



- ❖ BACP Qualified and Accredited Counsellor & Psychotherapist
- ❖ Corporate & Medical Professional Writer, Facilitator and Role Player for behavioural and communication simulation since 2002
- ❖ Assessment modulator for National GP Recruitment, Health Education England
- ❖ 12 years as an account director in advertising & 5 years NHS mental health services
- ❖ 22 years experience of working with behaviour & communication psychology
- ❖ Medical Assistant Educator including End of life

### Corporate & Medical Consultancy Experience

- ❖ Global role player and co-facilitator for Marks & Spencer's Leadership and Talent programme in countries such as Hong Kong, India and Greece involving a 2 day simulation programme and coaching.
- ❖ 5 Yr involvement with Lane 4 on their award winning NFU Mutual Talent Development Programme as a role player and co-facilitator working with difficult performance conversations and story-telling skills.
- ❖ GWR Disability & Equality Awareness. Particular focus on invisible disabilities. Programme ran for 18 months.
- ❖ Researched, wrote and facilitated a Customer Services Workshop for Porters and Security staff at Birmingham City Council in support of their change programme
- ❖ Writer and facilitator of a change programme for a large nursing home to all staff over a number of weeks
- ❖ 2 yr contract with a Fortem facilitating groups of 25 through cultural change and brand change programme.
- ❖ Writer and facilitator for First Utility 2-day workshop on managing under performance.
- ❖ Facilitation of high-level conversations (with skills-based staff) to major Telecoms company.
- ❖ Facilitator of Kübler-Ross Grief cycle and role play co-facilitator for JCB's leadership programme.
- ❖ Wrote and Facilitated large and small workshops for Stafford NHS Hospital staff over 2 yrs in their new performance review programme and how to carry out review conversations and manage under performance.
- ❖ Wrote and facilitated a half day workshop with apprentices at a major construction company around behaviour.
- ❖ Facilitator for Paragon – 5 months with all staff in Emotional Intelligence & Complaints
- ❖ Medical ~ Patient, Staff and Family. ACE, ACST& CYP trained for end of life advanced communication.
- ❖ Motor Industry ~ Consumer & Staff Roles. Facilitation of groups of up to 40 on performance improvement. Assessment & Development Centres for VW, Skoda, Bentley & Audi.
- ❖ Other areas include: Financial & Law (Senior Staff Roles, Leadership Simulation & assessment/development centres); Optical (Store Management, Staff & Consumer); Utilities (Electric, Water & Gas: role play & facilitation)
- ❖ Public Sector (NHS (medical, mental health, dental & optical), HMP, Council, Legal Services, MOD etc) ~ Roles at all levels up to Senior Management including small group facilitation and assessments.

### Examples of Expertise

- ❖ HR: Grievance, Appeals, Recruitment/Retention, Diversity/Equality, Interview Techniques/Disciplinary
- ❖ Performance: Appraisals, Perf. Management, Getting the most out of Teams, Difficult Conversations & Assessment & Development centres
- ❖ Sales & Consulting: Consumer roles using Behavioural Dynamics
- ❖ Leadership Skills & Management Communication skills including storytelling skills and influencing
- ❖ Behaviour: including Emotional Intelligence for people dealing with vulnerable people. Self awareness and dealing with difficult situations – e.g end of life; challenging customers; vulnerable people

### Examples of Role Play Methodology

- ❖ Forum Theatre; One-to-one or Group learning, Assessment & Development centres; Interactive workshops; Conference Theatre; Demonstration/Devised scenarios; Story-telling; Business simulations; High-impact coaching; Self-facilitating and role playing with one group. Online Zoom trained 2020.