



Profile

Sangeeta is an *experienced, qualified and credentialled Executive Coach, Career Coach, Workplace Mediator and Facilitator* with over 30 years of government and private sector experience. See testimonials overleaf.

Executive Coaching expertise

Sangeeta has over 2000 hours of 1-to-1 coaching experience and has been awarded Professional Certified Coach (PCC) level accreditation by the International Coach Federation (ICF). She also successfully led the achievement of an AHRI Award for successful implementation of a coaching culture as a former Executive level leader in Centrelink.

Sangeeta is highly regarded for her work, as evidenced by the number of public and private sector organisations, and coaching and facilitation businesses that utilise her for executive and career coaching, facilitation and workplace mediation services. This is due to her ability to consistently help her clients lead effectively, make energising decisions, leverage strengths, overcome obstacles, market themselves successfully, build capability, enable high performing teams, and cultivate effective workplace relationships.

Additionally, she brings a strong track record of clients returning to her to utilise her services.

Specialist in positive leadership and cohesive teams

Sangeeta brings significant expertise in supporting senior and executive level leaders to achieve clarity with direction, while defining strategies to navigate rapidly evolving and sensitive environments, enabling shared goals and a positive culture. She is the author of the No.1 Amazon Best Seller 'In the Moment Coaching for Leaders', providing time-poor leaders with evidence-based context and practical strategies to make a difference in their work and lives. She regularly facilitates workshops (face to face and virtual) in leadership development, career development, coaching and mentoring, communication, effective workplace relationships, emotional intelligence, conflict resolution, resilience, difficult conversations, time management and assertiveness. As a workplace mediator, she brings expertise in facilitating conversations and helping people navigate conflict and find a way forward.

Career Coaching expertise

A proven track record with successfully preparing clients for promotion, writing quality applications, excelling at interview and enabling clients to make energising decisions about career direction. Sangeeta specialises in helping clients clarify their strengths, achievements, purpose and branding, and provides practical CV, application and interview support. She was engaged as a Career Coach and Facilitator by a Royal Commission over a two year period, achieving excellent results. She utilised by a range of local and global organisations for her career expertise

Business Roles (selected)

- 2008 - Present
Principal, Achievement Zone Coaching Services
- 2006 - 2010
Executive Manager, Leadership, Learning & Development, Centrelink

Qualifications

- Master of Business Coaching with Distinction, Sydney Business School, University of Wollongong, 2018
- Graduate Diploma in Human Resource Management, University of Canberra, 1996
- Bachelor of Arts, Psychology and Sociology, ANU, 1987
- Diploma of Workplace and Business Coaching, Open Door Coaching Group, 2012
- Certificate IV in Workplace and Business Coaching, Open Door Coaching Group, 2009
- Certificate IV in Life Coaching, Life Coaching Academy, 2006
- Diploma of Government; Diploma of Management and
- Certificate IV Frontline Management, Transformed, 2011
- Certificate IV in Training and Assessment (TAE), Australian Institute of Management, 2011

Professional Development (selected)

- Coaching Supervision - Amanda Horne (Current)
- Introductory and Advanced Shadow and Laser Coaching, Donna Karlin School of Shadow Coaching,
- Certified Leading with Emotional Intelligence Facilitator, Langley Group,
- Accredited Coaching Skills for Manager Trainer,

Accreditations

- Mediation Accreditation, Australian Disputes Centre
- PCC Credentialled Coach, ICF

Selected Client Organisations

Government Departments: Prime Minister and Cabinet; DFAT; Infrastructure; Border Force; Home Affairs; Health and Aged Care; Institute of Health and Welfare; Defence; Finance; Climate Change, Energy, Environment and Water; Electoral Commission; NDIA; ACMA; ACT Government; Industry; Parliamentary Services; and House of Representatives.

