

**QED Associates**

# **A to Z Directory of Services**

**Produced by  
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# A

## Albion HR

### 1. Contact details:

Tel: 07789 658865 > E-mail: [maria@albionhr.com](mailto:maria@albionhr.com) > Web: [www.albionhr.com](http://www.albionhr.com)

2. **Main service(s):** Leadership programmes; leadership coaching; HR consultancy and services; training and development.

3. **Free resource available on request:** Free 30-minute consultation to design bespoke leadership programme for one or many of the leaders in a business; or free coaching session; or free HR health check giving feedback on what is being done well and what could be done differently.

### 4. Why choose this supplier?

- Leadership programmes, leadership coaching, training and development designed around specific business requirements – interventions are interactive and designed to increase performance and profit by cultivating new and enduring ways of leading.
- Programmes focus on how the hidden potential within individuals can be harnessed, rather than focusing on systems to get things done – also available in bite-sized sessions.
- Over 20 years' experience supporting, advising, developing and coaching leaders.

5. **Main sector(s) of work:** Private, public and not-for-profit sectors; housing organisations.

6. **Accreditation(s)/qualification(s):** Fully qualified CIPD professional and CIPD member; Qualified trainer; Facilitator; Coach; Honours graduate.

## Martin Allen (Training & Consultancy) Limited

### 1. Contact details:

Tel: 07738 180055 > E-mail: [martin@martinallentd.co.uk](mailto:martin@martinallentd.co.uk)

2. **Main service(s):** Financial crime prevention (anti-money laundering [AML], countering terrorist financing [CTF], fraud etc.).

3. **Free resource available on request:** Discounted rate on the volume of training days, or free copies of materials/exercises.

### 4. Why choose this supplier?

- Internationally-recognised subject-matter expert (SME).
- Many years' experience in this field, both during a lengthy and successful career with Barclays and since then (including setting up and managing "centres of excellence" on financial crime prevention in Barclays in the UK and in overseas jurisdictions).
- Highly-interactive training sessions.

5. **Main sector(s) of work:** Banks – and other regulated firms – in the UK and abroad.

6. **Accreditation(s)/qualification(s):** Associate of the Chartered Institute of Bankers (now the Institute for Financial Services).

# B

## Blue Tulip Training

### 1. Contact details:

Tel: 01923 467885/07788 446191 > E-mail: [Sneha@bluetuliptraining.co.uk](mailto:Sneha@bluetuliptraining.co.uk) > Web: [www.bluetuliptraining.co.uk](http://www.bluetuliptraining.co.uk)

2. **Main service(s):** Training and consultancy: communicating effectively across cultures.

3. **Free resource available on request:** 1:1 session with managers/senior leaders on how to manage/avoid cultural blunders and cultural misunderstandings. A series of 'diversity dilemmas' for senior managers for consideration.

### 4. Why choose this supplier?

- Having developed knowledge and expertise in the cultural diversity field for over twenty years, I can be a critical friend in dealing with specific challenges on cross-cultural communications.
- The training programmes are interactive, highly engaging and provide real life anecdotes. Participants are able to implement the learning into work practice.

5. **Main sector(s) of work:** Theatres, manufacturing, engineering, banking sectors, law firms, local authorities, NHS, universities, housing associations and major charities.

6. **Accreditation(s)/qualification(s):** MSc Management of Human Resources; Master Practitioner NLP; Accredited ICF Coach; Associate Trainer for CIPD; Board member of University of Hertfordshire Business School; Deputy Chair of Ella Foundation Group; Board member of Watford Palace Theatre.

## Boo Consulting

### 1. Contact details:

Tel: 07947 349874 > E-mail: [Becci@boo-consulting.com](mailto:Becci@boo-consulting.com) > Web: [www.boo-consulting.com](http://www.boo-consulting.com)

2. **Main service(s):** Coaching and mentoring: 1:1 coaching/mentoring; programme design and delivery; training; and quality assurance of coaching and mentoring programmes.

3. **Free resource available on request:** Free strengths assessment and development session.

### 4. Why choose this supplier?

- Becci is an innovative coach and skilled facilitator with a background in people development and was a runner up in the Mentor of the Year category at the inaugural 2009 Department of Health National Leadership Awards.
- She has a professional background in healthcare as a mental health nurse and more recently as a coaching consultant within financial services. Her leadership style is highly transformational and her focus on enhancing performance whilst delivering measurable results is vital for organisations which aspire to great heights.
- Her real passion is ignited when she can truly help others build on their strengths and move from good to great, and her values are central to the approach she takes.

