

PHILIPPOS FRANGOULIS

Business, Executive & Life Empowerment Coach, ACC Accredited
Freelance HR Consultant
CIPD. L7 Certified Organization Design, Development & Culture Change Practitioner
Facilitator/Trainer, Author, Motivational Speaker

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PROFILE

A fully trained, experienced, and accredited Business, Executive & Life Empowerment ACC Coach, member of ICF Global and ICF Greek Chapter, a freelance HR Consultant, Facilitator/Trainer and a CIPD L7 Certified Organization Designer Practitioner specialising in corporate environments, from large complex organisations to small size companies, individuals, or teams.

Coaches' individuals and teams interested in holistic improvement, unlocking their potential and improving their personal and professional outcomes. Drawing on a vast array of his diverse business experience within a complex Banking, Corporate and Artistic environment and unique life-changing events, he enables his clients to flourish through a thought-provoking process as they pursue their life goals.

In addition, he offers exclusive HR Consulting Solutions in HR issues, organisation design clarity, functions, roles, charts, procedures, responsibilities, operations and internal dynamics. Demonstrates the ability to apply solutions through creative thinking to any situation to best use his diverse professional skills for the client's benefit. Through his Motivational Speaking engagements, he speaks about the power of regenerating your lives from your most challenging and complex experiences.

Areas of specialisation:

- ✓ Coaching and Mentoring 1:1, or for groups and businesses
- ✓ Leadership Consulting & Post Covid-19 Job Challenges
- ✓ Hybrid Work Models and application
- ✓ HRM Strategic Planning and Corporate Transformation Programs focusing on HR and People Management
- ✓ Organisation Design & Development, Organization Charts, Job Roles and Descriptions, Business Process Reengineering and Business Development
- ✓ Succession Planning
- ✓ Human Resources Best Practices, Policy Development and Planning
- ✓ HRM Information Systems, Performance Assessment Systems and Tools, Employee Engagement
- ✓ Recruitment, Onboarding and Selection Procedure
- ✓ Evaluation of Working Groups
- ✓ Talent Development, Design, Development, and Implementation of integrated Educational Programs with a complete analysis of needs, roles and targeting business areas

EDUCATION

- 2021** **Core Essentials Fast Track Program™ (CEFTP) Coaching**, Coach U Graduate, ICF Accredited Coach Training Program
- 2017** **CIPD. Level 7, Advance Award in Organisation Design, Development and Culture**, CIPD, UK, Professional Qualification
- 2008** **Public Relations Diploma**, Hellenic American Educational Foundation, Athens, Greece
- 1998** **M.Sc. Management** – (LSE.) London School of Economics, London, UK
- 1997** **M.Sc. International Money, Finance, and Investments** – Brunel University, London, UK
- 1996** **B.Sc. Economics** – 2.1 Upper Second Class, Middlesex University, London, UK & exchange study at Towson State University, Maryland, U.S.A. (GPA 3.71)
- 1993** **High School Diploma**, "Anatolia" American College, Thessaloniki, Greece

WORK EXPERIENCE

04.2021- present Business, Executive & Life Empowerment ACC Coach
HR Consultant, Facilitator/Trainer
CIPD. L7 Certified Organization Designer, Developer and Culture Change Practician

Offers 1-to-1 Coaching Sessions, live or virtual, with individuals or groups, entrepreneurs, business owners, executive professionals and their teams of any level, as well as people in career and life change challenges in a dynamic collaboration to fix, solve, create, or plan actions personally or professionally. Areas could indicatively cover:

- ✓ unblocking self-imposed barriers, fears, stereotypes, internal obstacles
- ✓ coaching that challenges coachees' thinking as true empowerment comes from managing our own beliefs and values
- ✓ unlocking potentials by exploring coachees' strengths using special tools
- ✓ developing leadership skills through coachees' real cases and hands-on experience
- ✓ exploring possible ways with the coachee for increased visibility in any organisation or personally
- ✓ building genuine influence elements for coachees' teams and management practices
- ✓ working on coachees' visions and values, opening their inspiration and ideas in an authentic way
- ✓ exercising coachees' positive power and influence with specific tools and case studies
- ✓ offering greater organisation design clarity and for functions, roles, responsibilities, operations, and internal dynamics

In addition, he provides HR Consulting, Organization Design, Development and Culture Change Solutions focusing on any size companies in business areas such as HR, restructuring, reorganisation, people management, career development, employee engagement, internal communication, learning and development and building an internal coaching culture.

Provides in collaboration with ["Humanis" HR Partners](#) high-quality training and team development programs for all employees like "Positive Power and Influence", Diversity and Inclusion, Mentoring & Coaching Fundamentals and general upskilling for clients like Kotsovolos, LIDL & Mitilineos etc.

2019 – 03.2021 Senior Advisor to the General HR Manager, NBG Group, National Bank of Greece, Athens
Deputy Director, HR Strategy and Development Sector
Transformation Internal Leader

As a Senior Strategic Advisor to the GMHR, led, managed, coordinated, and ensured NBG's HR Transformation program and the on-time delivery of all HR related projects across the NBG Group's HR Divisions (HR Ops, Strategy, Training, HRBPs) in the context of the Bank's Strategic Decisions & HR targets.

