

# SHERRYN BOWERS

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## PROFESSIONAL SUMMARY

An experienced learning and leadership development professional with the ability to deeply connect and engage with people one-on-one and in group settings, virtually and face-to-face. Supporting and challenging people to develop leadership of self, then others, through galvanizing their mindset, harnessing their emotions and unleashing their potential, in both their professional and personal lives.

My international HR experience has been a valuable platform for coaching and developing executives and managers on the realities of how to turn an organization's vision into reality, through helping them get the best out of themselves and their team, attaining great results through developing healthy working relationships.

The broad diversity of my experience from working with business executives through to international students and long term unemployed has resulted in my ability to foster powerful relationships with people from all walks of life and challenged me to learn how to create a unique space for transformation and development, irrespective of perceived external constraints.

## CAREER SNAPSHOT

• Director / Principal Coach	Sherryn Bowers & Associates, Australia	Dec 2009 – current
• Mentor/Facilitator	The Coaching Institute, Australia	Jul 2011 – current
• Coach	Frazer Holmes & Associates, Australia	Jan 2013 – Oct 2014
• HR Manager	Intrepid Travel, Australia (contract)	Jul 2009 – Oct 2009
• Indochina HR Manager	Intrepid Travel, Vietnam / Cambodia	Jul 2007 – Jun 2009
• Science Teacher (Volunteer)	The School of St Jude, Tanzania	Jan 2006 – Dec 2006
• English Teacher	Assumption College, Thailand	Jan 2004 – Dec 2005
• High School Retreat Leader	Castlerigg Manor, England	Jan 2003 – Jun 2003
• European HR Manager	Urban Science International Ltd, England/Spain	Nov 1999 – Dec 2002
• HR Manager	Southern Pacific Hotel Corporation, NZ	Aug 1995 – Aug 1999

Over my career, I have delivered significant learning, development and leadership outcomes including:

### **Leadership Development Program Design and Facilitation**

- Formally and informally trained and coached country General Managers and their management teams as I introduced international standard people management and HR skills.
- Designed and conducted a variety of workshops within my own business, including:
  - Effective Communication Skills For Leaders (FAMSY – Muslim Leadership program).
  - How To Develop A Successful Mentoring Relationship (Project Management Institute).
  - Managing Difficult Clients (Mission Australia).

### **Management Experience**

- Recruited, trained and managed a team of 3 HR co-ordinators in Spain, England and Germany.
- Extensive experience in performance managing employees across all levels of the organisation.

### **Business Partner Leadership Experience**

- Built influential relationships with senior leaders across different global regions, using my deep understanding of the business and key drivers, to develop and drive people plans that supported and drove business needs and key objectives.

### **Knowledge of Leadership Theory, Organizational Development and Change**

- Assisted in design and development of organizational structures, led and drove organizational change in my Regional HR Manager roles across Europe and Indochina.
- Participated in The Hunger Project's Leadership Immersion program in Malawi in 2014, witnessing first hand the transformational power of women's empowerment and leadership to end hunger and poverty.
- Coached and developed business leaders to drive employee engagement in Indochina, resulting in a 7% increase in employee engagement to 89% (6% above the global target).
- Combined operational recruitment training with additional experiential training, resulting in 10% increase in performance measures with new Intrepid Tour Leaders (10% above global company average).

### **Communication, Interpersonal and Organizational Skills**

- Successfully coordinated first ever European Company Conference for Urban Science. Included negotiation with the senior international and regional leadership team regarding core content, timing of deliverables, coordination of flights, accommodation and team building events for over 110 people, along with full translation support as most of a newly acquired Spanish office didn't speak English.

## **DETAILED PROFESSIONAL EXPERIENCE**

### **Sherryn Bowers and Associates, Melbourne, Australia Director, Principal Coach**

*Dec 2009 – current*

- Extensive coaching experience over a wide range of professional and personal development issues.
- Designing and delivering public and private leadership, personal and professional development training courses.

