

erna
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vector
of
change

Certified Learning &
Change Management Coach

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'Everyone thinks
of changing the
world, but no
one thinks of
changing
himself.'

— Leo Tolstoy

Biography

Versatile, results, and efficiency-driven professional with 30+ years of international experience developing collaborative relationships with clients and peers — from executive to blue-collar level, to provide customized, sustainable business solutions.

Superb personnel management skills with expertise in the insurance & banking sector, IT sector, manufacturing and public transport sector.

Proven problem solving and analytical thinking skills, a fast learning curve, stress resistant and the ability to adapt in a fast evolving business context.

A dedicated professional with eagerness to learn and grow, with the drive and skill-set to develop and implement and follow through on actions towards achieving the company's objectives.

Core Competencies

- ADKAR® Change management
- Leadership Coach
- Team Coaching & Team Leadership
- Communication
- Training Preparation & Delivery
- Project Management
- PCC by NovaTerra
- 5S and Lean
- Business Design Thinking
- ITIL
- LIFO (Life Orientations) profiling
- NLP
- Gallup CliftonStrengths® Coach
- Languages: Dutch, French, English, German, Spanish
- Office 365
- Power BI – Power Automate
- Java
- Sociocracy 3.0

Experience & achievements

Vector Of Change Comm.V. Independent Change Manager and Coach

2016 – present

- Designed and implemented communication and learning elements at P&V group to ensure knowledge and the ability of stakeholders to use the new inbound software package.
- Developed and implemented change elements to create awareness and desire among executives and blue-collars to enhance the safety culture, resulting in zero loss of working hours in 2020 for the first time in the history of John Cockerill Services Belgium. As per the personal request of the Managing Director of Europe, since early 2022 I am in the process of replicating this program at John Cockerill Services France (on-going) and other John Cockerill branches in Belgium (2023).
- Coached executives and leaders (including Siemens Mobility, Kia, In2Pharma, Lyreco, Hallinto (on-going), towards achieving personal and business objectives.
- Delivered 5S training (MIVB/STIB, Lyreco – on-going)
- Assessed and provided feedback on potential hires and growth (In2Pharma, Apogado, GHR Partners Belgium, Synchestra, Hallinto)
- Supported and mentored clients in the design of O365 user adoption plans (B&R; Lecot; FACQ via Xylos)
- Moderated value discussion meetings for Mateco (via Ambits)
- Mentored change managers within an ERP project at B&R
- Coached and mentored middle management during implementation of new strategy at Group S (on-going)
- Mentored young graduates on career development at Umicore.

Caterpillar inc. Global Account Manager (2008 – 2015)

1990 – 2015

- Delivered superior customer support to major customers in the cement industry & material handling industry to assist in making the best fleet management decisions, optimizing productivity and cost.
- Tested and analyzed fleet efficiency on-site to consult the customer on fleet options
- Negotiated machine sales to annual sales of 150million USD

Caterpillar inc.**Special Products Manager** (2005 – 2008)

- Provided leadership to a multi-national team of engineers, draftsmen and marketeers to design, promote and sell excavators to the demolition and material handling niche, resulting in 150M of annual new machine sales.
- Change Management: defined and implemented process to manage production of low-volume niche products in a restricted manufacturing environment to ensure business plan was achieved. Re-organized the division to meet market needs.
- Built and managed client relationships to ensure the meeting of customer expectations and to adapt machine design within a fast changing market.
- Developed functional specifications meeting customer expectations in a WW design team.

Caterpillar inc.**Sales Manager Work-tools** (2001 – 2005)

- Provided leadership to a team of work-tool representatives in EAME resulting in WT sales at 100k USD

Caterpillar inc.**Senior Project Engineer MHEX** (1996 – 2001)

- Identified EAME functional specification for a new line of excavators
- Member of WW excavator design team (HQ in Asaki, Japan)
- Tested pilot units against functional specifications and reported on results and changes
- Provided an alternative market-ready solution when the launch date was postponed
- Prepared and delivered product training in French, Dutch, English and German to dealer sales-teams

Caterpillar inc.**Senior. Custom Products Engineer** (1991 – 1996)

- Identified custom requirements and quoted solutions for niche markets
- Negotiated and scheduled customer orders for niche products
- Ensured timely updates of technical documentation for custom made products for CE mark requirements

Caterpillar inc.**Junior Quality Engineer** (1990 – 1991)

- Provided solutions to field problems
- Followed field-follow units and reported on pilot product quality issues in the new product introduction program

Degrees & certificates

JUL 2023	GALLUP CERTIFIED STRENGTHS COACH
NOV 2022	CERTIFIED BUSINESS DESIGN THINKING
NOV 2020	ICF – MASTER COACH (PCC BY NOVA TERRA)
DEC 2019	CERTIFIED NLP PRACTITIONER
SEPT 2019	SOCIOCRACY 3.0
JUL 2019	KIRKPATRICK'S 4 LEVELS EVALUATION CERTIFICATION - BRONZE
DEC 2017	MIT – LEADING FROM AN EMERGING FUTURE
AUG 2017	ITIL BASICS
JUL 2016	ESSENTIALS OPEN MIND COACH
MAY 2016	CERTIFIED PROSCI ADKAR CHANGE MANAGEMENT
JAN 2016	PROFESSIONAL COACH
SEP 2015	CERTIFIED INTERROGATION EXPERT – DE LEUGENACADEMIE
JUL 2015	INTEGRAL COACHING ESSENTIALS
JUN 2010	MANAMA SPACE STUDIES KUL/UGENT
JUN 1989	MASTER IN MECHANICAL ENGINEERING KUL