

Introduction to Coaching Skills

Trainer / Coach Profiles

Mary Ann McDonagh, MBS, FCIPD, ACC

- BBS Hons. Business Studies (Major: Personnel Management, Minor: Law) - 1994
- Master's in Business Studies in Human Resource Management – 2005
- Chartered Fellow of the Chartered Institute of Personnel and Development
- Diploma in Managing Networks – 2007
- Diploma in Return on Investment of Training (Dr. Jack Phillips) - 2008
- Certificate in Mediation (MII approved) - 2009
- Transactional Analysis 101 – 2012
- Certificate in Professional Coaching Skills (HETAC L7) – 2013
- Associate Certified Coach with the International Coaching Federation
- PRO with the CIPD Ireland Western Region Branch – 2013 & 2014
- Certificate in Adlerian Psychology and Counselling – 2014

Mary Ann started her career in HR culminating in a number of Senior HR Management positions within large multinational organizations. Her passion has always been in the development of people and following that passion, Mary Ann started Payback Solutions Ltd. in 2002. Drawing on her extensive experience in HR, Mary Ann wanted to create a training business that was different. Her vision was not about delivering “one stop shop” training courses but instead to create an environment of learning, skill development, reflection and real change that came from the learners own motivation to grow and develop.

Mary Ann has delivered Management and Leadership Development training across the globe. Her clients include companies such as: COOK Medical, Teleflex Medical, Promed, Teagasc, McKesson Ireland, University of Limerick, Shannon Aerospace, Coaching Development, Alps Electric (Ireland) Ltd., South Doc, Limerick County Enterprise Board, The Malton Hotel and The Aghadoe Heights Hotel.

Mary Ann is an accomplished ACC credentialed executive coach accredited by the International Coaching Federation. She believes in the power of coaching and has witnessed her clients achieve deep personal growth as well as measureable results for their organizations.

Mary Ann is an accredited Mediator with the Mediator's Institute of Ireland. As part of her work, she has mediated disputes mainly in industry and between employees across all levels of organisations.

When Mary Ann is not training and coaching, she is learning. She has a hunger for learning motivated by the personal growth it brings but also to become the best trainer, coach and facilitator she can be for her clients.

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Frances O’Driscoll – Executive Coach, Trainer & Facilitator, ACC

- BA from NUI, Galway
- Certificate in Coaching Skills HETAC L7
- Associate Certified Coach with the International Coaching Federation
- NLP Master Practitioner
- Licensed Belbin Team Dynamics Practitioner
- Diploma in Training from the Irish Institute of Training and Development
- Vinyasa Flow Yoga Teacher and Mindfulness Instructor.

Frances is an accomplished Executive Coach and Trainer with over 20 years extensive experience within multinational organizations in Tourism and Travel. She held senior management positions in Mainland Europe, Africa, Asia, Caribbean, and Central America.

On returning to Ireland in 2003, she set up her own management training and consultancy, InnerGold, specialising in people management. She has developed and delivered high impact training programmes such as Performance Management, Present with High Impact for Leaders, Change Management, leadership ,Team Development and Executive Coaching.

Her clients include: Fexco, HID Global, Ethicon,Vistakon, Intel ,Hewlett Packard,MSD,Symantec, Spanish Tourist Board, Kerry Foods KBSC ,Cisco, Chanelle Group, Genesis Lease Ltd, Pharacem, An Garda Siochana, Department of Transport, Daughters of Charity, Road Safety Authority, Irish Rail, Ennis Community Development Project and Homestart /Rural Development Project.

She has practical hands on experience with managing and leading teams through change, group facilitation, customer career, sales, complaint handling, crisis management, and coaching in her managerial roles overseas.

When coaching one to one, Frances works to the client’s agenda. She listens to where the client is at and supports them in moving towards what it is they truly want to achieve. She does this in a calm, respectful and non- judgemental way whilst focusing on the individual’s growth and development within the organisation.

On facilitating groups, she creates an environment that enables people to feel safe and to have an opportunity to learn in an experiential way. She is highly experienced in managing group dynamics and being emotionally aware of what needs to be addressed in groups so they function effectively. Her particular strengths lie in motivating individuals to achieve excellence through understanding how to get the best out of individuals and teams. Her energetic spirit means that she brings a richness, inspiration and diversity to her work.

Being a fluent Spanish speaker, her training and coaching can be in either Spanish or English