#### **Achievements:**

- Coached a 23 year old client to over a 12 month period to gain 3 internal promotions within a corporate environment, increasing his salary by over 250%, and develop his team so that two of his six team members received promotions near the end of this same timeframe.
- Coached a mid-30s General Manager of a successful local company, to let go of the trauma of sexual abuse and get her "voice back", impacting her ability to successfully deal with a company bully.

### **Subcontracted to The Coaching Institute**

*Jul 2011 – current*

- Mentoring new coaches as they develop their coaching skills
- Facilitating coaching and development webinars on NLP (Neuro Linguistic Programming)
- Head crew supporting company trainers deliver:
  - How To Run A Successful Workshop (for Diploma Students)
  - NLP Practitioner, Master Practitioner and Trainer courses

#### **Achievements:**

- Developed and facilitated a training program for the constantly changing crew at *How To Run A Successful Workshop* to improve the standard of delivery, student satisfaction and learning.
- Provided additional coaching and training to a small group of students who were struggling in *NLP Trainers* to help them develop the skills and competencies needed to successfully complete the course.
- Was the senior coach that supported students who had particularly challenging situations arise in their *NLP practitioner* training that needed immediate and significant coaching support.

**Subcontracted to Frazer Holmes & Associates**

***Jan 2013 – Oct 2014***

- Facilitated an in-depth coaching program with a large client group of people who are classified as long-term unemployed.

**Achievements:**

- Successfully coached people to learn how to overcome personal barriers and return to work.
- Helped one client remove anxiety she'd been receiving treatment for over 25 years.

**Intrepid Travel, Australia & Indochina  
Human Resource Manager**

***Jun 2007 – Oct 2009***

*Intrepid Travel specializes in delivering Real Life Experiences through small group travel and opening up global adventure travel to those with a yearning to get off the beaten track.*

- Developing, implementing and training local managers in international company level HR functions, policies and procedures in Indochina.
- Responsible for all the recruitment, employment relations, learning and development, payroll, HR policy and procedures for 150 staff across Vietnam and Cambodia.
- Provide HR strategic direction to the Indochina General Manager and Cambodian General Manager as we developed the culture of the local team and set up a new Cambodian office.
- After restructuring the region I transitioned the role to a local incumbent and transferred to Melbourne to fill an interim HRM contract for Australia.

**Achievements**

- Received two global management recommendations: Acting with integrity under challenging circumstances (2008) and Working in a passionate and committed manner to instill HR practices within the Indochina company (2009); and received global staff nominations for Acting with Integrity and Encouraging Personal Growth (2009).
- Played a key role in coordinating Indochina's company restructure and facilitating the redundancies. 96% of leaders signed onto new contracts despite economic downturn and fierce competitor poaching
- Lifted initial performance measures of new Tour Leaders to 10% above global company average, despite challenges of transitioning from expat to local leaders and bridging the divide between Khmer and Vietnamese local leaders, through:
  - Improved recruitment effectiveness through operational training and cultural change
  - Expanded leader training program to include more experiential and team building activities
- Coached and developed business leaders to drive employee engagement in Indochina, resulting in a 7% increase in employee engagement to 89% (6% above the global target).
- Coordinated the IT function and took on additional management responsibilities when the IT Manager and General Manager left Cambodia during peak season and were not replaced in late 2008.

**The School of St Jude, Tanzania**  
**Science Teacher (Volunteer) – Grade 1 & 3**

**Jan 2006 – Dec 2006**

*The School of St Jude provides high quality education in English to extremely poor and disadvantaged children in order to break the poverty cycle.*

- Science teacher: Grade 1 (Kiswahili speakers) & Grade 3 students (English speakers)
- Homeroom teacher: Grade 1 (Kiswahili speakers)

**Key Achievements**

- Developed interactive teaching resources & mentored local teachers in using improved teaching methodology to complement the existing curriculum.
- Achieved class averages of at least 85% in all four of my science classes (top 4 results from the 10 classes in the two grades, including Grade 1 & 3 science dux).

