



## Silke Thompson, MBA, PCC

Professional certified coach of the International Coach Federation (ICF - PCC) and trainer. Customer experience, business development, sales and assessment expert, with entrepreneurial and management experience in multinational companies + 10 years as an expatriate in France and the USA.

Languages: **German – English - French**

**FOCUS: Let's turn ideas and concepts into action & results!**

### EXPERIENCE - TRAINING - COACHING

- **European Coaching & Development Manager**, Coach & Market Field Mentor – Ford Consumer Experience Movement – Business Development Coaching – Customer Experience, Leadership, Team Performance (since 2016) for Germany, Austria and the Nordic Countries, coaching Ford Dealers and their staff since 2016)
- **International Trainer** development and –certification in „Brand Ambassadorship, Professional Skills & Performance“ for a premium German car manufacturer, through observation, training & assessment, worldwide (2012)
- **Entrepreneur Crosscultural Coaching**: trainer & coach for business development, sales, performance management, efficiency & results in collaboration of product development – production - marketing & sales departments, performance team coaching, intercultural & virtual leadership (since 2004)
- **Mentor for coaches seeking an ICF coach certification**, national & international, development and successful delivery of virtual group mentoring programs (since 2013)
- **Coach & Assessor for students** of leading (international no 1 ranking) management programs of a Swiss University (since 2012)
- **Founder & leader of the virtual education program** of the International Coach Federation Chapter Germany (since 2011) & ICF Chapter Host Munich (2010 - 2012)
- **Faculty member of Coach U**: worldwide provider of coach training programs
- **Assessor for ICF Coach Accreditations** (since 2018)

### EXPERIENCE – CUSTOMER EXPERIENCE - BUSINESS - SALES

- **German ReciproCoach Coordinator** - virtual platform for continuous professional development coaches - Start Up and running of German branch, marketing, sales, program development and operations for peer coaching, mentoring, supervision (since 2010)
- **ICF Germany board member** – responsible for marketing & PR (2012 - 2014)
- **Thompson & Thompson GbR co-owner** - business management consultancy und sales agency – product development and sales for international textile suppliers exporting worldwide (2001 – 2014)
- **Director NET EXPAT Germany** - Consulting, Coaching, Assessment for expats, worldwide - building up and running of German branch, strategy, sales, team lead, performance management (2004 – 2010)
- **Product Development Manager** international – textile industry - Burlington Industries USA (1995 – 2001)
- **Textile Designer/Merchandise Manager** - Kenco Industries, New York (1992 – 1995)

### EDUCATION - CONTINUOUS DEVELOPMENT

**2019** Train the Trainer Design Thinking Facilitation (design-thinking- muenchen) & Lego Serious Play Facilitator Training  
**2018** Coach Accreditation Assessor Training - International Coach Federation Global  
**2015** Coach U: train the trainer: development and running of virtual trainings  
**2014** PCC, Professional Certified Coach der ICF (International Coach Federation; 2009 ACC certified)  
**2012** Measuring the ROI of Coaching – Bloom Coaching, Lisa Edwards, author of “Measuring the success of coaching”  
**2011** Group Coaching - Jennifer Britton, Potentials Realized, author of “Effective Group Coaching”  
**2010** Advanced Corporate Coach U Graduate  
**2000** MBA: International Management (SUMMA CUM LAUDE) European University, München & Genf  
**1991** Master Level: Marketing & Business in Textile, Apparel & Haute Couture Institut Français de la Mode, Paris  
**1990** Fashion Designer: ESMOD, Paris

### CUSTOMER PROFILES

- Industries: chemical-, textile-, automotive-, and airline, finance- and insurance services, telecommunications, consultancies
- Leaders and leaders to be, managers and employees at all levels, in management, customer experience, sales, business- and product development positions, , national and international teams
- Master level students
- Trainers und professional coaches
- Extract of client list: AUDI, BASF, BMW, Boehringer Ingelheim, Carpe Viam, Coach U, DEKRA, Ford Motor Company, Lufthansa, Munich Re, Netexpat, PWC, Roche, University of St. Gallen, Volkswagen Group, Wacker Chemie