As a Transformation Leader, he launched, revamped, and led the new HR Internal Communications and Employee Engagement sector while engaging fully in the COVID-19 crisis management team and communication planning in NBG.

Challenge: Under the Transformation program, worked for the complete redesign of NBG's Training & People Development Strategy, Tools, and Curricula across the Bank, to establish the new "NBG Academy", deploy the first pieces of training in 2020, despite the Covid-19 disruption, with the vision of gradually turning NBG into a "Learning Organization".

Selected Accomplishments:

- Mapped, analysed, categorised more than 500 Internal and 250 External programs
- Completed and delivered the strategic redesign with a focus on Skills, Business Areas, development of Soft Skills, change of In-House development mentality, exploring our options while preserving the organisation's know-how
- Designed and altered the curriculum per function and seniority level while tied to the transformation program
- Covered 100% of the Bank areas in alignment with the strategic plan to change the curriculum and methodology
- Placed the foundations based on Function Business areas (the "pillars") and a central inventory of more than 500 analysed courses
- Deployed major Flagship Courses for Top Leadership Development, IT, & High Potential employees.
- Commenced Branding and Communication of "NBG Academy"
- Improved L&D impact measurement and the ongoing Business Priorities Support

Challenge: appointed to redesign and establish NBG's new HR function, the new HR Organisation operation model, implement and align the HR Systems for a new Performance Management System, key roles, and processes as part of NBG's Transformation program while in parallel introducing a new internal communications strategy and project management of any HR related projects among three divisions.

Selected Accomplishments:

- Led as a Transformation Leader a team of highly experienced HR, Business Processes, and IT professionals to deliver the Bank's Transformation programs
- Produced an organisation design analysis of the NBG's current HR model and a roadmap for the future changes
- Delivered the organisation proposals, planning and implementation timeframe for the new NBG's HR operating model, organisation structure, key processes, roles and responsibilities, essential skill requirements and key HR growth strategies
- Implemented the final implementation and rollout of the new HR function operating model and key processes based on the Top Management's decisions
- Introduced the new organisation functions such as HRBPs, Talent and Development, HR Ops etc.
- Led the initial technical implementation and key processes of the new SAP SF software for the rollout of the new Performance Management System of NBG

2014 – 2019

Head of Department, NBG Group HR Training & Development Division, Athens

Challenge: To provide custom made specialised training programs based on targeted business needs per business area and expand the training agenda utilising external training collaborations while minimising costs, managing human capital and an organisation affected by the financial crisis

Selected Accomplishments:

- Managed, worked on, and delivered:
 - 900+ High-Value & Quality Training Programs, Conferences and Custom-made specialised seminars
 - 72,900 Training Hours
 - 5,000+ employees' enrolment in External Training Courses
 - €1,3M successful budget handling for training investment
 - 34% increase in Training Events
 - 19% increase in Employee Participation
 - 30% increase in Training Hours
- Sustained to only 1,5% the accumulated rise of the Average Training Cost per Employee over the last five years through effective price and deliverables negotiation skills with external providers, despite an increase in the total expenditure of 13% and increasing training fees in Greece and abroad
- Expanded the Bank's investment in Education by ensuring NBG's employees catch up with all the top-notch education programs and conferences in Greece and globally
- Effectively led a team of HR Developers for Internal Customers
- Delivered practical Presentation Skills Training as a Certified Trainer

2013 - 2014

Head of Services, HR Development and E-Learning Programs NBG Group HR Training & Development Division, Athens

Challenge: As part of an HR developers dedicated team, to transform, digitise, develop furtherly and migrate a plethora of internal training programs into a virtual learning environment while continuously researching E-Learning solutions and proposing solutions in a more conventional banking and training audience

Selected Accomplishments:

- Developed, transformed, and deployed by collaborating with external and internal trainers' numerous inner classroom-based training materials into new E-Learning programs
- Designed, applied, and rolled out utilising the e-learning and design software of the Bank the abovementioned E-Learning solutions and provided technical assistance and learning support

2012-2013

Sabbatical Year, Food and Retail Manager, "Carpo", UK, London

Challenge: To manage the opening, establishing the business and operations of the new "Carpo" premium Flagship Food Store in London, Piccadilly, with a direct investment of more than €600k in less than three months while introducing a new shopping mentality to the London market.

