

KAREN DU FOUR DES CHAMPS

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Executive Coach, Organizational & Leadership Development Consultant

EXECUTIVE COACHING | LEADERSHIP DEVELOPMENT | CULTURAL TRANSFORMATION | INTER-CULTURAL COACHING
SYSTEMS DESIGN | CHANGE MANAGEMENT | FOCUS GROUP FACILITATION | TEAM DYNAMICS & PERFORMANCE

Multi-certified coach with a passion for accelerating the development and performance of individuals/teams within diverse, dynamic global companies. Skilled at providing transformational coaching to top leaders and executives, and in facilitating learning events with lasting results on a wide range of topics including cross-cultural collaboration, change resilience, leadership styles, emotional intelligence, and building a growth mindset. Adept in adapting coaching frameworks to global environments based on extensive experience working throughout North America, the Middle East, and Southeast Asia.

QUALIFICATION HIGHLIGHTS

- ▶ **Extensive formal coach certification** that includes ICF Credentialed Professional Certified Coach (PCC) designation along with Certified Professional Co-Active Coach (CPCC), Organization & Relationship Systems Coach (ORSC), Cultural Orientations Framework (COF) Assessor, and Positive Intelligence (PQ).
- ▶ **Over 25+ years of results in the L&D field**—focused on identifying the root cause of current business challenges and driving the design, facilitation, and implementation of solutions using the latest advances in neuroscience, action-learning, systems thinking, strengths-based coaching, and interculturalism.
- ▶ **Dual strengths in 1:1 and group facilitation**, including providing personalized coaching to senior leaders and their teams—as well as leading workshops/webinars to audiences across the globe on topics such as mindfulness, situational leadership, EQ, diversity, appreciative inquiry, and SMART(ER) Goals
- ▶ **In-depth knowledge of modern assessment tools/practices** including the application of competency-based models and multi-rater feedback tools such as i360, e360, Korn Ferry's 360, Korn Ferry Assessment for Leadership Potential (KFALP), Hershey's Situational Leadership, Keirsey Temperament Social Styles, Quantum360®, and various leadership potential assessments (including Ravens).
- ▶ **Skilled change agent**; able to apply an inspirational communication style and formal change management credentials (ProSci ADKAR) to build consensus around needed transformation, secure employee buy-in, and help transition organizations from "current state" to "desired state" operations.

PROFESSIONAL EXPERIENCE

InnerCor Global LLC – Executive Coaching & Consulting Firm (USA, Saudi Arabia, Oman) 2020 – Present

An independent consultant, under retainer, throughout the U.S. and Middle East: provide expertise in executive coaching, change management, organizational development, and leadership development. Facilitate corporate retreats and work with a diverse array of executives, leaders, new leaders, leaders-in-transition, emerging leaders, and teams. Heavy emphasis on coaching, spanning 3 continents across multiple time zones.

- Contracted by a fast-moving Saudi start-up organization to serve as a trusted advisor to the Chief People Officer in selecting a 360 Degree Assessment tool, coaching VPs and senior leaders, and creating a PNA (Performance Needs Analysis) to review/select various frameworks (e.g. Docebo, Degreed, Cornerstone, LinkedIn Learning, Udemy, Coursera, OpenSesame) for better aligning behavioral competencies and values across the organization.
- Concurrently took on additional role leading the design and facilitation of growth mindset and agility workshops to multiple audiences throughout the enterprise

OQ - formerly Orpic/Oman Oil Company (Sohar & Muscat, Oman)

2018 – 2020

Established the company's first internal Executive Coaching office—creating the gold standard in coaching protocols and delivering high quality 1:1 coaching engagements and team coaching sessions—for the top 120 leaders of this global energy corporation to develop leaders, leaders-in-transition, and executive leaders (80%) in improving performance and adopting a growth mindset.

- Delivered over 500 hours of 1:1 and team coaching; over 78% stated their coaching process “yielded at least one significant, actionable insight that enhanced my leadership effectiveness” and 72% “received feedback that others have noticed positive change (or growth) in me as a leader/Manager/GM”

Saudi Aramco (Eastern Province, Saudi Arabia)

2014 – 2018

Coached leaders, emerging leaders, leaders in transition, and executive leaders within this immense multi-national organizations—partnering with various business lines and HRBPs to provide an array of talent management and organizational development solutions.

