

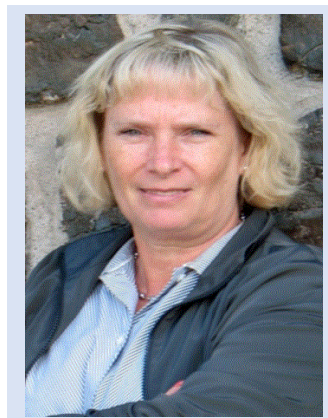
## INGELA DUNGER

### **TARGET AWARENESS, SOLUTION FOCUSED, LISTENING SKILL**

*Ingela believes in the individual's incredible ability to handle their own situation only if they get the opportunity, support and challenges in the right direction. Ingela has long experience in HR, she has supported and challenged managers at all levels, both Swedish and foreign. Ingela has worked for Swedish industrial companies for 30 years, about 20 years of which as a manager and leader in HR / Education in various positions at both at local, central and international levels.*

*Ingela was certified as coach (ACC-level) and received a diploma at PCC-level from Leapfrog AB. Behavioral scientist with a great curiosity of people. Higher education credits within Communication Science, Pedagogy, Social Psychology, Anthropology and Rhetoric. Her main competence is in skills development, leadership and personal development.*

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### **Example of coaching experiences**

#### **1. COACHING A MALE HR MANAGER IN SWEDISH MUNICIPALITY**

My client were new as head of the municipality's large HR department. He had great challenges as communication with the municipality's management group was inadequate. This because the manager did not himself have a chair in the management group. Major challenges for the client both in building up his own organization after poor work by the predecessor. He were a young and ambitious person who experiences a lot of frustration when he could not implement the development strategies that were decided in the management group.

*"The coaching with Ingela gave me several new perspectives and solutions to my challenges. Her way of approaching me as a client instilled confidence and her general knowledge and knowledge of the HR area gave an even deeper dimension in coaching. Without her coaching, I would not have reached my current goals and action plans. Thanks Ingela!"* HR manager municipality large HR department.

#### **2. COACHING OF FEMALE MANAGER IN WELL-RENOMATED LABORATORY COMPANY**

The female client has a lot of challenges as she herself has sprung from her own business and easily did go and "be of help" where employees should be able to manage the business themselves. The client's foreign background and some lack of knowledge in Swedish have made the coaching assignment extra challenging. The coaching has been done both on-site "face-to-face" but also over the telephone. As the department has had major challenges with workload while also having high staff turnover, the pressure on the client has been extra-large in 2017. The client's immediate manager has been involved through tripartite talks at the beginning, middle and end of the assignment.

*"During this year, Ingela has challenged and supported me in my role as laboratory manager, as there has been loads of stress, great staff turnover, and lot of other problems my department. My coach has challenged me both as a manager but also as a private person. It has been nice to have had my reconciliations and coaches every other week during this year".* Laboratory manager and food engineer with background from Bosnia, Bacterial and environmental lab, accredited Laboratory company.

### **Professional activities**

#### **Owner Dunger Coaching & Consulting 2016-2019**

Various individual coach assignments for managers, specialists and leadership candidates. In addition, coaching of people who have been on sick leave for fatigue and return to work. HR interim assignments at Stora Enso and several shorter leadership training courses for small business owners.

### **Stora Enso AB, 2011-2016**

Process owner and head of department in Talent management / Competence supply within Stora Enso Sweden. Department with five specialists in talent management, primarily recruitment, leadership development, coaching and employer branding. Among other things, for example, a 360 evaluation was conducted for about 400 Swedish managers, which also included feedback on results and coaching. The 360 result was aggregated for each management team and team coaching was conducted at different levels. Ingela worked also with 360 feedback and coaching. During the same period, Ingela was also a national project leader for outsourcing of the recruitment process for Sweden to Manpower. Also starting up a national mentoring program.

### **Administrative Manager Stora Enso Fors AB, 2006 - 2011**

HR manager also responsible for administration, information and occupational health care at one of Stora Enso's cardboard / paper mills approx. 600 employees. About 15 people in Ingela's organization 2 direct reporting managers. A lot of direct support to the mill managers in various issues. Internal mentor program for new managers. Large and extensive negotiations with local trade unions. Work on the concept of "Long-term health" together with the mill's well-known company physician Johnny Johnson.

### **HR Manager Alstom Power 2000 - 2005**

HR manager with 2 subordinates in the power generation part of ALSTOM. Extensive work with the French owners and HR projects with the delivery of service activities to Estonian and Latvian power plants. HR support in own organization in Sweden to employees and especially managers.

### **HR specialist and temporary HR manager ABB STAL 1996 - 2000**

Responsible for HR on the power generation side. Work as HR specialist in the division. In HR manager's rapid illness, Ingela was responsible as deputy HR manager. The company was later divided, and parts sold. Ingela did extensive work with Due Diligence regarding HR.

### **Principal of Industrial Upper secondary school "Curt Nicolin Gymnasiet" and ABB Stals Vocational School as well as Head of Education 1991-1996**

Principal and education leader to build ABB's third vocational upper secondary school and continue a long tradition of industrial school operations. Also responsible for the company's general education activities. A total of 8 subordinate education administrators, teachers and vocational teachers. In addition, supervisor for hired teachers from the town's upper secondary school.

### **EXAMPLES OF BIGGER ASSIGNMENTS AS MY OWN COMPANY**

#### ***Högskolan Dalarna (Local University) 2019***

*Coaching of several managers at different levels in the university's organization.*

#### ***Arbetsförmedlingen/Swedish unemployment agency 2019***

*Coaching of managers during the agency's big downsizing and restructuring.*

#### ***Stora Enso 2016-2018***

*Individual coaching of 10 managers (different levels), managers, management potentials and specialists in primarily the subsidiaries Stora Enso Forrest, Stora Enso Pulp, Stora Enso Fors and Stora Enso AB.*

#### ***Avesta Municipality, Chamber of Commerce, 2018***

*Four courses for small and medium-sized entrepreneurs in the municipality. The training was mainly focused on how managers get better leadership by using coaching and feedback as well as salary setting, salary formation and salary interviews.*

#### ***Borlänge Municipality 2017***

*As part of the diplomacy as coach, Ingela conducted coaching of three managers. HR Manager, Head of Culture and Leisure as well as a Head of Adult Education.*

### **TRAINING AND CERTIFICATIONS**

CTI - Co-Active Training - Fundamentals 2014 (3 days)

ACC coach, training 2016 (3 months)

ACC certification June 2017 International Coach Federation (ICF)

Diploma coach from the ACTP program at PCC level at LEAPFROG AB 2017 ([www.leapfrogab.se](http://www.leapfrogab.se)) - (12 months)

Team/Group Coaching training, (3 days), Course Manager Coach of Sweden, Sara Widlert, 2018

DISC-training, 2 days august 2019

## **METHODS TOOL**

360 evaluation and OPQ, Verify, MQ by managers' leadership SHL / CEB

Thomas International - DISC - mainly for recruitment and The Wheel - for recruitment and group composition

DISC

## **FORMAL EDUCATION**

Rhetoric, 20p, Örebro University 2004-2005

Commercial Law Overview Course, 5p, Linköping University 2003

Education, 20 credits, Linköping University 1994-1995

Social Anthropology, 20 credits, Linköping University 1993-1994

Social Psychology, 20p, Uppsala University 1992-1993

Practical Swedish, 20 p, Linköping University 1983-1984

Legal Overview Course, 10 p Örebro University 1982-1983

Information Technology, 40 p, Örebro University 1982-1983

English, 20 p, Falun/Borlänge University 1979-1980

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