

Melanie Eyres

Principal Consultant



📞 Ph: 0413 485 350

🌐 www.eyresandassociates.com.au

✉ Email: melanie.eyres@eyresandassociates.com.au

Personal overview

I work with individuals, teams and organisations as an independent coach, facilitator, consultant and leadership development facilitator. My goal in all of these varied roles is ultimately, to help individuals and groups realise their potential. I help clients build greater understanding and awareness, challenge them to explore what is possible, and help them to generate new insights that strengthen their ability, confidence and energy to take action.

My early career was in business, working as an accountant, firstly in a chartered accounting firm, and then as a divisional accountant in a number of businesses in a multi-national private sector corporation. I then moved into a new area of expertise - strategic planning, operating as an internal consultant for the various businesses within the organisation working closely with senior executives and Executive Board members.

Whilst our children were young, I started teaching at Swinburne University and undertook a Certificate IV in Training and Assessment, enabling me to design and deliver accredited workshops in the Diploma of Management. Since 2004, in collaboration with my husband Paul, we have been running our own independent consulting and organisational development practice, working with clients in both the private + public sector.

Why do I coach?

Since I was young, I have always been drawn to experiences where I can help other people. When I reflect back on the paths I have taken in my career, these choices at their core have involved me wanting to assist people (and organisations), to be their best. I have a passion for facilitating learning and enjoy working collaboratively with people to help them build knowledge, skills and insight.

Through coaching (and the other work I do) I get to realise this passion and help others with their own development and growth. The most satisfying and rewarding moments come through the coaching relationship when clients achieve real breakthroughs:

'My thinking is much clearer now. I can see things in a way I couldn't before.'

'I have a deeper understanding of what is happening + now I can make better choices.'

'I have a way forward and am confident that I can do this.'

The duration of my coaching relationships are variable – some are shorter helping with immediate issues, some are longer-term.

What does working with me look like?

In the initial instance, we will spend some time exploring the goals/areas of focus for your coaching. These goals are likely to fall in one or more of the following categories:

1. *Issue-based coaching* – we work on workplace opportunities or issues that are important to you.
2. *Developmental coaching* – we work on leadership behaviours or skills that you wish to develop.
3. *Career coaching* – we explore strategies for career development.

Working within the broad framework of the GROW coaching model, my coaching approach is primarily based on action learning principles as we move around a cycle of exploration – sense-making - planning – action – reflection.

I always aim to build a positive relationship with my coaching clients. You will likely find me:

- Warm and approachable
- Attentively listening
- Asking insightful or challenging questions
- Offering feedback – providing a mirror to what you might not see
- Practical and action-focused
- Exploring your strengths and resources
- (Where needed) offering ideas, concepts or strategies that might help

In between coaching sessions my clients experiment with some actions or behaviours and reflect on their experiences. I often encourage clients to maintain a reflective learning journal to ensure they are continuously learning from their experiences.

Why might you consider selecting me as your coach?

There are many experienced and skilled coaches available to choose from – it can be difficult to consider which ones might be right for you. Some potential reasons that you may consider me as your coach are:

1. I have been a manager and people leader in the private sector – so I understand first-hand many the challenges and demands you might be facing.
2. I have consulted to a wide range of organisations in the private, public and educational sectors so understand some of the 'language' and 'context' in which you work.
3. I quickly build trusting and equal connections where you can feel comfortable to talk about what is happening and how you are experiencing things.
4. I come from a business practitioner perspective, rather than a psychological or counselling perspective. My goal

is not to provide analysis – it is to help you with your thinking in order to gain clarity and insight into your issues and move to practical action.

5. I don't just do executive coaching – I can offer numerous tools, frameworks, methods and tips from the broad range of facilitation and consulting assignments I undertake.

Coaching experience and clients

Over the last 13+ years I have coached numerous individuals from a range of organisations including Department of Environment, Land, Water and Planning (and predecessor organisations), Whitehorse City Council, Swinburne University - Faculty of Business + Enterprise, Box Hill TAFE, City of Kingston, Office of Public Prosecutions, City of Glen Eira, the Shire of Nillumbik, Westpac, Country Fire Authority, City of Melbourne, and the Department of Education and Early Childhood Development. Some of the issues tackled include:

- Enhancing people leadership skills
- Leading remote and hybrid teams
- Team dynamics / working styles / building cohesive teams
- Leading teams through change
- Influencing and managing up
- Exploring future career pathways
- Emotional intelligence
- Improving resilience, wellbeing and confidence
- Holding people to account
- Personal effectiveness

Other coaching related activities include:

- Design and delivery of dozens of 'Coaching Skills' / 'Leader as Coach' workshops - as well as coaching skills action learning / extension workshops. This involves teaching people about coaching skills + the GROW model and enabling them to practice these skills to help them to improve their coaching practice.
- Collaborative group coaching of leaders in the Discovery in Action® (Leading People) program – over 350 participants directly coached by me.

Executive & Management Experience

Previously:

- **Planning Manager, Orica Ltd, Corporate Planning Division** - working closely with senior executives and Executive Board members, this involved a range of activities including leading many businesses through the Orica Strategic Management Process
- **Project Prodigy Team member** – creating the new Orica (formerly ICI). Joint Orica / McKinsey & Co. project

- **Divisional Accountant, ICI Pharmaceuticals and Silenus Laboratories** – senior finance professional on the business management team, manager of finance function

Qualifications and Memberships

- Certified Organisational Coach, Level Two, IECL
- Everything DiSC® accredited facilitator
- TAE40110 Cert IV in Training and Assessment, 2011 (BSZ40198 - 2004)
- Qualified as Member of Certified Practising Accountants (CPA) 1997+
- Bachelor of Business (Accounting) with Distinction – RMIT (1993)
- Member of Australian Institute of Training + Development
- Member of the DELWP Group Coaching, Bayside and DHHS coaching panels
- Positive Psychology short course (University of North Carolina - certified by Coursera)
- Visual Facilitation, Advanced Facilitation Skills (AITD), Designing for Learning (Institute of Learning Practitioners)

