

### Who I am

An intuitive and pragmatic people change consultant and coach who works with individuals and teams to discover, explore and apply new behaviours, skills and attitudes. My purpose is to make change easier.

### What I do

I work in public and private sector organizations as a change consultant, coach or trainer designing, planning, managing and delivering interventions to:

- Facilitate sustainable improvements in team and individual performance; developing increased awareness, adaptability and commitment.

*Helping people become more change-able*

- Significantly increase the chances of any programme or project that asks people to change what they do, or how they do it, of achieving expected business benefits.

*Connecting strategy with the often messy reality of what happens operationally every day in the organization*



I focus on the real practicalities of improving performance through people; applying respectful, creative and solutions-focused techniques to help generate sustainable and ecological change from the inside out. I influence individuals, teams and work-groups to think differently and try new things and support managers, leaders and supervisors to do the same.

### Experience

With a decade working at the front line of corporate change and transformation processes I combine the structure and discipline of a change management professional with deep insight into the human experience and how to apply new and emerging technologies of personal excellence and change.

- **Change management** - designing and managing change plans to engage, inform, develop and align
- **Employee involvement and engagement** - effective consultations; creating and maintaining networks
- **Team coaching and development** - generating long term changes to performance and behaviours
- **Essential skills training** - facilitating learning in areas such as influence, impact and communications
- **Executive and personal coaching** - helping leaders to be at their best more often; applying new skills
- **Career planning and outplacement** - setting new directions; rebuilding confidence and motivation

### Qualifications

Master Practitioner of NLP  
Certified Trainer of NLP  
Certificate in Coaching  
Certificate in Management Consulting Essentials

### Professional

Member Institute of Business Consulting (MIBC)  
Member Association for Coaching (MAC)  
Qualified as a professional coach with the Coaching Academy (UK)

### Industry experience

Local government  
Transportation  
Central government  
Energy and utilities  
Financial services

### Career

People and Change Consultant **Intrality Consulting** present  
Executive Consultant (People and Change) **Atos Consulting** 2006—08  
Organizational Change Consultant **Surrey County Council** 2004—05  
Business Change Consultant **Logica** 1998—03  
Early career supporting large scale IT-led business transformations in the energy and utilities sector where developed expertise in business process design and re-engineering.

### People Change

“the conscious and planned process of influencing someone’s thinking in order to help or persuade them to do something differently”

See over for what people are saying and who I’ve worked with



I know me very well, but more importantly here is what others are saying about working with me:

### As a change consultant designing and managing activities to support organizational changes



"I personally have found working with Emma a pleasure. It has been good to work with someone professional in her approach yet committed to ensuring we remained in the real world."

Business Change Manager

"Emma did a great job for me in improving our business change approach, and offering sound, out of the box ideas.

Emma impresses with her high level of experience in business engagement and communications. She is able to offer her clients an independent view on how to best tackle a business opportunity that involves change management.

This is all important for large organisations wanting to get the best out of their initiatives"

Head of Change and Communications, Serco.

"In my view Emma has developed an approach to Change Management that we can now look to as our benchmark for Best Practice. "

Company Director

"Grasped the deployment plan with a passion; focused on delivering her objectives; not afraid to say it how it is; practical approach; operational focused; keen to make it happen; a breath of fresh air."

ERP Programme Director

"Emma has a unique ability to share her passion and energy to build commitment within a team. Highly self aware, creative and influential in a comforting and unassuming manner."

Team Leader

### As an essential skills trainer facilitating learning in areas such as communicating, influencing, coaching and self management

"She had very high working standards, drive to make things happen, quality and output driven. Emma was highly engaged to deliver the `perfect` outcome and inspired the team with her positive spirit. I would recommend Emma in the field of a communications expert."

Global Change Manager

What I recall was a great deal of industry, expertise, flexibility and sensitivity, while maintaining an absolute determination to produce the very best and most appropriate deliverables, and achieve the desired outcome.

Principal Consultant

"You handled the process extremely well and assisted us to achieve a series of positive and focused outcomes. This is one of the most productive workshops I have ever attended."

Head of Performance

"Puts a huge amount of thought into her work and is able to deliver tailored and creative solutions for specific client needs."

Manager



### As a high impact personal and executive coach

"I was never in any doubt that you saw things through my eyes and that you believed in me, so I trusted you completely"

"Really good at giving me the right tools to use at critical times (actually you were a life-saver)!"

"I reckon I'm ready for the next steps, you truly are an inspiration"

"You've shifted my perceptions massively. Thank you."

### Clients

Serco - Surrey Country Council - Ministry of Defence - Department of Work and Pensions  
British American Tobacco - Willis Group - Vehicle Operator and Services Agency (VOSA)  
Network Rail - Jobcentre Plus - Department of Culture Media and Sport - Powergen (now E.ON)  
Eastern Electricity and Natural Gas (also now E.ON) - Transco - Fitness First