5. **Main sector(s) of work:** Private, public and not-for-profit sectors.
6. **Accreditation(s)/qualification(s):** ILM Level 7 Executive Coaching and Leadership Mentoring; Professional Body Membership of: Nursing and Midwifery Council, European Mentoring and Coaching Council, and Association for Coaching.

## C

### CashPerform Ltd (John Mardle)

**1. Contact details:**

Tel: 01525 864940 > E-mail: [johnmardle@cashperform.com](mailto:johnmardle@cashperform.com) > Web: [www.cashperform.com](http://www.cashperform.com)

**2. Main service(s):** Cash/working capital efficiency.

**3. Free resource available on request:** Organisations with more than five employees will receive an hour-long cash strategy health check.

**4. Why choose this supplier?**

- Reducing your debts by simple categorisation will release cash.
- Dealing with creditors using techniques such as dynamic discounting could improve your margins.
- Stock/work in progress reduction via constructive dialogue with suppliers and customers.

**5. Main sector(s) of work:** Construction, projects of over 12 months, corporate treasury functions.

**6. Accreditation(s):** Chartered Institute of Management Accountants Mastercourse provider for 2008 -2014.

### Cultivate Training & Development Ltd

**1. Contact details:**

Tel: 07771 946587 > E-mail: [Lindsay@cultivate.co.uk](mailto:Lindsay@cultivate.co.uk) > Web: [www.cultivate.co.uk](http://www.cultivate.co.uk)

**2. Main service(s):** Effective performance appraisal.

**3. Free resource available on request:** Free review of your existing performance appraisal system.

**4. Why choose this supplier?**

- An ability to create the golden thread between performance and delivery of organisational objectives.
- A partnership approach to resolving and resourcing your people development needs.
- We deliver stand-alone, bespoke or accredited qualifications to meet your needs.

**5. Main sector(s) of work:** Retail; hospitality and catering; leisure industry; manufacturing.

**6. Accreditation(s):** MCIPD; Approved ILM Centre; Member of East Lancashire Chamber of Commerce.

## E&S Positive Performance Solutions Limited

### 1. Contact details:

Tel: 07908 515292 > E-mail: [iain@espps.co.uk](mailto:iain@espps.co.uk) > Web: [www.espositiveperformancesolutions.co.uk](http://www.espositiveperformancesolutions.co.uk)

### 2. Main service(s):

Behavioural performance management.

### 3. Free resource available on request:

A copy of 'Performance Management: Changing Behaviour that Drives Organisational Effectiveness' and 'Sustain Your Gains: The people side of Lean and Six Sigma'.

### 4. Why choose this supplier?

- We help organisations to implement the technology of the science of human behaviour to bring out the best in their staff.
- We help to increase profit, with a reduction in time from training to optimum performance.
- We help to bring about a decrease in absence and sickness, with a more engaged and motivated workforce.

### 5. Main sector(s) of work:

Private and voluntary sectors (tendering for public sector at present).

### 6. Accreditation(s):

Certified Performance Management Basics® Instructor; Applications of Performance Management Technology graduate – Aubrey Daniels.

## Ei4Change (Robin Hills)

### 1. Contact details:

Tel: 01204 853879 > E-mail: [robin@ei4change.org.uk](mailto:robin@ei4change.org.uk) > Web: [www.ei4change.com](http://www.ei4change.com)

### 2. Main service(s):

Emotional intelligence.

### 3. Free resource available on request:

A series of 'Light Bulb Moments' cards giving insights into an aspect of emotional intelligence.

### 4. Why choose this supplier?

- Ei4Change uses a wide range of psychometric instruments, assessing personality traits, types and behaviour, as well as emotional intelligence assessments.
- After working with Robin, managers and leaders understand themselves better and how they work with others.
- In addition, they are more aware of their strengths and limitations and how they can use these in an empathetic manner to enhance their performance inside and outside of the work environment.

### 5. Main sector(s) of work:

Private, public and not-for-profit sectors.

