

CLAUDIA RAFFO



INNOVATION &
LEADERSHIP DEVELOPER,
CONSULTANT, EXECUTIVE COACH
AND SPEAKER



BUSINESS EXPERIENCE:

As an organisational consultant & coach, Claudia has helped develop new approaches to communication, leadership and team building among corporate executives and professionals in the education field.

Claudia has worked on a wide range of projects with CEOs and their direct reports, including strategic planning, cultural design, innovation awakening and values development. She has worked closely with both local and multinational businesses.



AREAS OF EXPERTISE:

Innovation development, organizational design, intra-preneurial skills development, project based team building, agile leadership particularly for CEOs and VPs and newly appointed millennial managers; effective communication skills; feedback based agile performance evaluation; educational project development; strengthening cultural traits as well as renewing company values.



CLIENT SUCCESSES:

ShellChile/Enex – Designed and facilitated innovation funnel project based program for Innovation volunteers within the company. 100 people touched during the 3 year running program. 4 yearly projects have been developed, improved and tested by means of agile innovaTools.

Bci Insurance Company – Designed and delivered training programmes on leadership skills for 100 leaders to establish new leadership profile and support cultural change. Implemented 40 individual executive coaching programmes to tackle 360° performance evaluation gaps and climate discrepancies.

Drillco Tools – Developed and implemented accountability programmes for over 60 leaders. Worked with managers individually to train them on collaborative leadership skills. Implemented a high performance programme for the executive committee.

Novartis Chile – Designed and implemented high performance programme with Executive Committee including one-on-one executive coaching, team coaching and the development of creative tension among team members to pursue the company's goal in 2012. Strengthened cultural traits by means of a team building programme for every individual team in the company.

C.O.S. – Designed and delivered 8-month coaching certification programme to professionals and consultants. Certified 30 professional facilitators and coaches, aligned with the 11 ICF core competencies.

Roche – Designed and facilitated strategic planning session together with the executive committee to align new leadership definitions. Used Insights Discovery typology as an instrument for management performance.

Teck Chile – Designed, developed and facilitated a high performance 1 year program with the executive committee. This program had to align to the strategic planning and the cultural development in course during this year. Applied typology profiles and developed specific artefacts for the team to hold on to their new status in high performance.



EDUCATION & PROFESSIONAL MEMBERSHIP:

Kaospilot Certification on designing learning spaces, Degree in Corporate Communication, Master's degree in Organisational Development and Behaviour (Diego Portales University); 2 years PhD on Transformational Learning. Claudia is a certified coach from Newfield Network and holds a senior coach certification from Newfield Consulting.

Newly elected VP of Membership and Communications at IODA, active member of ICF international, founding member of ICF-Chile, and PCC-accredited. Over 3000 hours of individual coaching and 500 clients.

Active member of IODA and OD Network. Conference reviewer and speaker at the International Conferences in India & South Africa.



LANGUAGE CAPABILITY

Bilingual Spanish-English.