

AGNES MURA, MA

Master Certified Coach (MCC)

Agnes Mura, MA, is a globally experienced Master Certified Coach to C-suite and senior executives, boards, business owners and service professionals.

As a business leader, she serves on the **Board of Directors** of AIRCASTLE, a multi-billion dollar publicly traded global company (AYR: NYSE) that acquires, leases and sells high-utility commercial jet aircraft to airlines throughout the world. On the Compensations and Governance committees she is appreciated for her expertise in strategic leadership and global talent development: "Building talent at the speed of business".

For over 18 years, she has demonstrated success and in **coaching leaders** through high-stakes high-performance challenges of all types - individually and in teams - including performance leaps, role expansion, dramatic change in location or geographic reach, integration in new corporate cultures, and how to successfully shift the culture of a team, a function or a board.

Executives and teams turn to her at the critical junctures to strengthen skills (e.g. developing their strategic abilities, managing dispersed multi-cultural teams and companies) or to vastly expand their leadership competencies (e.g. influence, executive presence, stakeholder negotiations, creating engagement, public communications, global emotional intelligence, matrix collaboration).

When designing and delivering **leadership development programs** for senior or emerging groups of global leaders, she directly impacts each firm's culture and results. She performs thorough and transformational **evaluations for public and private boards** and their **C-suite executives**. Agnes Mura also leads powerful **team** building processes for executive teams and boards, and regularly **facilitates** creative retreats (e.g. strategic planning / scenario planning) for her client companies.

She was a founding director of the *Professional Coaches and Mentors Association*, the founding president of the *International Consortium for Coaching in Organizations*, author of several leadership publications (and two books on executive coaching) and prominent as an expert Assessor, certifying professional coaches for the International Coach Federation.

Ms. Mura inspires and develops Global 1000 corporate talent from the Americas across to Europe. Fluent in six languages, she is currently coaching and consulting worldwide in English, Spanish and German, virtually as well as in person.

Agnes Mura's personal journey as a leader was forged in her escape from communist Romania; then included teaching and running an academic program in Germany, helping break the Soviet boycott of the 1984 Olympics as the Los Angeles Olympic Organizing Committee's Envoy to Romania, and a ten-year management career in international banking. Her last role at Bankers Trust Co. of New York was Mexico Country Head for private banking and California Representative.

Her clients have included:

AT&T, Accenture, Agassi Preparatory College, Avon, Amway, Bank of America, Bayerische Vereinsbank, Banco Santander, The Coca Cola Company, Citizens of the World Charter Schools, ConAgra, CEMEX, Citi, Coors, CBS Paramount, Catholic Healthcare West, Dell, Deloitte & Touche, DineEquity, East West Bank, ExEd, Experian, Gilead Sciences, Habitat for Humanity, Kraft Foods, KPMG, Lovelace Health System, Mission Hospital, Mercer, MGM, Merck, Maytag, Medtronic, National Australia Bank, Novartis, Nissan Mexico, Raytheon, Roche Mexico, Saatchi & Saatchi, Sony Pictures and Electronics, Symantec, Shuffle Master, Sun Microsystems, Toyota, TRW, US Foods, UBS, Warner Bros. and many "fast" small and mid-size firms in the US and abroad.

Ms. Mura understands the culture of groups, organizations and nations, and how best to navigate them. Her profound humanity is coupled with a keen strategic eye for what's really going on, and a strong business sense from her 10 years as a finance executive.

As a Corporate Board Director:

Since Agnes Mura joined the prestigious Aircastle board, and its Nominations & Governance and Compensation Committees, the firm's enterprise value has increased well over 30%. It has completed two long-term strategic partnerships (with the respected Japanese trading company Marubeni and with Canada's OTPP), significantly improved its capital structure, upgraded its key talent and added several top international board members.



Recent C-level Executive and public Board Evaluations:

- Performed the annual evaluation of a public company CEO, who was creating a culture change in the organization, engendering a lot of resistance as well as very positive results. Delivered a multi-rater interview-based evaluation of the CEO along with coaching feedback and recommendations of forward-looking changes.
- Performed a quantitative as well as qualitative governance Evaluation process of the board's functioning at a collective and individual level, supported by feedback, recommendations and action plans.

As an Executive Coach, Ms. Mura is credited with recently supporting:

- The CFO of a large public corporation to navigate a problematic triangular relationship with the CEO and key board members. After working with board members and all key stakeholders, four months into the process the chairman and the lead director expressed their renewed confidence in the whole management team, in time for the CFO to launch a critical and successful debt restructuring.
- CEO and EVP team of a leading SoCal financial institution, to strengthen individual leadership, strategic abilities and involvement with the board in advance of the 2008-2009 financial meltdown; the CEO and the team were thus able to turn the business model and the firm's culture into a new, sustainable direction.
- A Senior Partner in a Big Four consulting firm to achieve a seat on the executive committee and the firm's board, by strengthening a firm-wide strategic perspective, building credibility and connections through collaboration and sharper delegation and mentoring skills.