### 6. Accreditation(s)/qualification(s):

Member of the Association of Business Psychologists; Member of the British Psychological Society, Test User Occupational Ability (Level A) and Occupational

Personality (Level B); Emotional Quotient Inventory (EQ-i 2.0 and EQ-i 360) certification; TetraMap™ facilitation certification; OPP Myers-Briggs (Step I) practitioner; OPP Myers-Briggs (Step II) practitioner; Thomas International Aptitude and Ability practitioner; Language and Behaviour Practitioner; Thomas International DISC (Advanced)/Emotional Intelligence practitioner; Northern Council of Further Education, Level 3 Certificate in Emotional Intelligence.

## Ethical Training Company (Lynne Hunt)

### 1. Contact details:

Tel: 01384 878287/07941 148340 > E-mail: [lynneh@ethicaltraining.co.uk](mailto:lynneh@ethicaltraining.co.uk) > Web: [www.ethicaltraining.co.uk](http://www.ethicaltraining.co.uk)

### 2. Main service(s):

Equality and diversity.

### 3. Free resource available on request:

Free consultant's report after every course - so you become aware of key issues as they arise.

### 4. Why choose this supplier?

- Equality and diversity specialist – over fifteen years' experience.
- Lively, innovative and interactive learning - no boring lectures.
- Tailor-made to your sector and your organisational issues – so your people see the relevance to their roles.

### 5. Main sector(s) of work:

Private, public and not-for-profit sectors.

### 6. Accreditation(s)/qualification(s):

Certified: Implicitly Implicit Association Test (Unconscious Bias Testing); Training Skills Certificate through Guardian Business School; Qualified lecturer in further and higher adult education (Cert. Ed); Foundation level in Management through Henley Management College; Managerial Assessment of Proficiency – Advanced Level; Diploma in Performance Coaching (Business).

## F

## Flexible Work Solutions Limited (subsidiary: Business Coaching Solutions Limited)

### 1. Contact details:

Tel: 01538 361389/07919 404172 > E-mail: [jillscott@flexibleworksolutions.co.uk](mailto:jillscott@flexibleworksolutions.co.uk) > Web: [www.flexibleworksolutions.co.uk](http://www.flexibleworksolutions.co.uk) and [www.businesscoachingsolutions.co.uk](http://www.businesscoachingsolutions.co.uk)

### 2. Main service(s):

Addressing bullying and harassment in the workplace.

### 3. Free resource available on request:

'Seven Key Mistakes Organisations Make When Dealing with Abrasive Managers – and How to Avoid Them'.

### 4. Why choose this supplier?

- I am a recognised expert in the field of bullying and harassment issues, having been seconded to a national organisation to produce a good practice guide on Dignity at Work in 2006.

- I continue to deliver awareness raising, training and 1-to-1 sessions for a range of clients in this area, with the recent inclusion of a new executive coaching programme for managers who are perceived by their staff as being abusive in the workplace.
  - This programme is new to the UK but has been extensively used in the US with excellent results, so there is now hope for organisations which had despaired of finding an effective solution to workplace bullying!
5. **Main sector(s) of work:** Private and public sectors (especially HE organisations) and occasional work with charities/voluntary organisations.
  6. **Accreditation(s)/qualification(s):** I have trained both with UK Mediation and the Boss Whispering Institute.

## Charles M. Intrieri Consulting

### 1. Contact details:

Tel: (714)-389-2238 > E-mail: [cmintrieri@yahoo.com](mailto:cmintrieri@yahoo.com)

### 2. Main service(s):

Third Party Logistics (3PL) Consultant.

### 3. Free resource available on request:

Free initial conversation/meeting.

### 4. Why choose this supplier?

- I can offer the ideal 3PL to meet your needs.
- I will give you cost reduction and continuous improvement.
- I review contracts, set up service level agreements (SLAs) with key performance indicators (KPIs), negotiate prices and create an escape clause.

### 5. Main sector(s) of work:

Distribution/warehousing/transportation/logistics.

### 6. Accreditation(s)/qualification(s):

I am certified as a CPM: Certified in Purchasing Management for cost reduction, contract reviews and negotiation; I am a CPIM: Certified in Production Inventory Management for inventory optimisation; and I am a Value Engineer (VE) offering guaranteed cost reduction.

