

## TRAINER, COACH & HR CONSULTANT

I am a pragmatic and resourceful HR professional who has gained 20 years of HR Business Partner & Talent Acquisition expertise in Multinationals.

I really enjoy collaborating with people and teams.

I question and pinpoint, engage and brainstorm, use my curiosity and eagerness to learn & share in order to find and deliver the appropriate solution, always focusing on tangible results.



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## TRAINING & COACHING SUBJECTS

### PEOPLE MANAGEMENT

Change management  
Coaching culture  
Employee engagement  
Leadership skills  
Talent management  
Performance management  
How to give feedback  
Managing resilience  
Wellbeing awareness

### PERSONAL DEVELOPMENT

Career development  
Interaction skills  
Effective communication  
Energy management  
Resilience  
Stress management  
Boost your wellbeing

### HR SKILLS

Talent acquisition  
Performance management  
Talent review  
Succession planning  
Capability management  
Learning management

## LANGUAGES

French       
Dutch       
English       
German

## INTERESTS

Travel, Trekking & Hiking  
Nordic Walking  
Bikram Yoga & Pilates

## WORK EXPERIENCE

### TRAINER, COACH & HR CONSULTANT

Jan 2018 onwards

Convinced that inspiring leadership and engaged employees are a prerequisite for company growth, I develop Managers' People and HR skills through consulting, training or coaching and unlock people's potential to reach their personal or professional objectives.

### GLAXOSMITHKLINE BELGIUM - Vaccines Global Headquarters

Jul 2010 - Jun 2017

#### HR BUSINESS PARTNER

Pharmaceuticals Belux, ViiV Belux & Consumer Healthcare Benelux  
Global Support Functions (Assignment 9 months - GSK Head Office, London)  
Global Vaccines Research & Development

- Localized the Global HR strategy into local HR priorities and Business fit-for-purpose interventions
- Delivered engaging initiatives focusing on people, teams and units

#### CHANGE COMMUNICATION AND LEARNING LEAD (Workday: HRM cloud application) - Team of 3 FTE

- Managed the pre- & post go-lives, the final deployment and the transition to business as usual - engagement interventions and capability plans (4 Belgium entities, 140 change agents +9000 users, +100 hours virtual and F2F trainings in 3 languages)

### DHL BELGIUM - Express European Headquarters

Sep 2003 - Jun 2010

#### HR BUSINESS PARTNER

Supply Chain, Corporate and Global Business Services (Member of the Senior Management Team - Service Parts Logistics)

- Localized the Global HR strategy into local HR priorities and Business fit-for-purpose interventions
- Delivered engaging initiatives focusing on people, teams and units

#### RECRUITMENT MANAGER - Team of 3 FTE

- Advised on recruitment and mobility processes
- Ensured end-to-end recruitment management including negotiation of transfers and new hires (+275 files, +1000 interviews)
- Managed staffing needs with contractors, interims, students and a pool of 20 "mobile secretaries"

### KORN FERRY INTERNATIONAL

Jan 1997 - May 2003

#### RESEARCH ASSOCIATE - Amsterdam - Global Technology Markets

- Interviewed and evaluated candidates, drafted reports and managed the presentation of the short-list
- Checked formal references and assisted in the offer of employment

#### RESEARCH ASSOCIATE - Brussels - General practice with focus on the Global Technology Markets

- Identified, selected, sourced and assessed candidates using telephone interview techniques

### SUN MICROSYSTEMS - Customer service/Credit and Collection

1994-1997

### DUN & BRADSTREET - Database Administration

1994

### EUROCLEAR - Money Transfer

1993-1994

## TRAINING & EDUCATION

### VARIOUS TRAINING

- Coaching, leadership skills, employee engagement, presentation skills, impact & influence, self-management, resilience, energy management, accelerating change, delivery & performance, internal consultancy, effective business engagement
- DISC certified, trained in MBTI and Insights methodologies

### MASTER IN POLITICAL SCIENCE - UCL Louvain-La-Neuve

1991 - 1993

- Women and politics in India - 'The case of Mrs. Indira Gandhi'

### BACHELOR IN GERMANIC PHILOLOGY - UCL Louvain-La-Neuve

1989 - 1991

- English - German

**TRAINING/COACHING**

- Trained as an internal Coach and delivered coaching to managers and employees (+100 hours individual coaching) (GSK)
- Train the trainer (GSK)
  - Practical coaching in the workplace
  - Team Resilience Facilitator
  - Effective Business Engagement
- Trained and mentored new joiners (created a Training Manual on guidelines and procedures) (KFI)
- For the Workday implementation, conducted the stakeholders' analysis and engagement plans, designed and mobilized a network of change agents, assessed change impacts and defined the change action plans, developed and planned the communication strategy, defined the learning needs, approach and ensured the design, content and delivery of that learning. Trained on new HR capabilities, stimulated adherence to Workday and use of the new Knowledge Management Systems (GSK)
- Designed, organized and conducted the awareness workshops of the new Leadership Expectations Program (+60 hours virtual and F2F trainings) (GSK London)

**BUILDING CAPABILITIES**

- Partnered with leaders on defining employees' yearly performance and development plans & objectives and delivered employee engagement projects & capability-building initiatives such as employee opinion surveys, improving leadership skills, wellbeing awareness, resilience, performance management, etc (GSK/DHL)
- Conducted ad hoc surveys such as 'Exit interviews feedback', 'HR feedback', Feedback on One 2 One meetings', etc and collected insights (DHL)

**TALENT**

- Managed the performance evaluation processes, talent reviews and succession plans. Managed employees' career development plans. Used competency based interviewing skills, DISC and 360° assessments (GSK/DHL)
- Promoted the MBA, AIESEC, Graduates and Future Leaders Programs. Assessed the candidates and selected the mentors and the assignments (GSK/DHL)

**ADDITIONAL ACHIEVEMENTS AND EXPERIENCE****CHANGE ADVOCATE**

- Identified and encouraged synergies following the implementation of the new HR Model - One HR Shared Services servicing the 4 Belgium based local entities (GSK)
- Compared and balanced pros and cons of the UK/US and Belgian HR operating models and ways of working from an HR and Business perspectives. Provided insights to host and home HR organizations (GSK UK)
- Fostered and ensured continuous alignment among 2 HRBP units servicing the same organization following a merger of Businesses. Agreed on ways of working, augmenting communication, stimulating synergies and best practices sharing (GSK)
- HR Key Relay in the transformation of the HR team's office space into the Smart Working concept (GSK)
- HR Single Point of Contact Voice of the Customer on the newly implemented HR Shared Services (GSK)

**PROCESS IMPROVEMENTS**

- Compiled and structured into one unique tool the different existing Sales Force Leadership Capabilities assessments models (GSK)
- Member of the Benelux Coordination Committee for Recruitment - standardization of recruitment processes and procedures across the various Belgium based local entities. Optimized processes and standardized SLA (DHL)
- Captured market intelligence/developments and created an ICT candidates' databank - Member of the European Data Integrity and Database Management Quality Circle & Best Practice (KFI)

**MERGER**

- Materialized the CLA Transfer 32bis and integration of Transport Management Solution from Exel Logistics legacy into the DHL Supply Chain Business unit (+50 Benelux impacted employees) (DHL)

**HRIS**

- Implemented PeopleSoft position management, recruitment and e-recruit modules (Release 8.8) (DHL)

