Executive Vice President through the transition into his new role. This EVP was given a set of responsibilities over areas of the business that he had no experience in. Additionally, he wanted to improve his time management and delegation skills. Through the coaching engagement, we identified specific measures of success and put in place actions that would allow him to achieve that success.

Coached a COO through the acquisition of a new company. This COO was a new co-owner of a business in an entirely new industry that he'd ever worked in. Additionally, his co-owner was also his wife. This COO wanted to work on his ability to better interact with his team in a way that did not reflect the "command and control" operating environment that he came out of from his previous employer. We worked on ways that he could identify those situations where he was more likely to respond poorly, and then identified specific actions that he could take to improve his behavior and performance in those situations.

Coached a Senior Director for a Consumer products company as she led a Strategic Project. This client executive was new to a role of leading a strategic project for a Fortune 70 company. Her background was in sales and she found herself challenged to be focused and disciplined in a project setting. Additionally, she wanted to be able to communicate more effectively her value to the organization so that she could be awarded additional responsibility, recognition, and rewards. We worked on charting and communicating her "path forward" in the organization to her team and her management.

Coached multiple high-potential Managing Directors and Senior Managers in a professional services (consulting) firm. As a part of my role at BearingPoint, I taught Strategic Leadership skills at Yale University. As a part of that training, I provided one-on-one coaching to the attendees around topics such as how to improve their team management skills, how to more effectively work with clients, and how to progress their career. Additionally, I worked internationally with a team of Managing Directors in Russia who were new to their role. We worked on leadership skills such as improving delegation, better communicating their value proposition during proposal meetings, and improving their strategic account management processes.

Contact information

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" I look forward to hearing from you. I would welcome an opportunity to help you achieve your professional and personal vision."

- Andrea Gallien