- Designed, delivered, and evaluated the impact of a leadership development/behavioral change program targeting key business hubs (Corporate, Abqaiq, Ras Tanura) and remote areas (Shaybah and Tanajib)

Albert Energy Regulator (Calgary, Alberta)

April – Sept 2014

Served as Senior Change Lead on the HR Organizational Effectiveness Team, leading enterprise-wide change initiatives to build capacity for change across a newly created matrix organization. Reported to the VP of Human Resources, with a dotted line to the Transformation Management Office (TMO).

- In conjunction with EY consultants, designed, administered, and compiled Change Survey results and co-created a change management framework that was subsequently implemented across the organization
- Designed/led ProSci-based training to help various teams increase resiliency and adapt to change

InnerCor Performance Consultants (Seattle, WA)

1995 – 2014

Over 15 years of experience providing employee development, coaching, HR, organizational development, and change management support to a diverse list of clients across various industries.

- Key clients included Microsoft, Starbucks, T-Mobile, Bank of America, KPMG, Nordstrom, Holland America, Calypso Medical, Zetec Corporation, CB Richard Ellis, EHS Design, 501 Commons, United Way of King County, the Seattle City Attorney's Office, the United Nations, and over 75 governmental agencies

REPRESENTATIVE PROJECTS & ACCOMPLISHMENTS

- **Coached over 350 international executives, managers, and emerging leaders** in two of the GCC's largest integrated, global energy companies: Saudi Aramco (KSA) and OQ (Oman)
- **Led teams of senior managers through a challenging reorganization/merger** using a variety of change management processes to clarify goals, ensure alignment with strategic objectives, develop needed new leadership competencies, and help managers become more resilient to change
- **Designed and implemented engaging new L&D approaches** and job aids for a variety of clients using cutting-edge methodologies and tools including: ADDIE, PBL (problem-based learning), AL (accelerated learning), and 4MAT® instructional design software for classroom or virtual training
- **Architected a Strategic Workplace Learning & Performance Plan (SWLPP)** using a combination of Human Performance Technology (HPT) and front-end gap analysis
- **Member of a team of 100 performance consultants** that delivered soft-skills and technical training to over 7,000 geographically dispersed customer relationship managers within 6-month period
- **Achieved 100% positive ratings from management staff** attending the pilot Leadership Academy for Holland America Lines—involving training on a range of topics that included Managing Change, Coaching Your Team, Conflict Resolution, Inspiring Excellence, and Setting S.M.A.R.T.(E.R.) Goals
- **Project-managed a high visibility learning initiative** for 4 different Microsoft teams (IT, Engineering, Sales, Women Leaders)—in addition to facilitating highly engaging, interactive team-building experiences and delivering a keynote speech on “Leadership” to over 125 female leaders/managers

EDUCATION & ADDITIONAL INFORMATION

- B.A. Degree in Cultural Anthropology and Sociology / Education from Northern Illinois University / Fulbright Scholar for the SEASSI Program (Summer 1986)
- Completed 200+ hours of coach training and obtained CPCC certification from the Co-Active Training Institute, recognized as the industry's most rigorous coach training & certification program (2016-2017)
- Received Certificate of Achievement from ORS@Work (Dubai, June 2019) and Certificate of Completion for Neuroleadership's Brain-Based Conversation Skills program (Dubai, May 2019)
- Participate in numerous Communities of Practice through the International Coach Federation (ICF); Association for Talent Development (ASTD); Organization Development Network (PNODN); International Society for Performance Improvement (ISPI); International Association of Facilitators (IAF); Society of Human Resources Management (SHRM); and Organizational Change Network (OCN)
- Embarked upon 6-month solo backpack journey throughout Southeast Asia and the South Pacific: Myanmar, Thailand, Malaysia, Singapore, Indonesia, New Caledonia, Australia, and New Zealand (1985)