



Claudia Coenjaerts, ACC, CPC

Leadership Advisor | Executive Coach | Founder, InsideOut Coach LLC

Miami, USA | Global clients | English • Dutch • French • Spanish

Leadership Advisor and ICF-certified executive coach with more than 30 years of international leadership experience including over two decades in senior executive roles within the International Labour Organization (ILO) and as CEO & President of the Fair Labor Association.

Throughout my career, I have led multicultural teams, guided organizations through periods of change and crisis, strengthened partnerships across governments, employers, workers organizations, civil society and the UN system, and supported leaders operating in politically and culturally complex environments.

Today, I combine this executive experience with an Inside Out coaching approach that helps leaders strengthen self-awareness, reframe limiting assumptions, restore agency, and translate insight into meaningful impact for their teams and organizations.

Leadership coaching & advisory

I partner with senior leaders to:

- Strengthen executive presence and authentic leadership
- Build resilient, trust-based relationships that enhance team effectiveness
- Navigate organizational change, uncertainty and disruption
- Lead effectively in multicultural and politically complex environments
- Strengthen stakeholder engagement and influence across diverse constituencies
- Develop confidence, resilience and decision-making under pressure
- Translate greater self-awareness into sustainable behavioral and organizational change

When leaders transform from the inside, organizations benefit on the outside



My coaching integrates reflective practice with practical leadership application, helping leaders understand how their thinking, assumptions and behaviors influence the wider system in which they lead.

Professional Summary

My international leadership career has provided me extensive experience in:

- Leading multicultural and geographically dispersed teams
 - Delivering complex programs and organizational strategies
 - Building consensus across governments, employers, workers organizations, donors, civil society and international organizations
 - Leading organizations through crisis, restructuring and institutional change
 - Restoring trust, strengthening team engagement and improving organizational effectiveness
 - Working across cultures with empathy, respect and strategic perspective
 - Earlier in my career, I designed and delivered leadership and capacity building programs for women trade union leaders in Vietnam, Indonesia, Cambodia, and Thailand, supporting women's leadership and participation in the world of work.
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Professional Experience

International Labor Organization (ILO)

Deputy Regional Director, Latin America (Lima, Peru), 2020–2025

Acting Regional Director, Latin America, 2022–2023

Director, Caribbean Office & Decent Work Team, Trinidad and Tobago, 2015–2020

Led multidisciplinary teams, strengthened organizational effectiveness and represented the ILO with governments, employers and workers organizations and development partners across the Caribbean.

President & CEO, Fair Labor Association, (FLA) 2013–2015 (Washington D.C.)

Provided strategic leadership during a period of significant organizational challenge. Successfully restored financial stability, rebuilt stakeholder confidence, strengthened staff engagement and developed a new strategic direction for the organization.



International Labor Organization (ILO)

Deputy Regional Director, Africa (ILO Addis Ababa), 2012–2013

Chief, Management Support Unit – Employment Sector (ILO Geneva), 2007–2011

Senior Specialist, Crisis Response & Reconstruction, ILO Geneva, 2005–2007

Director, Office for Sri Lanka & Office for Bangladesh, 2000–2005

Specialist Roles: Child Labor, Gender, Project Management, 1991–2000

Across these roles, I led diverse, multicultural teams, shaped policy dialogue, provided strategic direction, and drove results across regions undergoing political change, crisis, and significant socio-economic transformation.

Selected leadership strengths

- Executive coaching and leadership development
- Leadership in humanitarian and development contexts
- Women in leadership
- Organizational transformation
- Executive team effectiveness
- Stakeholder engagement and partnership building
- Governance and board relations
- Change leadership
- Strategic communication
- Cross-cultural leadership
- Organizational culture and trust
- Leadership transitions

Education & Certifications

- Masters in Sociology, Catholic University of Leuven, Belgium
- ACC Certification – International Coaching Federation
- Certified Professional Coach (CPC) – iPEC (ICF-accredited)
- ELI-MP – Energy Leadership Index Master Practitioner
- COR.E Dynamics Leadership Specialist
- COR.E Dynamics Transition Specialist



- EQ-i 2.0 & EQ-i 360 Certified Practitioner (Emotional Intelligence)

Coaching Languages

English • Dutch • French • Spanish

Location & Modality

Based in Miami, USA

Serving clients globally — in person or online (Zoom, Teams, etc.)