As Retreat Facilitator, she delivered:

- Public and private Board development retreats, based on analytically performed feedback, to help boards identify their strengths and growth areas on their path to achieving excellence in governance and strategic acumen.
- Strategic (and scenario) planning off-sites for numerous executive and senior teams in mid-size west-coast companies, with quarterly reviews to support ongoing implementation.
- Annual planning and team building retreats for private and non-profit boards.

To illustrate team development:

- Over 20 successful Senior Team interventions involving thorough (re-)evaluation of composition and skill profile; strengthened relationships with the Board and external stakeholders; powerful mutual accountability; improved group dynamics; complex conflict resolution.
- Recently supported the evolution "from senior group to high performing team" (sometimes dispersed) in three consumer product companies improving bottom-line performance over two years. Continue helping them maintain their disciplined processes during changes in business scope and in team composition.

As a Leadership Development program designer, some of her engagements have included:

- A two-year executive development program for a \$10 billion Los Angeles based firm, designed and executed in coordination with USC's Marshall School of Business Executive Education division.
- A two-year leadership program for the top 75 executives of a major global bank, impacting succession and growth strategies.
- Ongoing faculty roles in global leadership programs for Novartis, Coca-Cola, Citi, Dell, Roche, Gilead and others.

Principal Assessment Tools used:

Expertly designed, customized interview-based multi-rater feedback and evaluation processes.

- Hay Emotional Competencies Inventory 360, Benchmarks 360 (CCL), Kaisen 360, Compass 360, Leadership Practices Inventory 360, Lominger 360 (Voices).

- FIRO B, MBTI, Hogan Suite, DISC, FEBI (www.focusleadership.com), Workplace Motivators and Trimetrix (TTI), Learning Styles, Thomas Kilman Conflict Mode Instrument, Conflict Dynamics Profile.

Program Modalities

Ms. Mura delivers value through a customized mix of several modalities: Face-to-face on-site coaching, including shadowing; Video-conference coaching; Intense in-person assessment/intake session followed by telephone coaching; Group training preceded and followed by individual tele-coaching (e.g. leadership development programs); Off-site retreats (e.g. team building, strategic planning); Tailored tele-classes and webinars.

Business and Organizational Leadership Experience

Agnes Mura's personal journey as a leader was forged in her escape from communist Romania; then included teaching and running an academic program in Germany; helping break the Soviet boycott of the 1984 Olympics as the Los Angeles Olympic Organizing Committee's diplomatic Envoy to Romania; and a ten-year management career in international banking. Her last role at Bankers Trust Co. of New York was Mexico Country Head for private banking and California Representative. Even as a coach and consultant, she continued honing her hands-on leadership skills by having built and led two professional associations and consortia of national and international reach from the ground up.

Agnes Mura has taught Coaching and Assessments to global executives in the Advanced Executive Program at the Anderson School of Business (UCLA) and to new coaches in the Cal State University Long Beach professional coaches training program. She was a regular and frequent guest lecturer in Pepperdine University's doctoral program in Organizational Leadership. As a long-standing member of the *International Coach Federation's* Accreditation Committee, she has been evaluating coach training institutions and examining individual coaches who are applying for professional certification all over the world.

Speaking Engagements

Ms. Mura frequently speaks publicly on topics like "Leader as Coach," "Right vs. Right" (weighing opposite but valid viewpoints); "Energy vs. Time" (managing a sustainable and meaningful professional life); "Dialogue vs. Conflict" (powerful communication) and other tailored subjects.

Honors and Publications

In 2000, Agnes Mura's accomplishments were honored with the *Woman of Achievement Award* by Century City - Los Angeles. In 2002, she earned the *Builders' Award* of the Professional Coaches and Mentors Association. In 2003 she became a founding member of the editorial board of the *International Journal of Coaching in Organizations*. In 2004 she co-founded the *International Consortium for Coaching in Organizations*. From 2004 to 2012, she was the editor of the *CoachLeader Update*, an ICCO member publication modeled on the Harvard Management Update.

Her contributions were published in the *2008 Pfeiffer Annual: Leadership Development*.

Pacific Soundings Press published her book, co-authored with Dr. William Bergquist, *Ten Themes and Variations for Postmodern Leaders and Their Coaches* in 2005. Their new book of organizational coaching strategies and practices, [coachbook](#), appeared at Amazon in 2011.

Education

Agnes Mura holds a Masters Degree in philosophy and applied linguistics from Cologne University in Germany, and a Bachelor of Arts from Edinburgh University, Scotland.

Prior to launching her consultancy, she held various Finance Certifications in the 1980's and 90's.

She speaks English, German, Spanish, French and Romanian fluently, and basic Hungarian.