**Assumption College Thonburi, Thailand**  
**Conversational English Teacher (Grade 1, 3, 5, 11 & 12)**

**Jan 2004 – Dec 2005**

*Assumption College Thonburi is one of the most prestigious local Thai schools, with over 4,800 students.*

- Taught conversational English to classes of between 30-60 students.
- Provided additional tuition and mentoring to 90 football scholarship students on a volunteer basis.

**Key Achievements**

- Overcame significant language barriers to assist a grade 10 football student improve his statistics results from 5% to 75%.
- Offered a role as a football team manager such was the impact I had on changing the culture and mindset of the students and coaches around the importance of education as well as football.

**Castlerigg Manor, England**  
**Residential High School Retreat Youth Worker**

**Jan 2003 – Jun 2003**

*Castlerigg Manor provides residential retreats for Catholic high school students incorporating mental, physical, spiritual and emotional development.*

- Facilitate the running of experiential retreats and provide general hospitality within the centre house.
- 12 month contract cut short due to a family illness in New Zealand

**Urban Science International Limited (England/Spain)**  
**European Human Resources Manager**  
**(promoted from UK HR Manager in Feb 2001)**

**Nov 1999 – Dec 2002**

*Urban Science is a specialist IT consulting company which uses in-house developed software to create customized solutions for its clients in the areas of Network, Site and Customer analysis.*

- Provided strategic HR direction, support and legal advice to the European senior management team across all HR functions, including recruitment, termination, redundancies, succession planning, people

management (performance management and annual reviews, counseling, coaching, training and development, change management) and policy development.

- Hired, developed and remotely managed a team of three HR coordinators who were responsible for over 100 staff spread across 6 countries.

### **Key Achievements**

- Co-ordinated the first European company conference in Spain, resulting in an extra-ordinary bonus in recognition of the success of the conference and the extra effort required to make it happen
- Guided the regional leadership team integrate a newly acquired Spanish company.
- Completed a comprehensive salary and benefit review that was instrumental in setting new compensation packages for the region.
- Streamlined the European graduate recruitment process and implemented a staff referral program that reduced recruitment costs by 25%.
- Implemented a new global company HRIS system throughout the European region.

### **ADDITIONAL ROLES (further details upon request)**

#### **Southern Pacific Hotel Corporation, NZ**

*May 1995 – May 1999*

#### **Human Resources**

- The Gardens Parkroyal Hotel, Queenstown – HR Manager
- The Hermitage Hotel, Mt Cook - HR Coordinator
- The Centra Hotel, Auckland – HR Coordinator

### **EDUCATION**

#### **The Coaching Institute (2013)**

Diploma of Coaching

Certified NLP (Neuro Linguistic Programming) Master Practitioner and Trainer

Extended Disc Practitioner

Values Pendulum Consultant

#### **Intrepid Travel (2008)**

International Management Development Program (Attendee and Local Manager Mentor)

#### **University of Cambridge (via International House) (2003)**

CELTA (Certificate in English Language Teaching to Adults)

#### **Southern Pacific Hotel Corporation (1999)**

On-The-Job Trainer

Advanced Train The Trainer

Supervisory Development Program (Attendee, then Trainer)

Instructor of Hospitality Supervision & Hospitality Human Resources Management

Accelerated Learning (Eric Jensen)

#### **Canterbury University, New Zealand (1993)**

Bachelor of Commerce and Bachelor of Arts

Majoring in Business, Human Resources and Psychology

## **VOLUNTEER EXPERIENCE**

Includes work in a prison, a soup kitchen, a Tanzanian orphanage, temporary manager of a half-way house for women released from prison, 6 months fundraising work with Life Education Trust, working people with disabilities and supervising child access visits for children at risk through Barnados.

## **REFEREES**

Can be obtained on request.