

Niall McShane-Resume

Candidate Profile

An outcome-focussed agile coach and consultant. Twelve years as a hands-on agile practitioner and delivery specialist; roles include enterprise, portfolio, program, and team level across business and/or technology. Combines data with human insights to affect change within complex systems.

As part of delivering coaching services Niall has led the design and deployment of ways of working capability uplift programs, centres of expertise and chapters in agility and ways of working. Subject matter expert in organisational design, role definition and tribe/team set-up to support the achievement of business outcomes utilising new ways of working.

International Coaching Federation (ICF) accredited Professional Certified Coach (PCC) with extensive leadership coaching experience. Certified Scaled Agile Framework (SAFe) Program Consultant (SPC) with extensive experience training, mentoring and coaching others in scaled agile practices and principles.

Key Competencies

- **Optimisation of agile at scale systems of work;** uses experiment-based approach to generate data that is combined with behavioural observation to continually improve large systems of work. Often called upon to turn around troubled programs that have stalled or are failing to deliver (getting the right things to 'done').
- **Professional mentor and the coach of the coaches;** advocate and author on development practices/approaches for coach capability with a focus on how best to combine *telling* clients answers versus co-created solutions.
- **Enterprise-level agile / new ways working (NWoW) coach;** delivers coaching outcomes from teams up to the C-suite; provides expert-level workshop design and facilitation skills, mentoring, training, and professional coaching.
- **Ways of working capability builder;** established an Agility Centre of Excellence for the digitisation program at Telstra, mentoring and hiring coaches, procuring a training provider, and designing learning pathways for staff around key roles (Product Owner, Scrum Master, coach). Designed and implemented a Telstra WoW Coaching Academy for the enterprise; included a micro-credentials and digital badging approach across Lean, Agile, Human Centred Design and DevOps.
- **Establishing practices, chapters and COEs;** at consulting firms, within large organisations, via Meetup, online, both formally and informally established and supported the building of community for agile/WoW coaches. Internationally recognised author and speaker in the field of developing agile coaching as a capability.

Achievements:

- **Designed and implemented scaled delivery systems** - prepared and launched at scale agile systems of work (teams of agile teams). Suncorp 21 teams for the business Intelligence program. Launched 9 groups (Trains) for the DaVinci program at Telstra; led a chapter of 10 coaches across the 9 groups (70+ teams).
- **Built ways of working capability;** designed and implemented a ways of working coach recruitment, induction, and development initiative. Took 49 coaches with no background in ways of working and led them through a 12-month education and mentoring learning pathway. Performance was assessed on-the-job prior to graduation.
- **Delivered programs of work-** led multiple large engagements (Telstra, NBN, UHG, Department of Education & Training) playing the role of problem-solving consultant and an "agent of change" in the adoption of new processes, practices, roles and responsibilities at scale whilst being responsible for delivery outcomes.
- **Contributed as an Agile Coaching thought leader-** author of book title "Responsive Agile Coaching- how to accelerate coaching outcomes with meaningful conversations". Publication Sept 2020; www.responsiveagilecoaching.com
- **Completed Master of Business Administration (MBA)** at Monash University in 2007.