

## KRISTIINA HIUKKA, MA, CPCC, PCC

425.922.8244 • Clyde Hill, Washington • Kristiina@BigAgendaCoaching.com

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### EXECUTIVE AND TEAM COACH

*Leader Development | Organizational Effectiveness and Employee Engagement | Team Leadership*

Passionate professional with extensive executive coaching and training delivery experience. Dynamic motivator delivers communication and conflict resolution enhancement messages that enable individuals and companies to achieve harmony while sustaining unprecedented productivity. Multilingual leader with global experience boosts leadership intelligence while working collaboratively with cross-functional teams at all organizational levels.

#### Core Competencies

Executive Coaching • Leader Development • Group Coaching • Team Coaching • Management Training • Employee Effectiveness and Engagement Development • Meeting Facilitation • Change Facilitation • Intercultural Communication • Partnership Development • Motivational Speaking • Self-development • Writing Coaching • Mentorship

### PROFESSIONAL EXPERIENCE

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**Big Agenda Coaching**, Bellevue, Washington

2000 – Present

*Big Agenda Coaching develops the leadership intelligence of executives and their teams.*

#### Founder and Chief Coaching Officer

Conduct strategic business planning, handle marketing and sales, and manage budget. Coach and train executives and teams to enhance and sustain productivity and effectiveness; clients include Nokia, Microsoft and Vulcan. Provide talks at conferences and events; lead workshops. Motivate improvements around self-awareness, personal and professional satisfaction and communication skills.

#### Selected Engagements

**Consulting Company Founding Partners:** Invited to coach three consulting partners and foster clarity around each partner's personal purpose and alignment with company vision. Worked through conflict to reach agreement about business practices, interpersonal communication and conveyance of respect while productivity and business grew. Continued to support new employees individually and as a team.

**Credit Union Executive Team:** Chosen by CEO to facilitate the building of an energized organization where the executive team handles conflict effectively. Provided assessments, visioning workshops and team sessions to reach shared vision and improved communications. Executive team reported productivity increases of up to 20% as well as increases in work satisfaction, cross-functional projects and collaboration. The team went on to launch a financial service product, generating considerable revenue.

**Nanotechnology Company:** Hired by CEO observing a lack of board and executive team support. Conducted interviews with board members and management team, obtaining feedback around CEO perceptions. Identified CEO's strengths, values and goals; introduced communication changes. CEO's work satisfaction rose, as did consistency and clear communication with staff. Later, supported a director to increase productivity and harmony among a diverse team with conflicting communication styles.

**Team Coaching International (TCI)**, Bainbridge Island, Washington

1/2007 – 2/2009

*TCI, a global consulting firm, delivers professional coaching services, diagnostic products and training.*

#### Director of Communications (10/2008 – 2/2009)

Marketed and sold coaching courses; delivered team coaching training to advanced-level executive coaches worldwide. Networked among coaching community, observed marketplace developments and conducted competitive analysis.

#### Senior Faculty Member (1/2007 – 10/2008)

Co-designed and delivered advanced online and teleseminar courses in team coaching. Provided individual tutoring. Resolved technology issues around training delivery.

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**Ambitio Group Oy**, Helsinki, Finland

2006 – Present

*Ambitio Group Oy is a results-focused corporate and leadership coaching firm.*

### **Board Member, Co-founder and Partner**

Conceptualized and developed business plan. Provided executive coaching to business owners and other professionals; mentored three coaching partners. Offered intercultural communication training and consulting services for small to mid-size companies.

- Acted as US liaison; attended US conferences and networked with the coaching community

**Business Advantage Group**, Seattle, Washington

2005 – 2006

*Business Advantage Group provided training and coaching for small business owners to work on their business, rather than in their business.*

### **Executive Coach**

Built and led strategic business workshops for small business owners; provided individual coaching.

- Acknowledged by participants for engendering trust and fostering movement towards goal attainment

**Courageous Way Group**, San Rafael, California

2003 – 2006

*The Courageous Way Group empowered professionals and business owners to live boldly.*

### **Professional Coach**

Co-created, tested and delivered Freedom to Be, a self-development training program. Co-wrote course materials and instruction manual; designed exercises, activities and processes.

