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## Biography

Professional instructional designer & trainer, learning consultant, academic lecturer, quality improvement adviser and HR excellence assessor with experience of working in 34 countries across four continents. Culturally sensitive to different environments and equally comfortable working within project teams across time zones or working autonomously. Highly regarded by colleagues for adopting extremely creative approaches to learning and training design. Areas of expertise:

- Φ Corporate executive leadership
- Φ Instructional design (traditional training, online and blended learning / 70-20-10)
- Φ Training delivery, validation and evaluation
- Φ Facilitation (action learning sets, conferences, trans-national projects, webinars)
- Φ Assessment against international excellence standards for HR and L&D functions

**Industry experience:** **Oil, Gas & Energy Recycling** (ENI, KMG, Cory Riverside); **Pharmaceutical** (Novo Nordisk); **UK Public Sector/Education** (NHS, Central Government, Local Government, Further & Higher Education); **International Public Sector/Education** (European Commission, Education & Culture Directorate, European Union, European Regional Development Agencies, Kuwait Institute of Scientific Research, Moscow State University, Bigli University, Turkey, Norwegian Association for Adult Learning); **Intergovernmental** (European Patent Office); **Charity Sector** (Macmillan Cancer Support, Cancer Research UK); **Telecoms** (BT); **Software Industry** (Digital Health Solutions, SAP); **Media** (Radio Leinehertz); **Logistics** (GAC); **Retail** (Chaloub Group ME, Harrods, Harvey Nichols, Fortnum & Mason, Debenhams, Selfridges, John Lewis, Estee Lauder); **UK Armed Forces** (MOD, RAF).

## CLIENT TESTIMONIALS

**CPD-active:** Three areas of interest and the interplay between them:

1. **Learning Technologies** ~ online learning and game-based learning
2. **Ethnolinguistic Diversity** ~ language and its effect on business culture and virtual team working
3. **Organisational Effectiveness** ~ assessing quality, HR excellence and change

## Qualifications:

Post-Graduate MA in Strategic Human Resource Management  
 Post-Graduate Certificate in Health Services Management  
 Post Graduate Diploma in Training Management  
 Post Graduate Certificate in Training & Development  
 Assessor: EFQM Excellence Award (National & European Awards)  
 Internal Adviser: Investors in People (IIP) & NVQ Assessor: D32/D33 TDLB

## Professional:

Chartered Fellow: Chartered Institute of Personnel & Development (CIPD)  
 Fellow: Higher Education Academy (HEA)  
 Member: International Council for Open & Distance Education (ICDE)  
 Member: British Voice Association (BVA)

## Board/Awards:

2017 Global Training & Development Leadership Award (World HRD Congress)  
 2010-12 Judge: UK National Training Awards  
 2009 Global HR Excellence Award for HR Leadership (World HRD Congress)

## Employment:

2002 – now Specialist Learning Consultancy (JFI)  
 2001 - 2002: Workforce/Organisational Development, Berkshire NHS Shared Services  
 1999 - 2001: Organisational Development Manager, East Berks NHS Trust  
 1990 - 1999: Development & Training Manager, Barnet Healthcare NHS Trust  
 1990 - 1990: Regional Training Consultant, Comet Electrical Group, Hull  
 1988 - 1990: Training & Complaints Manager, Allders Department Stores  
 1986 - 1988: Personnel & Training Officer, Debenhams Department Stores  
 1986 - 1986: Controller/Officer Manager, Blue Arrow Recruitment Agency  
 1976 - 1986: National Promotions, Area Sales Manager (various cosmetic firms)

## Example of previous interim fixed-term projects:

**Online Learning Design Consultant** – UK Cancer Charity, designing online learning 9 months  
**Learning Provision Analyst** – NHS Centre for Public Health, training needs analysis and report: 12 months  
**Skills Mapping Auditor** – NHS (Medical & Dental education, data capture and analysis: 6 months  
**Project Director** – NHS Regional e-learning evaluation project with LearnDirect £14m project: 24 months  
**HR & OD Management Consultant** – NHS ICT, job re-design and department restructure: 5 months  
**National Management Co-ordinator** – UK Healthcare Institute, supporting UK-wide network: 12 months  
**Business Manager** – Healthcare Institute, membership recruitment: 12 months  
**Regeneration/Unemployment Project Lead** - NHS Hospitals Trust, back to work scheme: 6 months

