



JEAN SCHOULTZ

Coach and Trainer

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human resources | training | coaching | recruitment | change



I am fascinated by people, what they do, how they think, what motivates and drives them. It is this fascination which drives me to make a significant difference with the people and organisations I work with, both individually and strategically.

Using my extensive coaching experience and knowledge to facilitate positive change, I believe that the key to personal and business success is through empowered people who take ownership, accountability and responsibility for their thoughts, feelings and actions. I work to develop these understandings in the people that I coach and train.

I have facilitated training both locally and internationally focussing on communication, leadership, emotional intelligence, customer service, self-leadership and coaching. Being flexible in my approach I can adapt styles to suit client needs. Being focused on results I believe my role is to challenge the clients thinking and their approach to access their talents and bring about real leadership success. Jean has held management and leadership positions that enable her to bring practical experience into her coaching and training.

My qualifications include being an INLPTA certified Trainer and Master Practitioner in Neuro Linguistics Programming – the study of human patterns of thinking and behaviour – used to leverage and influence transformational change. I am also a certified mBIT coach (Multiple Brain Integration Techniques) which gives me exceptional knowledge to aid decision alignment and decision making skills with my clients. Also an accredited DISC Extended consultant and accredited in MSCEIT testing (emotional intelligence).

Jeans's areas of expertise include:

- **Coaching:** One on one coaching for transformational change, using disciplines from mBIT, NLP and Cognitive Behaviour Therapy, as well as a variety of leadership and management models
- **Communication:** Exploring the differences between people and finding ways to reduce the difference to bring about increased synergy
- **Emotional Intelligence:** Certified by the Langley Group as a trainer in Emotional Intelligence using the MSCEIT model for testing and underpinned by robust scientific research
- **Leadership:** Focussing on the development and transition of people managers into people leaders
- **Performance Management:** Applying effective communication techniques to supervise and manage others effectively, including setting standards, 'nip it in the bud' conversations, giving feedback, and managing underperformance
- **Customer Service:** Working with others to recognise what good customer service is and applying techniques for dealing effectively and efficiently with customers, while enhancing the business brand
- **Change Management:** Working with individuals and teams to engage with organisational changes
- **Self-Leadership:** Developing understanding of how we as individuals operate empowering change.



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