Selected Accomplishments:

- Achieved a sharp rise in net profits
- Managed all logistics, financial, administrative, staff, contract management and public authorities' issues
- Led and introduced local marketing campaigns and PR activities to gain customers
- Ensured a high standard of exquisite customer service for an upmarket product and demanding clientele at a prime cosmopolitan location
- Trained staff to meet the high valued service standards and acknowledge the products' excellent nutritional value.
- Met sales targets and devised strategies for product recognition, display, and PR Operations
- Ensured adherence to high standards of hygiene and food safety records

2010 - 2012

**SAP-SRM (Supplier Relationship Management) System Administrator
National Bank of Greece, Procurement Division, Athens**

Challenge: Appointed to introduce an entirely new Procurement System, Processes and operations model based on SAP/SRM system and management software solution while changing the previous logistics operations processes and procedures in less than one month completely

Selected Accomplishments:

- Utilised a meticulous and systematic approach as a business analyst with higher Management and SAP to establish the new processes, workflows, manuals and introduction of the new system and operations
- Lead effectively and successfully the change management process
- Introduced a fully operational new system over a short period to ensure maximum efficiency for almost 1,700 registered users, 660 Units across Greece and 3,200 procurement materials
- Draw on excellent communication and organisational skills to collaborate with personnel from all departments
- Liaised effectively and engaged colleagues to attain successful results
- Minimised costs to the company through the provision of consultancy services to other departments, drawing on in-depth knowledge to answer queries, provide advice and troubleshoot issues as they arise
- Implemented pivotal educational and training material, organised vital presentations, and equipped the system support staff to carry out their duties proficiently, resulting in risk mitigation

2007 - 2010

**Business Analyst, Workflow Competence Centre Team
National Bank of Greece, Business Processes Division, Athens**

Challenge: Appointed to develop a new workflow system for Funds Transfer in NBG Group Balkan operations while minimising costs and business disruption

Selected Accomplishments:

- Designed & implemented a new business operating system for small/medium Enterprise Financing and Operations.
- Showed resourcefulness and ability to effectively utilise software, i.e., "ARIS" mapping procedures software, to attain first-rate results.
- Managed the project from initial concept to the installation of the system in over 600 branches
- Analysed, designed, tested, and presented to Group NBG's Top Management the new procedure and processes
- Successfully worked as part of a team, utilised excellent interpersonal skills to make positive contributions and maintained solid and beneficial working relationships.

2001 - 2007

**System Business Analyst and Procedures Specialist, International Operations
National Bank of Greece, Business Processes Division, Athens, London, the Balkans & Middle East.**

Challenge: To manage, develop, test, and implement the "TEMENOS–GLOBUS" core banking system operations and procedures system migrations and operations for NBG's International Operations in the Balkans (Serbia, Albania, Bulgaria, North Macedonia), the UK Private and Corporate Banking Units and Egypt, within strict timelines and concise data and system migration periods, i.e., weekends

Selected Accomplishments:

- Successfully led the implementation of all projects in Treasury, FX, MM, Bonds, Derivatives products, and modules
- As a critical member of a high performing team, implemented and designed business procedures job descriptions and completed BPR projects in cooperation with HR and operations
- Organised, managed, and followed by handling all unforeseen events the opening of Branches in Serbia, Albania, and Bulgaria
- Delivered staff training, effectively organising all training material and support for the end system users

2001

Financial Customer Services Officer & Private Banker, HSBC Bank, Thessaloniki

Member of a high-value team of Private Banking and investment advisors, offering high-quality services and Banking products while displaying strict confidentiality for the high-value clientele, achieving quarterly sales and financial targets for the organisation's benefit.

1999 - 2000

Reserve Officer, Supply and Transport Corps, Greek NATO – KOSOVO Forces Operation Supply Line

Accountable for carrying out duties promptly and meticulously, displaying responsibility, discipline, respect, and the ability to maintain a high regard for colleagues while ensuring the continued lifeline support of the Greek Forces in the NATO – KOSOVO obligations and managing military personnel.

MISCELLANEOUS

Languages:

Native Greek / English: fluent - Proficiency (Cambridge, Oxford & Michigan Diplomas) / German: basic understanding and speaking.

Strong Artistic Background:

- ✓ Applies and researches transferable Theatre skills to his business training and coaching engagements.
- ✓ [A published writer with a best seller book based on a true personal story](#) of survival also adapted as a Theatre Play in 2016-2017 in the prestigious "Epi-Kolono" Theatre.
- ✓ **Actor and Director.** Worked professionally in Theatre and Short Films for many years. Displays extensive training in Acting and Performance Arts. Has completed courses in RADA (Royal Academy of Dramatic Arts), the Actors Centre and the Guildhall School of Music and Drama in London, the Int. Institute of Performing Arts in Paris and Berlin and the Studio "Theatre of Changes" in Athens.
- ✓ **Founder of the Artistic Team "Artists in Spiral" in Athens**, which in cooperation with the French Theatre Group "Le Bouc Sur Le Toit", organised a site-specific performance in Paris based on "Henry the Vth" by Shakespeare.

Other:

Excellent presentation, communication, and public speaking skills through his work as an Actor and Director in fringe and commercial theatre productions in Athens and children's plays. Has also worked in Radio at the National Greek Radio (ERT).

Blogger about the city of Athens, Global Travelling, Urban Cycling, and an active member of the Cycling Civil Group Community for **promoting cycling** as safe transportation mean in Greece.

Has contributed regularly as a **columnist** on Sunday papers and Free Press magazines in Athens for urban issues, cycling policies and human resources issues.