## IPA Consultancy (Ian-Paul Ashworth)

### 1. Contact details:

Tel: 07891 291197 > E-mail: [ian@ipaconsultancy.co.uk](mailto:ian@ipaconsultancy.co.uk) > Web: <http://ipaconsultancy.co.uk/>

### 2. Main service(s):

I aim to help organisations to 'Improve, Perform, Achieve' through: i) Quality assurance support – specialising in PQASSO (Practical Quality Assurance System for Small Organisations), Investors in People, the CTA Quality Mark and the NAVCA Quality Mark; and ii) Project evaluation (current and previous clients have included Royal Mencap, Sheffield City Council, and Involve Yorkshire and Humber).

3. **Free resource available on request:** Table comparing selection of main quality assurance systems.
4. **Why choose this supplier?**
  - High-quality and affordable services to suit every budget.
  - Over 15 years' voluntary sector experience working with and for organisations of all sizes (frontline to infrastructure).
  - Specialist in quality assurance systems (both achieving quality assurance kitemarks and developing them); project evaluation; the development of policies and procedures; good governance standards; proofreading; and event facilitation.
5. **Main sector(s) of work:** Voluntary and public sectors.
6. **Accreditation(s)/qualification(s):** NCVO Approved Consultant (National Council for Voluntary Organisations).

## K

### Jean Kelly Consultancy Ltd

1. **Contact details:**

Tel: 01753 861771 > E-mail: [info@jeankellyconsultancy.co.uk](mailto:info@jeankellyconsultancy.co.uk) > Web: [www.jeankellyconsultancy.co.uk](http://www.jeankellyconsultancy.co.uk)

2. **Main service(s):** Bullying and Harassment. Investigating formal complaints of harassment and bullying. Training investigators. Coaching either party involved in workplace conflict to achieve resolution.
3. **Free resource available on request:** A copy of the unique book *How to be Bully Proof* by Jean Kelly.
4. **Why choose this supplier?**
  - Benefit from our 20 years' experience dealing with sensitive and often very senior cases of harassment and bullying.
  - Our investigation method is tried and tested – to date, none of the findings in over 100 complaints we have investigated have been overturned at appeal.
  - As an NLP Master Practitioner, Jean Kelly coaches to empower people to make changes and feel resourceful when faced with unacceptable behaviour at work.
5. **Main sector(s) of work:** Private, public and not-for-profit sectors as well as NHS and individuals.
6. **Accreditation(s)/qualification(s):** Master of Arts in Education; Master Practitioner in Neurolinguistic Programming; MCIPD.

### Sandeep Kotwal

1. **Contact details:**

Tel: +91 99300 11569 > E-mail: [sandykotwal@gmail.com](mailto:sandykotwal@gmail.com) > Web: <http://in.linkedin.com/pub/sandeep-kotwal/20/bb7/932>



2. **Main service(s):** Provision of financial models to help forecast project earnings (useful in making a decision on project investment).
3. **Free resource available on request:** Free online training on principles of Lean Management.
4. **Why choose this supplier?**
  - If anyone is interested in working with me I can offer partnership with my e-commerce project with prior evaluation of the fitness of the person to work with me.
  - Provide strategic decision-making for specific projects.
  - I can provide a systems thinking approach to enable the client to cover all the aspects of project implementation in order to ensure benefits for all the stakeholders.
5. **Main sector(s) of work:** Primarily the iron and steel manufacturing industry, but I have also worked on social development projects in a personal capacity.
6. **Accreditation(s)/qualification(s):** Bachelor of Metallurgical Engineering; Management Accounting from Institute of Cost & Works Accountants of India.

## N

### New Chapter Learning Ltd (Michelle Holmes)

1. **Contact details:**

Tel: 07793 670737 (Michelle Holmes)/07776 378475 (Jacci Wright) > E-mail: [letstalk@newchapterlearning.co.uk](mailto:letstalk@newchapterlearning.co.uk) > Web: [www.newchapterlearning.co.uk](http://www.newchapterlearning.co.uk)

2. **Main service(s):** Customer service training.

3. **Free resource available on request:** Free two-hour telephone consultation to review existing customer services strategy or training.

4. **Why choose this supplier?**

- Training packages which are flexible and time- and cost-efficient.
- Tailored customer service strategy and training solutions which meet the needs of your business and get your customer to love you.
- Leadership mentoring services to embed your customer services strategy.

