



Claude Warner Coaching Profile

Executive Coach

www.claudewarner.com

+27 (0) 83 227 5153

info@claudewarner.com

Claude is a man of integrity with deep character. He has had corporate careers in purchasing and financial services with General Motors, Cadbury, Unilever, Sanlam and CU Life, progressing into management.

Claude has held leadership positions in community and faith-based organizations, as well as in the military.

He ran his own medical aid consulting business for 10 years prior to becoming a professional coach.

Claude obtained both a Certificate and Diploma in Practitioner Coaching from [The Coaching Centre](#) in Cape Town, a leading professional coach training institution specializing in an integral approach to coaching.

He is a member of [COMENSA](#), a national professional coaching body, and Vice-Chair of the EC Chapter. He is committed to Continual Professional Development, attending master classes, reading and research.

Claude has written several articles that have been published in newsletters and on-line publications.

Claude has extensive leadership coaching experience, and has coached leaders from SMME's, faith-based organisations, leadership academies, and executives from large corporations.

Claude Warner coaches successful leaders to improve their leadership performance through developing their emotional, relational, and communication skills.

Harvard University research shows that *up to 85% of leadership success, is due to people skills* that can be learned and mastered. Technical or IQ-type skills are important, but the people skills make the difference.

These skills, called Emotional & Social Intelligence, include Self-Awareness, Self-Management, Social Awareness and Relationship Management, and touch on aspects such as listening & communication skills.

Emotionally intelligent leaders are able to increase engagement, productivity (through high performance), and staff retention. This enables them to achieve organisational success at the lowest human capital cost.

Claude's coaches integrally, guided by his CREATE coaching model. Through discussion, or using formal assessment with multi-user input, high leverage development areas are identified.

An action plan is co-created, where new skills are acquired and applied through action learning. (The process can include scenario planning and role playing.)

Claude processes both rationally and cognitively, as well as reflectively and philosophically. His coaching style shifts dynamically between the two approaches to best serve the clients' style and agenda.

His coaching style is relaxed, but focused. He listens deeply, is empathetic and affirming, but will also "tell it like it is" and ask the tough questions. He will champion and support, but also challenge and stretch.

Coaching is delivered on-site, from a private coaching studio in Mount Croix Port Elizabeth, via telephone, or a combination of these. Coaching is provided at a fixed monthly rate which include all research and preparation, the coaching itself, support between sessions, and monthly management reporting.

"Claude helped me to develop as a more confident leader" T Simmers, Business Owner