



## Jenny Vulcan

*the science & soul of leadership*

Jenny has a wealth of business experience gained from a decade working in sales, marketing and change management in the corporate sector and more than a decade as an organisational development consultant.

She is an accomplished facilitator who has worked with senior, emerging and front line leaders from across a variety of industries and organisations. She brings knowledge and creativity to program design and is an experienced leadership coach. She has done extensive work in helping individuals and teams understand themselves and others, value differences and maximise their performance. Accomplished in leading change, dealing with cultural alignment and formulating effective strategic direction, Jenny focuses on inspiring organisations to embrace a refreshing approach with their customers and employees.

### 1. What's your background?

I started out as a science graduate and then spent a decade working in the corporate sector for a global chemical manufacturer in sales, marketing and change management roles. Since 1996 I have been consulting with organisations, large and small, in the areas of leadership and organisational capability development.

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

Together with other members of the team, we design and facilitate customised programs for clients in the areas of leadership development and building high performance teams. We also provide one on one support coaching for individuals to complement the more formal face to face programs.

### 3. Why do you do the work you do?

Leaders in our organisations play a huge role in our communities and in our world today. Our working lives and home lives are blending. Hence I believe the best way to help ensure sustainable human communities for the future is to partner with our business leaders. I experience sheer joy when working with individuals and organisations to fulfil their aspirations. Working as a team of facilitators has significantly improved the outcomes clients experience and lifted the enthusiasm and energy we bring to our work.

### 4. How do you best add value?

Leading human beings is complex and occurs at all levels in an organisation. The value I bring is to take leadership theories / research and translate these into practical tools / techniques that leaders can use to get better outcomes more often. I focus on making content relevant at all levels of the organisation. I believe in the potential of leaders from the frontline to the boardroom.

### 5. What makes you proud of the work you do?

I'm proud of the development and growth of the leaders we work with. Seeing how they have used the materials we share with them to improve their team performance and relationships is rewarding. Hearing the stories they share about what they are proud of coupled with the tangible improvement in their diagnostic results is just fantastic.

Jenny has a Bachelor of Science and 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™), FIRO-B® (Fundamental Interpersonal Relations Orientation-Behaviour), the Herrmann Brain Dominance Instrument® (HBDI®) and HBDI® with teams.

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