**Communication Works**, Tampere, Finland

1990 – 1995

*Communication Works provided language translation services to businesses and professionals.*

### **Co-founder and Principal**

Provided business services including organizational communications, consulting and training. Offered on-the-job English instruction for professionals. Provided language translation services and translated professional and art exhibition materials.

**Synectics Corporation**, London, England

1992 – 1994

*Synectics is the world's leading creative problem solving and innovation consulting company.*

### **International Communications Manager and Consultant | Strategic Business Development Team**

Drove strategic planning of communications in conjunction with US and England company leaders. Wrote weekly bulletin for worldwide consultants. Consulted with companies, using Synectics' innovation and problem solving methodology. Handled PR and facilitated global product launch preparations.

- Wrote articles for publication in the Financial Times and Business Week

**The Heritage Corporation**, Dublin, Ireland

1992 – 1993

*The Heritage Corporation produced historical and heritage-related videos.*

### **Marketing Director**

Negotiated with sponsors of *Discover Finland* and *Finland and Your Finnish Ancestry* films. Secured advertisers for product placement within films. Facilitated landing of former Miss World for voiceover talent.

**International Women's Management Institute (WoMan)**, Tampere, Finland

1989 – 1991

*WoMan served professional women in leadership positions by offering training, mentoring and consulting.*

### **Training Manager**

Designed and marketed programs around team development, communication skills, leadership and creative problem solving. Trained course instructors; led interpersonal and intercultural communication workshops. Provided UN-sponsored courses to leaders from Bhutan, Sri Lanka and India. Appeared frequently in the media on the topic of women leaders in Finland.

- Wrote winning grant applications, published articles for newspapers and magazines, and made presentations at seminars and conferences
- Initiated and managed the Center for Women Business Owners resource center

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### EDUCATION | LANGUAGES

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**University of Jyväskylä**, Finland

- **Master of Arts and Bachelor of Arts, Speech Communication and English Language, English Language Teaching Certificate**

**Multilingual:** Finnish and English (full fluency), Swedish (conversational fluency)

### CERTIFICATION | LICENSURE

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**Certified Co-Active Coach** – The Coaches Training Institute, since 2000

**Professional Certified Coach** – International Coach Federation, since 2006

**Authorized Team Diagnostic Facilitator and Trainer** – Team Diagnostic Assessment, since 2006

**Intercultural Global Executive Coach** – Grovewell, since 2007

**Certified Change Grid Facilitator** – ChangeWorks, since 2009

**Licensed Practitioner** – Taylor Protocols, since 2009

### TECHNOLOGY

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**Productivity:** Word, Excel, PowerPoint, Outlook; CardScan | **Accounting:** QuickBooks, Quicken

**Customer Relationship Management:** Salesforce | **Social Media/Blogging:** Facebook, Twitter, WordPress

### AFFILIATION

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**Co-Chief Value Officer and Board Member** – The Executive Network of Seattle (TENS), since 2009

**Advisory Board Member** – University of Washington, Scandinavian Studies Department, since 2009

**Chair and Fashion Show Organizer** – Finlandia Foundation and Nordic Heritage Museum, since 1999

**President** (three terms) – Finnish School of Seattle, since 1999

**Honorary Vice Consul of Finland** – State of Washington, since 2009

**Washington State Consul Association**, since 2009

**Founder** – Women of Fifty Project, since 2010

**Founding Member** – Microsoft Alumni Foundation, since 2008

**Member** – Finnish Coach Federation, since 2006

**Member** – American Society for Training and Development, since 2007

**Member** – American Management Association, since 2007

### PUBLICATIONS

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*The Write Life Diary – Write Your Life from Good to Great*, 2010

*Tiedon Kauppiaat, (Merchants of Knowledge)*, in Finnish, 2007 (co-author)

### SELECTED SPEAKING ENGAGEMENTS

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“How to Increase Your Leadership Intelligence,” Puget Sound Business Journal Expo, Seattle, 2010

“Optimizing Team Performance in an Ever-changing Environment,” Worldwide Airlines Customer Relations Association, Miami, 2009

“Lead Your Team to High Performance Using Coaching Skills,” The Rainier Club’s Executive Women’s Roundtable, Seattle, 2009

“Secrets of Team Coaching,” Puget Sound Coaches Association Conference, Seattle, 2008