



Your Online Presence.

Helping leaders, coaches, and facilitators work and connect effectively on video.



Welcome.

Thank you for taking time to learn about how I help people and teams to work powerfully on video.

Why do people seek me out for coaching, mentoring and training in this space?

It's for my deep practical understand and real-world experience of working this way for over 18 +years. This includes over a decade leading complex remote, virtual and global teams. I am also an experienced coach and facilitator with a background in executive communications.

Understand where you are today

We'll explore where you'd most like support: from technology to digital body language and improved communication over video.

“Coach, consultant, mentor and collaborator extraordinaire! Carol brings unbounded enthusiasm and experience to all aspects of her interactions with the individuals and teams she supports. She is a great practitioner of ‘keeping the end in mind’. She works with purpose and integrity, and has been crucial to the success of our organisation.”

Tom G, Director, Global Business Operations

1:1 consultations for leaders, coaches and facilitators

Personalised sessions that make an immediate and positive difference to how you interact with people on video.

Team and group training sessions

Bespoke group sessions for intact teams or groups including human resources, sales, customer service, IT, government and change management teams.

Please contact me to discuss your particular needs.

Carol Howard

Director | Black Birds Three





Why it matters.

Now more than ever it's a professional and life skill to effectively work over video.

Most people are unsure of how to do it well, and it shows. Terrible lighting, audio that echoes, weird camera angles and awkward interactions are sadly the norm.

Benefits of improving your online presence include:

- Increased ability to influence, communicate and connect with people
- Establishing trust and psychological safety quickly
- Improved productivity and ability to focus
- Able to confidently hold challenging conversations over video

People will have a more positive and authentic experience of who you are as a leader, coach or facilitator. You'll build better relationships faster.

Working powerfully over video is about more than simply knowing how to join a Zoom meeting, WebEx event or Hangout.

I will help you understand how to:

- Create an effective working environment including room set-up and lighting
- Optimise your technology: video and audio equipment
- Understand digital body language and being present
- Adapt how you work based on your role and interactions

We will work together to quickly build your confidence and capability.





Common support elements.

Here are some of the ways I help individuals and teams:

Leadership

- Adapting leadership style to video
- Improving technology/environment set-up
- Digital body language awareness
- Sales and client interactions
- Working with virtual teams
- Leadership presence and communication
- Managing attention and energy levels

Coaches

- Adapting coaching style to video
- Improving technology/environment set up
- Digital body language awareness
- Managing attention and energy levels
- Business development meetings
- Understanding cognitive impacts
- Increasing confidence and capability

Facilitators

- Adapting facilitation style to video
- Designing powerful online sessions
- Working with remote & virtual teams
- Increasing confidence and capability
- Improving technology/environment set-up
- Digital body language awareness
- Interactivity / whiteboards





About me.

My name is Carol Howard and over the past 8 years I've established a thriving coaching, facilitation and consulting practice.

I work beside leaders and teams who work remotely to help them find clarity, confidence, and capability on their own terms and where it matters most right now. My philosophy is that the best solutions and ideas are designed by you, for you.

So what's my role? I help you discover, explore and experiment with new ways of thinking, working and being using evidence-based approaches .

And I provide the positive stretch, challenge, candour and empathy you might need (because people and teams often do) to make change stick.

I'm told that I quickly build trust with my clients by being direct and kind in the right measure for them.

My experience includes many years working alongside leading companies and teams including: Cisco, Twitter, Snap Inc, Instacart, Virgin, and Optus.





Who I work with.

I'm known for working with progressive people, teams and companies who want to explore what's possible, challenge the status quo and work with integrity, energy and purpose.

I am experienced at working with people and teams from all backgrounds, industry sectors, cultures, and stages of life. My approach is practical, empathic and no-nonsense.

Following are specialist areas of experience and expertise.

Industry and Functions

- Global IT and tech start-ups
- Sales and marketing
- Business operations and shared services
- Local and federal government
- Strategy, transformation and change
- People, culture and human resources

My professional affiliations include: International Coach Federation (ICF), International Association of Facilitators (IAF), Neuroleadership Institute (NLI) and Change Management Institute (CMI).





Want to learn more?

Contact me for a confidential discussion or
visit my website to book your consultation.

Carol Howard

Director

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