

EXECUTIVE COACH PROFILE



Name: Susan W. G. Ngula, PCC
Life & Leadership Coach

Coaching Approach:

“By partnering with my client, I provide a safe space for reflection, clarity and forward movement. We go on a journey of discovery, questioning beliefs and tapping on the clients’ potential hence leading to action or awareness that helps them achieve their desired outcome.”

BACKGROUND AND PROFESSIONAL EXPERIENCE

Susan W. G. Ngula, is a distinguished banker with over two decades of rich and diverse experience in leadership roles, both in traditional banking and FinTech. She is also an Adjunct Executive Coach with Strathmore Business School and

Susan's professional journey has taken her across continents, enabling profound understanding of cultural diversity and the intricate corporate landscape. As a member of various Executive Committees, she has been involved in formulating and overseeing execution of strategic goals including business growth, fund raising, ensuring good portfolio health and excellent customer experience. Susan is a transformative leader who believes leadership starts from leading self before leading others and leading the organization.

Leveraging her extensive corporate background and coach training, Susan is a coaching guru and founder of Kindle Coaching and Constancy. Her coaching clients are drawn from middle level to senior leadership drawn from both the private and public sector.

Beyond her corporate endeavors, Susan actively collaborates with organizations addressing societal concerns, extending her mentorship to SHOFKO, Kibera School for Girls, Kinara Mentorship program, among others. Susan has served voluntarily in Boards, including the International Coaching Federation Kenya Chapter Board where she served for four years in the Board and was the Chapter President (2019).

Susan is devoted to her faith, family, friends and her relentless commitment to societal betterment.

AREAS OF EXPERTISE

While Susan can coach on a variety of topics, the common topics presented by her clients include, but are not limited to, the following.

- Leadership Development & Management disciplines
- Purpose Discovery & Alignment of values
- Career Management & Transitions

Susan holds coaching sessions with clients drawn from Banking, Manufacturing, Non-Governmental organizations, Health Institutions, Educational Sector, among others.

Susan is competent in both one-to-one coaching and group/team coaching.

COACHING STYLE

Susan firmly advocates for collaborative coaching, partnering with her clients to usher in mindset shifts, boost self-awareness, and ignite purposeful actions.

She believes in coaching the person and not the issue hence applies the coaching model that best serves the client.

COACHING CREDENTIALS

Symbiosis Coaching (2024)

Certified Neuro Linguistic Programing Coach (CNLPC)

Coach Development Institute (CDI) Africa

Certified Group and Team Coach (2019)

Certified Workplace Coach (2015)

The Leadership Circle Assessment, 2021

Certified Leadership Circle Practitioner

International Coach Federation (ICF)

Associate Certified Coach (ACC), 2015

Professional Certified Coach (PCC), 2021

EDUCATIONAL QUALIFICATIONS

Daystar University, 2025 (Ongoing)

Masters in Counselling Pscyhology

CX University, 2021

Certified CX Specialist

Strathmore Business School, 2017

Advanced Managemet Program (AMP)

United States International University, USIU-A, 2002

Masters in International Business, Strategic Management

University of Nairobi, 1996

B. Com (Hons), Marketing

Professional qualifications

Various Trainings/Certifications in Leadership, Operational Efficiencies and Board Governance.

CONTACTS

Susan W. G. Ngula

Email: programmes@leadershipgroup.co.ke