



Case Study

Henley Professional Certificate in Coaching MSc in Coaching & Behavioural Change



Annalisa Fabbri
Compliance & Data Privacy
Leader, GE Capital.

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Annalisa, how did you first come across Henley and what made you want to study here?

'I'd heard about Henley from a UK colleague who was working with me at GE in London and she had spoken about what a great experience it was and the journey it had taken her on.

'At that time, my primary motivation was more personal than professional; I wanted to become a better person and be the best mum I could be. Although my own family culture has many strengths, I wanted to be less pushy and more inclusive. I felt that this programme might give me some tools to help me to understand myself a bit more and enable me to have a better life.

'So I enrolled independently of my work, even though GE were supportive. But I didn't even know for sure that it would be feasible, given the time and travelling involved.'

And what was your experience of the programme?

'It was great! I've definitely improved as a human being as a result of the programme, and it helped me to find my future job! I met so many wonderful people and have built lots of close relationships.

'The programme gave me so much more confidence, and I really appreciate what I have. I had a tendency to focus on my weaknesses before, but that has changed. I'm very proud of the fact that, while my grandparents couldn't even read or write, I am now taking a masters degree – and not even in my native language!

'Friends have commented that I'm a happier, more contented person now. I don't get annoyed as easily, and I still practise the techniques on my family! I'm much more likely to consider a situation more carefully and try to understand whether there's anything more profound going on that I might not have thought about previously.

'Professionally, the techniques I learned allow me to deal with my team members much more effectively. I use coaching and active listening, and these tools have proved to be invaluable, especially when I deal with teams made up of people with multiple backgrounds, cultures and languages. I feel like I'm a far better communicator, and the way I approach conflicts has been transformed.'

So, what have been the highlights of Henley for you so far?

'Aside from the diversity of the people and the content of the programme, the location is a highlight for sure – it's amazing!

'The modules give you a chance to understand yourself, and the tools and techniques are extraordinary. I was especially intrigued by the positive psychology session and the 'time to think' approach.

'I'm enjoying every moment of it.'

i For information, please contact:

Henley Business School
Greenlands
Henley-on-Thames
RG9 3AU

exec@henley.ac.uk

Tel +44 (0) 1491 418 767