Other: Icon Water, Clean Energy Regulator, Calvary Hospital, Australian National University, NSW Dept of Education, Agile Digital; South East Asian Central Banks, Child Abuse Royal Commission, BNP Paribas, ADCO

Diagnostic Tools

Sangeeta is accredited in a range of diagnostic tools to improve awareness of self and others to support success. These are:

Herrmann Brain Dominance Instrument (HBDI); DiSC; StrengthsProfile; Genos Emotional Intelligence; ReachLX and Full Circle 360

Testimonial Statements:

“I chose Sangeeta as a coach for her approachability and practicality. She helped me toward my goals of better understanding my strengths, building a stand-out brand, and reenergising my career through connecting to a greater purpose in my work. From our initial conversation Sangeeta guided me with practical tools and reflections that encouraged me to consider myself in broader and alternative contexts. She encouraged me to revisit some of my beliefs and values around leadership, and to explore opportunities for growth. Through the work we did, my horizons have widened - I'm connecting to my work in new ways, I'm noticing more appreciation for my contributions, and my thinking about my career has been invigorated” *Acting Director, Department of Infrastructure*

“My work offered four coaching sessions for senior officers and I'm so glad I took up the opportunity and that Sangeeta was my coach. I must admit that I didn't really know what to expect and wasn't sure coaching was what I needed. In the end, I was blown away by how helpful I found the coach sessions. Sangeeta has a wonderful way of listening. She gave me a space to talk through the things on my mind and then asked insightful questions that got to the heart of what was going on and helped me think through how to progress towards my outcome. Sangeeta kept the whole situation in mind, including work relationships, the organisation and the rest of life too, rather than narrowing down to isolated tasks, while also prompting me to think about practical, measurable actions I could take and suggesting helpful resources. I came away feeling supported and empowered to change some things I had been mulling over for a while” *Senior Director, ACT Government*

“Sangeeta has worked with my branch as it has evolved over the past three years to use HBDI as a tool to better connect individuals across the branch and allow us the space to consider how to get the most out of how we come together to deliver work outcomes. Sangeeta has a wonderful way of adapting her group coaching sessions to focus on the specific needs and cultural issues of importance to the group. Sangeeta also provides useful tools and gentle guidance on how teams can revisit the HBDI preference mapping over time. Branch members gave feedback that they valued the research base Sangeeta drew upon when presenting the HBDI tool and found the session a valuable way to get to know each other, particularly as the session came at the start of a new branch formation. I would highly recommend Sangeeta to anyone wanting a tailored approach to implementing a well-researched preferences tool” *Assistant Secretary Workplace and Change Branch, Department of Health and Aged Care*

“I am pleased to provide a strong recommendation for Sangeeta Pilger, Achievement Zone Coaching Services, who I have had the privilege of working with in their capacity as a coach and facilitator. Sangeeta is an exceptionally skilled professional, bringing a wealth of expertise and a personable approach to every engagement. One of Sangeeta's greatest strengths is her ability to foster collaboration and build trust with the teams she works with. Whether working with groups facing interpersonal challenges or helping to align diverse teams toward a common goal, Sangeeta consistently creates an environment where trust and mutual respect thrive. The team-building sessions are not only highly effective but also engaging and transformative. In addition, Sangeeta provides an unparalleled level of support tailored to the specific needs of individuals and groups. She is adept at identifying underlying issues, navigating complex dynamics, and guiding participants toward constructive solutions. This ability to connect on a personal level while maintaining professionalism sets her apart in the field. Sangeeta's facilitation skills are second to none. She excels in creating safe spaces for open dialogue, enabling all parties to feel heard and valued. Her approachable demeanour and expertise inspire confidence, making even the most challenging conversations productive and solution focused. I wholeheartedly recommend Sangeeta for coaching, facilitation, and mediation services. She is a highly qualified, personable, and dedicated professional who brings exceptional value to the project undertaken” *Branch Manager, Communications and Engagement Icon Water*

“Sangeeta is the best presenter/facilitator I have ever had and I would^[1]_{SEP} recommend her to other organisations without hesitation” *Senior HR Advisor, Australian Research Council*

