



the science & soul of leadership

Deborah Pascoe

Deborah is an experienced organisational development consultant with a commitment to bringing integrity and results to business. Deborah specialises in leadership development, organisational change, strategic business management and team effectiveness. She has consulted to many organisations for more than a decade in Australia, New Zealand and Asia.

Deborah's consulting practice has led her to work with a range of industries from manufacturing, public and private health, inter-governmental organisations, energy, information technology, education and financial services. She has the ability to operate at all levels in an organisation and has worked on a number of projects involving senior strategic teams through to shop floor operators.

1. What's your background?

I have been consulting since 1996. Prior to that I spent over 10 years as an employee in a large, multinational organisation in a variety of market and business management roles. The latter part of my employment there involved moving the company forward in its philosophy and framework for sustainable business improvement.

2. What's your role in The Service Spirit?

My role, along with the team, is to design and facilitate leadership development programs. This usually entails one on one coaching as part of a program. My role is also to help our clients make sense of some of the complexities in organisational life.

3. Why do you do the work you do?

Sometimes, terrible things are done to people and teams in the name of business. Organisational life can be demanding, tough and brutal. Many of us spend a significant proportion of our lives in the workplace and I am passionate about helping organisations create positive, stimulating environments where people can be the best that they can be because they want to be that way. I have a strong value around learning and self development – this can occur outside the workplace but given the amount of time we spend in organisational life, I want to help create workplaces where people can reach their potential.

4. How do you best add value?

I think that my diversity of roles prior to consulting brings to my work a high degree of business credibility underpinned with a passion for people development and growth. I know first hand how tough it is to be a leader in organisational life.

5. What makes you proud in the work you do?

As part of our leadership development programs, we invariably have a follow up day, usually about 6 months after the formal program has finished. During this day, we look at quantitative and qualitative data regarding the sustainability of change that people have undertaken as part of their development journey. These days are so rewarding. To see the shifts that people make to create a positive environment where these leaders and the people they lead can thrive and flourish is just wonderful. To know that I have played some part in that makes me feel humbled, proud and inspired.

Deborah has a Masters in Applied Science and is currently undertaking a PhD in Human Systems and Organisation Dynamics. She is accredited to deliver the Myers-Briggs Type Indicator (MBTI®), MBTI® with teams, the BarOn Emotional Quotient Inventory (EQ-i®), The BarOn Emotional Quotient-360 (EQ-360™), and FIRO-B (Fundamental Interpersonal Relations Orientation-Behaviour).

Deborah is a member of the International Society for the Psychoanalytic Study of Organisations (ISPSO) and Group Relations Australia (GRA).

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