

Caroline Sheridan Profile



Caroline is a highly regarded Executive Coach and Mediator focused on helping people realise their full potential and strengthen professional relationships. Having spent 33 years in the City, she established her coaching practice, Sheridan Resolutions Ltd, in 2006.

Caroline joined Lloyds Bank on graduating. With a solid grounding in retail banking, she joined Jonathan Wren as a Recruitment Consultant before moving Libra Bank, a consortium investment bank as an HR Business Partner. Caroline then joined a Japanese securities house where she held the positions of Head of Compliance and HR Director reporting directly to the Board. Caroline then had an opportunity to lead marketing and business development teams in the Talent Management sector. Before starting her own business, she held Director of Business Development and Marketing roles at Fairplace Consulting and DBM now Penna LHH with both matrix and direct management responsibilities.

Today Caroline sits on the board at the Civil Mediation Council and is Chair of its Workplace and Employment group.

Coaching Style

Caroline has an integrated approach, drawing on a range of disciplines, enabling her to choose the most appropriate method for her client's needs. Her style is thought provoking and pragmatic. She believes in working at the client's pace with a constant readiness to explore issues while maintaining an appropriate level of challenge. Her work encourages individuals to achieve positive and sustainable change using a strengths-based approach. Key to this is raising levels of self-awareness and increasing understanding of organisational context. She believes that individuals have the internal resources to find their own solutions and helps clients understand that there are choices to be made which have a direct bearing on the results they desire.

Areas of Specialisation

Leadership development: On-boarding and transitioning to new roles; managing through change; senior team effectiveness; navigating organisations and multi-cultural dynamics; influencing.

Mediation: Caroline is a recognised Leading Mediator in the Legal 500 and Chambers UK directories and specialises in strengthening relationships between individuals and team in the workplace.

Supervision and Action Learning: Caroline supervises both coaches (Henley, CEDR) and internal mediators at the BBC as well as running leadership and coaching circles

Qualifications and Training

Caroline is currently researching Family System dynamics and has recently qualified as a Facilitator in Organisational Systems. She holds Professional Certificates in Coaching Supervision and Executive Coaching and is a Coach Supervisor on Henley Business School's MSc in Coaching and Behavioural Change. She is also an External Speaker at Cass Business School. Other qualifications include: Diploma in Counselling, Psychotherapy and Hypnotherapy; MNLP practitioner; MA in Human Resource Management, and Level A and B Psychometrics. Caroline offers a wide choice in psychometric tools including MBTI, 16 PF, Hogan, Wave 360, Verbal 360 and MBTI Step 11, and is supported in this by a team of trained psychologists. She has further trained in the 'time to think' approach, gestalt and clean language. She is a Member of the Chartered Institute of Personnel and Development and the Association for Coaching.