## Examples of previous consultancy work:

### UK

**Cyber security webinar courses** for energy recycling company  
**How to design e-learning masterclasses** for Scottish education executive  
**Designed open learning workbooks** to support NOCN qualification for NHS support workers  
**E-learning induction programme** national guide for NHS University (NHSU)  
**Interim OD consultant** designing roll out and training of new university HR Information System  
**Blended learning policy and procedure development** for various NHS organisations  
**Management & leadership training** for Russian managers attending UK University  
**Leadership programme design and delivery** for NHS middle level managers  
**Presentation skills training, communication and interpersonal skills** for UK civil service  
**Training appraisal and PDP skills** for NHS managers as part of Knowledge & Skills Framework  
**Community care team management programme** for NHS healthcare teams  
**Management training** as part of national 'Learning Through Work' initiative  
**HRM support** for re-writing and grade job descriptions for NHS ICT departmental teams  
**Employment support** and training for low-paid, low-skilled (LPLS) NHS workers  
**Quality control and improvement workshops**, NHS and BT  
**Auditor** - SEEDA funded Basic Skills Programme, NHS SE region  
**Project management** of £14m funding from Dept. of Health for regional KM and e-learning  
**PDP process design and implementation** of appraisal and personal development planning system  
**Coaching** for health service budget holders as part of financial recovery training programme

### INTERNATIONAL

**HR quality assessor** Abu Dhabi Excellence Award in Government Performance (UAE)  
**Quality improvement workshop** Bureau Veritas (Latvia)  
**Digital literacy training workshop** with Barclays Bank 'Digital Eagles' team EU-funded (Netherlands)  
**Instructional designer workshops** at two European Patent Offices (Germany and Austria)  
**Executive leadership workshop** for Kazakh executives, "KazMunayGas" KMG (Italy)  
**Management training workshops** ENI Oil (Kazakhstan & UK)  
**Advanced training skills workshop** Vigor Enterprises (Kuwait, Qatar, Dubai)  
**Vocal training for in-house trainers** Novo Nordisk (Denmark)  
**Researcher EU funded projects** competency framework and learning game development (Belgium)  
**HR compliance & regulatory practice workshop** Directors of Public Admin, European Union (Latvia)  
**Coaching in health and wellness** SAP (Ireland and Germany)  
**Employee engagement survey** GAC (Dubai)  
**Validation of project manager competencies** Regional Government Agencies in 5 European countries)  
**Corporate University workshops/conference speaking** (Hong Kong, Abu Dhabi, Australia, China, Switzerland)

## Academic Lecturing & Research:

2018 - MBA *Human Capital Management* American University of Human Sciences & Technology (Lebanon)  
2018 - MSc International Project Management *Cross-Cultural Leadership* Anglia Ruskin University (London)  
2017 - MA Talent & HR Development: *L&D Fundamentals* IE School Human Sciences & Technology (Madrid)  
2005 - MA HR Management: Module Leader *L&D / Training Design* University of Westminster (London)  
2017: MBA (Global) *Online Tutor/Assessor* University of London (London)  
2008-12: Additional Skills Certificate: *Knowledge & Information Management* MESI University (Moscow)  
2003-09: Foundation Degree *Pharmacy Management* Birkbeck, University of London (London)  
2002: MA HSC *Health & Social Care Management* Reading University (Berkshire)  
2000: MA Collaborative Leadership *Health & Social Care Management* TVU (Berkshire)  
1996: NEBSM *Introduction to Supervisory Management* BTAS/Hendon FE College (London)  
1995: Edgware Postgraduate Medical Centre *Medical Education Programme* Hendon FE College (London)  
1990-97: Open University/MESOL *Managing Health & Social Care* Barnet Healthcare Trust (London)  
1990-97: ILM *Introduction to Supervisory Management* BTAS/Hendon FE College (London)