

# Case Study

## Henley Professional Certificate in Coaching MSc in Coaching & Behavioural Change



### Susy Kenefick

Senior Enforcement Lawyer,  
Central Bank of Ireland

*"The programme exceeded my expectations"*

*"Whether you want to become a coach or just improve your management capability, the Henley MSc is an incredibly transformative experience"*

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### Susy, tell us why you enrolled on a coaching degree programme, and why you chose Henley?

'My interest in coaching and behavioural dynamics was sparked when I attended an executive education programme as part of a development initiative run by my previous employer. The course included a module on coaching basics delivered by an alumnus of the Henley MSc. Much of what was covered on this module resonated strongly with me, particularly around workplace engagement and self-awareness.

'These insights led me to incorporate a coaching style in my role managing junior team members at work, and I also became interested in developing the practical skillset on a deeper level and learning more about the underpinning theory. I researched a few programmes but was most drawn to the scope of the content on the Henley programme. I enrolled on the MSc around the same time I left my job – in which I had been unhappy for some time – so coming to study at Henley marked the beginning of a personal and professional transition in my life.'

### What did you hope to get from the programme and did the reality meet your expectations?

'I had reached a stage where I was very aware of the misalignment between my personal values and those of the wider culture in which I was working. On a personal level, I hoped that the insights I would gain on the programme would help me to reconcile this and to identify a work culture that was more reflective of my values. I also hoped to learn the essential tools to enable me to work as a skilled coach, be it in the context of another organisational role or working as a freelance coach.

'In many respects, the programme exceeded my expectations. Coming to Henley is a very special and immersive learning experience. The atmosphere of trust and openness, which is led by the tutors, the richness and diversity of experience brought by the other students, and the standard of the practical and academic material, all contribute to this unique culture.

'On the Professional Certificate in Coaching programme, we were launched quickly into learning the basic mechanics of coaching, through key tools and techniques. Proceeding to the MSc, there was deeper academic content and an opportunity to learn about how topics such as psychology and neuroscience contribute to developments in coaching practice.'

### So what impact did it have on you, both professionally and personally?

'Personally, it really changed the way I relate to people. I am very conscious of what I have learned on the programme and how it has helped me to recognise the importance of individual differences, and how this diversity can enhance workplaces.

'In my current role, I am more aware of everyone's desire to be heard and the need to allow people time and space to express themselves effectively, and I see how this management approach helps organisations get the best from people. I have been particularly influenced by Nancy Kline's 'time to think' method in this respect.

'I can also really see the significant change that enrolling on the programme has had on me on a personal level. People have noticed that I'm more energetic and more content in myself.'

### What is it about Henley that makes it different?

'It's the combination of the course content, which is superb, the people and the surroundings that make Henley so unique. It's an incredibly stimulating environment.

'If you're thinking about doing a coaching programme, and contemplating the MSc, you need to know that it's a significant commitment. But whether you want to become a coach or just improve your management capability, the Henley MSc is an incredibly transformative experience.'