



Fiona O'Shaughnessy

PROFILE

Fiona's experience in learning and development spans 19 years in MNCs, service industries, third level education, and government services. In 2007 she founded Emerge, a Learning and Development Consultancy that provides workshops, facilitation and coaching in the areas of

- Emotional Intelligence: Optimism & Resilience, Interpersonal Skills, Emotionally Intelligent Manager
- Social Intelligence: Multicultural Communication, Influencing & Networking, Presentation Skills
- Organisational Effectiveness: OST, Appreciative Inquiry, The World Cafe, Team Works™

Skills and Experience

DESIGNING LEARNING

British Council Middle East, 2007-8: Designed an Operations Management for Continuous Improvement programme for global roll out including modules on Reward and Recognition, Coaching, Scheduling and Process Mapping.

IQPC (events management company) 2006-8: Designed Train the Trainer and Coaching course for team leaders moving to management positions.

FDCW, UK 2004-8: Designed course for workshop facilitators who offer courses on "The 16 Guidelines for a Happy Life", a book published by this international non profit. Currently delivering series of Happiness@Work workshops in Singapore and presenting at Happiness and its Causes Conference.

eLearning Consultancy, Dublin, 2000-1: Instructional Designer – designed core management training for Ericsson, micro-modules for Microsoft to demonstrate new PDA capabilities, converted induction training into eLearning for UK ministries. Nominated for EMMA (European Multimedia Awards) in 2001-2 for creativity and innovation.

DELIVERING TRAINING

Associate Trainer with STMicroelectronics (since Jan 08). Delivering Personal Effectiveness training for technical and engineering staff, developing people skills.

British Council's Professional Development Centre, Singapore, 2001-7: Trainer and Programme Manager for 'Personal Performance', 'Customer Service' and 'Leadership' series of courses.

Banyan Tree Bintan, Indonesia, 1997: Responsible for intensive training for start-up boutique hotel. Carried out full training needs analysis for 150 staff, devised and implemented training framework.

Associate trainer with Maura Fay Workshops since 2007. Delivery of Winning Presentations, Interpersonal Skills and Team Development, Personal Impact and Coaching.

MEASURING AND EVALUATING HUMAN PERFORMANCE

Organisational Diagnosis (British Council Singapore): Analysed customer service functions and collaborated on review of strategy. Awarded SQC in 2005 and a record number of 'excellents' by internal QC scorecard.

Centre for Language and Communication Studies, Trinity College Dublin, Ireland 1997-2000:

Researcher for the European Language Benchmarking Project. Conducted large-scale training needs analysis of refugee population and co-ordinated outreach classes for minorities.



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FACILITATING ORGANISATIONAL CHANGE

A*Star Institute, 2006-8: Facilitating the process of changing from a skills-led structure to a matrix organisation. Conducted dialogue sessions for all staff.

Voluntary welfare organisation Singapore, 2005-8: Change Facilitator for the process of transforming from small rented premises run by volunteers to a customer-built learning institute with a full-time staff and a core curriculum.

Singapore bank, 2006: Change management programme for SVPs using QO2™ - facilitating positive engagement and mindset change with regard to bank's new policies.

MANAGEMENT DEVELOPMENT

Barclays Capital Leadership Development Programme, 2005-8: Coaching skills, Interpersonal Communication, Personal Image Management, Assertiveness.

British Council Singapore: Advised on and implemented L&D plan for senior management team in response to 2005 staff survey. Satisfaction ratings for SMT showed substantial improvement in 2006.

British Council Japan, 2005: HR and Training Analysis; completed skills gap analysis for country directorate. Carried out Team Works™ for management team in conflict.

COACHING

As a skills coach, I work at Director level in pharma, banking and with individuals. These consultations include addressing concerns about communication, giving presentations, leadership and coaching

QUALIFICATIONS

BA (Hons), University College Galway, Ireland

H.Dip. Education, University College Galway, Ireland

Advertising, Sales and Public Relations (Certified by FÁS, Ireland)

M.Phil. Applied Linguistics, Trinity College Dublin, Ireland

Team Management Systems, TMS™ and QO2™ Accredited

Learn Direct UK, eLearning Tutor Accreditation – Helping Learners Learn Online

Certified EQ Practitioner / Coach, Six Seconds (USA) Level 2. Accredited to use SEI™

Action Learning, Level 1 Practitioner

In the process of gaining the ASTD Certified Professional in Learning and Performance (CPLP)™ and accreditation as an IAF Certified Professional Facilitator (CPF). Fiona has spoken at international conferences such as the HR Summit, Happiness and Its Causes Asia and the Singapore Facilitators Conference. ... and apart from working ...

Irish by nationality, Fiona lived and worked in 9 countries before arriving in Singapore in August 2001, where she is now a permanent resident. English is her first language; she also speaks French and some Thai and Turkish. She's a committee member of ASTD (Singapore), the Singapore Facilitators' Conference and on a technical committee of the Institute of Adult Learning examining Competency Frameworks for trainers.

She is passionate about trekking in the Himalayas, research into happiness, cycling in the West of Ireland and volunteering.



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