“I have thoroughly enjoyed Sangeeta's warm and engaging coaching style. Experienced and generous with her time, I benefited greatly from her ability to quickly focus on the pertinent issues, provide a new perspective and ultimately enable a pathway forward. I would recommend the service to anyone seeking a renewed clarity and focus” *Senior Policy Officer, Department of Infrastructure*

"I worked closely with Sangeeta for a period of ten months, discussing a range of work and personal related matters. Not only was Sangeeta attentive and empathetic but additionally provided strategic support, with tactful implementation advice, thus providing a platform to work through the challenges as they presented themselves. Additionally, as a senior professional woman, having an unbiased opinion, especially towards gender specific issue, was a breath of fresh air. After each conversation I was left feeling refreshed, energised, supported and encouraged to lead effectively. Her guidance was truly valued and allowed great progression within my personal development, at a pinnacle time in my professional journey. I would highly recommend her services as an executive coach" *Commercial Manager, Defence and Special Projects, ADCO*

"Thank you for your assistance to date for developing and delivering a series of Career Workshops to our staff. Some examples of what staff have said are 'Sangeeta was a fantastic presenter. I hope she does many more, it was very well pitched' and 'Great balance of individual and group activities Sangeeta delivered the training well and kept me engaged' *HR Advisor, Royal Commission into Institutional Responses into Child Sexual Abuse*

"Some key highlights of Sangeeta's work with Agile Digital were helping the Executive Group to identify the core things they needed from each other as a leadership group to feel unified and facilitating a very energising full day group workshop which received a high level of praise from every team member and created a sustainable map for the way forward" *Senior Executive, Agile Digital*

"Sangeeta provided three coaching sessions per participant for a leadership pilot program we were delivering to a group of 10 managers (a total of 30 coaching sessions for the program). In the evaluation form, participants were asked to rate the coaching question: "The coaching sessions helped me to focus on my individual development needs and the way forward. The average rating result was 3.6 stars out of 4 stars. From a program manager's point of view, I found Sangeeta warm, accommodating and professional to deal with and I would use her services again", *Learning and Development Lead, Organisational Culture & Capability, NSW Dept of Education*

"Dear Sangeeta, Thanks again for working with us, and thanks also for the follow-up. I have spoken with both (names), and the overall feedback is consistently positive, with both telling me that they found the process effective and the outcomes positive" *Department of Industry, Innovation and Science (Mediation work)*

"Sangeeta developed and implemented a national strategy for coaching within Centrelink (a large government organisation in Australia), which resulted in it being awarded ACT Finalist for the AHRI People Management Initiative of the Year" *Director of People Development (retired) Centrelink*

"I was referred to Sangeeta by a colleague when I was planning to apply for higher level positions. Rather than simply refining my resume and interview skills, Sangeeta guided me through an important process of self-reflection. Throughout our coaching sessions, she prompted me to think through the work I've done and helped me clearly define my own strengths and skills and improve my approach to the job application process. As a result of Sangeeta's coaching, I managed to get onto multiple merit lists of the higher level roles in a very short period of time. I would highly recommend her without hesitation to anyone looking for career guidance" *Assistant Director, PM & C*

"Thank you for the coaching sessions this year. It's been really valuable to receive your insight and guidance. I appreciate your objective perception and constructive suggestions to help me grow and move forward. You have been receptive and adaptive in our conversations and always attempt to offer ways to think through approaches that will address my needs. It has been helpful to articulate what success looks like and develop my leadership skills. *Manager, Learning Systems Support Group, Australian National University*

"Coaching is Sangeeta's true passion and what she is great at. Her expert listening and coaching skills helped whenever my morale suffered a setback. Sangeeta's practical guidance and tips made me realise that I was not alone— and that I could use her amazing combination of will, skill, experience and knowledge as a sounding board. Within 6 months of seeking coaching from Sangeeta, I have now a promotion opportunity that I've been seeking for 5+ years! If you are considering moving to a new role or applying for a promotion, recruiting Sangeeta as your Executive Coach and partner for success would be the best investment you can make" *Director and acting Senior Executive Leader, Defence*