

I am an employee engagement consultant. I train, write and speak on the subject.

Additionally, I develop, design and deliver training programmes on information & consultation, diversity & inclusion, unconscious bias and organisational culture. I bring together my experience from having worked in the public, private and third sectors, with small companies and major brands.

I'm able to give real world advice and training that truly enhances engagement in the workplace with lasting effects and improvements.

## SPECIALISATION

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Employee Engagement, Organisational Culture, Change Management, Inclusion, Unconscious Bias

## OD and L&D CONSULTANT

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### IPA – Employee Engagement Consulting (London, UK)

Senior Associate (May 2008 – Present)

*The IPA is a London-based organisation dedicated to Best Practice in the UK, designing and delivering training programmes based on client needs around employee engagement.*

I am a senior associate at the IPA – I design and deliver training for IPA clients. This is about 65% of my work. Some examples of the work I carry out for the IPA include:

#### **BP**

At BP, I analysed the client's needs to develop bespoke training courses for around 200 staff and management across the UK, resulting in the design and delivery of a course on **Information and Consultation** legislation for redundancy situations. By implementing the training as an HR business strategy, the company was able to improve performance management. Through engaging staff and management, our course impacted on commercial success – engaged staff are productive staff.

Some other benefits:

- Developed tools for maintaining momentum and self-evaluation, ensuring that the process of learning is embedded within the culture of the organisation
- Introduced Best Practice methods for business planning
- Prepared staff for understanding change, improving efficacy of change processes

#### **Standard Life**

Standard Life has one of the most advanced staff forums in the UK. However, they felt that though this might be recognised outside the organisation, it wasn't being recognised internally by staff or reps. Working closely with Standard Life staff, I prepared an analysis of the existing organisational culture, comparing it to the culture of other similar organisations across the UK. Based on this, I was able to create a roadmap for future culture change, ensuring that staff and reps were fully aware of their own accomplishments. The result was greater engagement, which once again means more productive and motivated staff.

Included in this was:

- A clarification of organisational values
- Ensuring that there was a correlation between values and culture
- And, streamlining communication and making strategy transparent

*Other clients in the UK include: B&Q, Amey, Harper Collins, and Prudential.*

## Freelance Consultant

(January 2008—present)

### **CIPD**

I designed and delivered a series of one-day sessions on best practice consultation, to improve communication between staff and managers.

The objectives of the course included:

- How to identify opportunities and challenges so as to avoid fire-fighting
- Training for teams to identify quick wins and long term goals
- How to communicate about the organisation's overall strategic planning
- Enabling local teams to understand how they contribute to overall strategic planning

### **United Welsh Housing Association**

I carried out a culture audit for UWHA to measure the impact of a recent change process. The goal was not to determine whether the change itself was successful, but rather to see if the processes that UWHA has in place for communication and consultation during change are robust and effective (they are).

For this project, I did the following:

- Collected and analysed data to understand how to improve business processes
- Carried out interviews and focus groups
- Did comparative research in order to measure success against the industry
- Wrote a detailed report of findings and provided a list of recommendations for the future

### **EDF**

EDF asked me to design and deliver an interactive session on diversity and inclusion.

The session included:

- A definition of diversity and inclusion (and how they differ)
- Experiential work and team-building
- An update to reflect Shared Parental Leave which had recently come into effect

## WRITER

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2015 to present      Columnist for [HRZone](#)

2015                      [\*Employee Engagement: A Little Book of Big Ideas\*](#)

## PROFESSIONAL ASSOCIATIONS

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CIPD, Institute of Directors

## QUALIFICATIONS

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2011                      CIPD *Certificate in Learning & Development Practice*

2002                      PhD in Social Anthropology, University of New Mexico