

## **Capabilities and Achievements.**

### **Leadership & Management**

- Leading by example by generating vision and ideas and subsequently adapting own style to suit the situation at hand.
- Motivating individuals and teams and monitoring their progress to promote the development of creative ideas and effective solution implementations.
- Encouraging others through effective listening, questioning and the development of clear supports and processes which enable them to do their jobs well.
- Managing clients, teams and companies so that they can concentrate purely on their most important tasks.

### **Coaching & Mentoring**

- Developing opportunities and concepts with clients that are challenging and dynamic and which deliver clear and measurable results.
- Identifying key areas for individual and team development and designing specific, focused action plans for each area.
- Driving personal, team and company performance that is targeted on the outcomes of clearly identified action plans.

### **Strategic Planning & Operations**

- Creating, developing and marketing action-based leadership and management development programs for businesses and individuals.
- Introducing tracking systems for strategic initiatives throughout organisations to promote more effective resource allocation.
- Developing, marketing and implementing organisation-wide communications plans and introducing key values, beliefs and behaviours to improve staff and manager relationships.

### **Marketing**

- Listening for the key messages and developing clear ideas, benchmarks, plans, and actions to meet those plans.
- Analysing the market and reviewing client and company needs to create a better understanding of the most appropriate niche and sector to place the product.
- Designing the most appropriate vehicle for the message.
- Identifying innovative ways to promote the benefits of the client and company.
- Creating well-organised and creative presentational material to ensure the message gets across.

### **Personal**

- Applying broad leadership and management experience from two very diverse sectors of industry.
- Working as a leader, manager, part of a team or alone to ensure that goals and objectives are met.
- Focusing on the outcome of the goal, objective or task irrespective of the obstacles.

## Education & Qualifications

**Member:** Association of Coaching & International Association of Coaching

**Mentor:** Business Mentoring Scotland & West Lothian Chamber Mentoring Scheme

**Member,** West Lothian Chamber of Commerce, Chartered Management Institute

**Past Regional Director:** UK College of Executive (COEC) Coaching, 2003 - 2004

... UK College of Life Coaching (UKCLC), 2001 - 2004

**Coaching Qualifications,** Mindstore and the UK Colleges of Life and Executive Coaching, 2004

**Business Diploma in Strategic Management,** Caledonian University, 2000

**BA (Hons) in Psychology,** Open University, 1995

**Business Diploma in Management,** Open Business School, 1993

Other courses attended include Neuro Linguistic Programming, Academy of NLP and Hypnosis for Scotland, 2004, Belbin Team Profiling with Belbin Associates, DISC Behavioural Profiling, Mind Mapping with Tony Buzan, Systems Training, Solutions Thinking, Strategic Planning Interventions, etc.

## Major Achievements:

- Helped a key client secure a top-100 ranking in the 'Sunday Times Best Companies to Work For' scheme in 2007 after completing over 40 behavioural profiles as part of their Management Development Program to kick start all the managers and help them exceed three-year expectations in only 18 months.
- Coached a recruitment agency from start-up through to staff employment and profitable operations within an 18-month period by developing the MD's confidence, designing and helping the MD work through a business planning template, creating profiles for staff recruitment, and ensuring that the MD completed her three-year goals within 14 months.
- Helped an individual manager attain promotion to a specific Director role within his global company within two years by identifying his key behaviours, communication style, preferred team roles and learning styles and supporting him through successive promoted posts.
- Facilitated a 20% performance increase within two months after implementing a team-based development programme for a group of Royal Bank of Scotland Business Managers which identified key gaps in their performance and then developing an action plan which included self reporting and development.
- Enabled a Franchisee without any management experience to move from start-up to profit making within two years with a client coaching program and full management support, including staff management, reporting systems, marketing, sales and networking which enabled her to complete her three-year goals within 12 months.
- Facilitated an organisational merger between two enterprise companies over a six-month period by delivering comprehensive change management and communication planning support and advice to a Deputy CEO in one of the firms.
- Enabled a new marketing company to realise its three-year goals within six months after rolling out a coaching programme, helping the MD identify the most appropriate clients, markets and niches, and advising on the best presentational style.

- Highlighted the profile of UKCLC, (and the College of Executive Coaching (COEC) and established a database of over 150 coaches within Scotland in less than 12 months.
- Facilitated a 60% increase in turnover within 12 months after helping a client develop a focused business plan, strategic marketing plan and communications plan.
- Won the Scotland's Health at Work Scheme Bronze Award within nine months through effective leadership of a 10-strong multi-functional team to invest in new gym equipment for staff, consider different working patterns, invite specialists to deliver sessions on 'healthy living', increase the amount of healthy food options, and develop new ways to communicate.
- Secured a successful liP assessment within eight months by creating a 10-strong Internal Communications Team to develop and implement a 'statement of behaviours and values', negotiate time release with a hardened staff union, improve staff training hour ratios so they received more than the minimum hours and change staff pay and conditions.
- Improved the Scottish Prison Service Staff Annual Survey satisfaction rating from 41% to 95% within two years after launching an innovative communication system for operational staff.
- Enhanced staff and manager relationships, cut staff and manager complaints, and minimised union issues by facilitating the introduction of a common set of values, beliefs and behaviours.
- Saved 55% of inventory, freed up floor space the equivalent size of a 30-car car park, and also reduced the cycle time by 33% after contributing to a process improvement program as part of a Kaizen team which eliminated old stock and stock-moving trolleys, made operators responsible for quality checks, and designed a more streamlined system.
- Trained over 1000 managers and staff within a 12-month period to develop strategic planning and team-based communication systems.
- Retained prisoner accommodation, avoided any injuries or perceived loss of control, and received a commendation after taking control of a potential riot and hostage incident without support and ultimately resolving their issues.
- Contributed to 22% ongoing national budget savings after implementing and managing a national strategic planning bidding process which saved time and made it easier for the Board members to see each bid.
- Provided a better and more focused service to prisoners and significantly enhanced the efficiency of the £30m budget after identifying areas of overlap and realigning the social work, education and psychology services into one service.
- Cut the cost of education and other related services by 10% and increased resource management information levels after realigning prisoner tracking resources relating with educational and other support programs.
- Project-managed a major cultural and organisational change management project which positively impacted on 12,500 staff and prisoners, realigned education processes, improved communication systems, developed new staff roles and initiated comprehensive behavioural change programs for prisoners.
- Introduced a new and creative education program for all staff by leading an organisation-wide training Needs Analysis of Interpersonal Skills and also Team Development Staff Training programs for 5000 staff.