



## About Ascend HR | Kylie Holyland

### Executive Coaching | HR Consulting | Training and Facilitation | Conflict Coaching

Kylie Holyland has over 25 years' experience working with individuals, managers and leaders to resolve complex people issues and develop effective strategies to maximise individual and organisational performance.

As an **executive coach**, Kylie has worked with clients at all levels of organisations, challenging and supporting them to transform their work and lives. Kylie has also spent years working as internal HR consultant providing HR advice and support to a client base of SES and EL managers in the public sector.

In coaching, Kylie's particular strength is in growing the confidence and capability of individuals, managers and teams to deal with difficult situations and to further their competency, develop new ways of thinking and to take action to improve their work and career performance.

Kylie is particularly skilled at **conflict coaching**, helping clients to develop an understanding of their triggers, build resilience and to improve workplace relationships.

Kylie is a confident **trainer and facilitator**, comfortable with delivering short courses and workshops on a range of topics. Kylie is able to design and tailor training to meet specific client needs. In addition, Kylie is a highly experienced **workforce strategist**, able to analyse, develop and implement effective workforce strategies, particularly in the areas of:

- leadership excellence and management development
- change management
- bullying and harassment interventions
- performance management
- career management and mentoring
- mobility and succession planning
- work life balance.



*"As a coach, I have found her extremely insightful, and she has a way of getting to the heart of the matter with extremely compassionate precision that I find remarkably challenging but at the same time supportive."*

*Kate Naser ACC, Kate Naser Executive Coaching and Consulting*





## Coaching approaches

Kylie is able to draw on her training and experience in a range of coaching approaches, tools and methodologies to help leaders to create meaningful change in their professional lives. Kylie uses:

- organisational coaching, including goal-based and emergent coaching methodologies
- skills-based coaching
- CINERGY™ conflict coaching
- IECL narrative coaching
- team coaching.

Kylie is guided by the ICF Code of Ethics and the ICF Coaching Competences.

## Client experience

Kylie has been working professionally as an external coach since 2013 and has worked with more than 120 coaching clients from a range of organisations including:

- ARENA
- Department of Agriculture
- Department of Defence
- Department of Education
- Department of Industry
- Australian Customs and Border Protection
- Australian Federal Police Association
- Able Australia
- Smith Family Australia
- ACT Government Environment and Planning Directorate
- Indigenous Business Australia
- Department of Social Services.

## Tools

Kylie is accredited by Human Synergetics to use their 360 tool the LifeStyles Index (LSI1 & 2), Group Styles Index (GSI) and the AMA DISC model. She is also accredited to use the Centre for Public Management 360° Feedback tools in Executive and Team Leadership (SLP, ELP, TLP), Strategic Intelligence (SIP), and Emotional and Social Intelligence (ESIP).

## Qualifications and memberships

- Associate Certified Coach, International Coach Federation (ICF)
- Accreditation in Organisational Coaching, Institute of Executive Coaching and Leadership (IECL)
- Team Coach, IECL
- Rank and Power Dynamics, CLE Consulting
- Mediator, nationally accredited 2014–2016
- LEADR, Association of Dispute Resolvers
- CINERGY Conflict Coach
- Certificate IV Training and Assessment (Mantra Training)
- Facilitating Groups, PSMPC
- Foundations in HR, Australian Human Resources Institute (AHRI)
- Certified HR Professional, Australian HR Institute (CAHRI)
- Bachelor of Arts (Psychology), ANU
- President, ACT Branch, International Coach Federation (ICF)
- Member, Australian Institute of Management (AIM)
- Practitioner Member, Resolution Institute
- Member, Institute of Public Administration Australia (IPAA)
- Member, Neuroleadership Institute





## Employment History

2016	Executive coach, Centre for Public Management
2016	Associate, The Performance Coach
2014–present	Executive coach and consultant, Optum Health and Wellbeing
2013–present	Associate, Best Practice Consulting
2013–present	Senior Associate, Interaction Consulting Group
2013–present	Executive Director, Coaching for Management and Business
2013–2015	Coach, Arrow Human Capital
2006–2013	HR Advisor, Department of Families, Housing, Community Services and Indigenous Affairs
1998–2006	HR Strategist, Department of Industry, Tourism and Resources
1988–1998	Industrial Relations Officer/ HR Strategist, Department of Administrative Services

## Any questions?

Please contact Kylie for a confidential chat on [kylie@ascendhr.com.au](mailto:kylie@ascendhr.com.au) or 0414 624 672.

“If you want be pushed just a little bit, if you want to be given permission to feel you have the ability to do your job by an independent person, not your family, friends and staff (bless them but they’re hardly going to tell you you’re rubbish), if you want an interactive conversation not a counselling session or time on the psych couch, Kylie’s your woman!” –

*National President, major staff association*