5. **Main sector(s) of work:** Private, public and not-for-profit sectors.

6. **Accreditation(s)/qualification(s):** None listed.

### Leonie Newell

1. **Contact details:**

Tel: 07955 728167 > E-mail: [leonie.newell@gmail.com](mailto:leonie.newell@gmail.com)

2. **Main service(s):** Health and safety/food safety training.

3. **Free resource available on request:** One free CIEH Level 2 exam registration in health and safety or food safety if four or more candidates are booked on one training course, via the e-mail address or telephone number above.
4. **Why choose this supplier?**
  - CIEH accredited training at levels 2, 3 and 4 in health and safety and food safety subjects, resulting in an industry-recognised qualification.
  - Training tailored to the needs of your business.
  - Flexible and interactive training delivered at a time and place to suit your requirements.
5. **Main sector(s) of work:** Currently cover private sector – specialising in retail and catering operations.
6. **Accreditation(s)/qualification(s):** Associate Member of Chartered Institute of Personnel and Development; Registered trainer with Chartered Institute of Environmental Health.

## P

### Power Hour Training

1. **Contact details:**

E-mail: [powerhour@talktalk.net](mailto:powerhour@talktalk.net) > Web: <http://www.power-hour.co.uk> or <https://www.facebook.com/powerhourtraining>

2. **Main service(s):** Training materials or bite-size training.

3. **Free resource available on request:** Tips for delivering successful bite-size training sessions.

4. **Why choose this supplier?**

- High-quality, licence-free training materials to run interactive bite-size sessions for managers, supervisors and team members – available in PDF and editable formats.
- Reduce the cost of training by empowering team members and delivering training in-house to those who need it, when they need it.

5. **Main sector(s) of work:** Retail, finance, manufacturing, multi-sited businesses.

6. **Accreditation(s)/qualification(s):** 20 years' experience; BSC (Hons); MCIPD.

## Q

### QED Training Services

1. **Contact details:**

Tel: 07763 785717 > E-mail: [trainingqed@aol.com](mailto:trainingqed@aol.com) > Web: <http://qedworks.com/>

2. **Main service(s):** Employment and equality law.

3. **Free resource available on request:** We have 32 freebies covering both technical and soft skills

training. You will receive an invitation to select one during our discussions.

**4. Why choose this supplier?**

- Training and policy consultancy from someone who walks the talk in real life too.
- A free review or audit of any policies or procedures you ask us to include within the training.
- 12-month aftercare service – a critical friend in the wings whom you can use as a sounding board or mentor on the topic(s) you contracted for.

**5. Main sector(s) of work:** Private, public and not-for-profit sectors.

**6. Accreditation(s)/qualification(s):** A number of our clients link our training courses to Open College and ILM accreditation regimes as well as in-house continual professional development programmes which in turn are subject to external scrutiny.

## S

### **SHE Associates Ltd**

**1. Contact details:**

Tel: 07810 227479 > E-mail: [sheassociatesltd@btinternet.com](mailto:sheassociatesltd@btinternet.com) > Web: [www.sheassociates.co.uk](http://www.sheassociates.co.uk)

**2. Main service(s):** Safety, health and environmental advice/training.

**3. Free resource available on request:** A free initial consultation (if in the North-west).

**4. Why choose this supplier?**

- Cost savings and improved efficiency.
- Legal compliance with environmental and health and safety legislation.
- Working in partnership.

**5. Main sector(s) of work:** Private, not-for-profit and education sectors.

**6. Accreditation(s)/qualification(s):** Chartered Institution of Wastes Management; Institute of Environmental Management and Assessment; Institute of Occupational Health and Safety.

### **SL Training and Development**

**1. Contact details:**

Tel: 07712 672633 > E-mail: [simon@sltraininganddevelopment.co.uk](mailto:simon@sltraininganddevelopment.co.uk) > Web: [www.sltraininganddevelopment.co.uk](http://www.sltraininganddevelopment.co.uk) > Facebook: [SL Training and Development](https://www.facebook.com/SLTrainingandDevelopment) > Tweet: [@SL\\_Training](https://twitter.com/SL_Training)

**2. Main service(s):** Qualifications for assessors, teachers and trainers.

**3. Free resource available on request:** A downloadable information pack and short introductory video relating to the courses on offer.

**4. Why choose this supplier?**

- SL Training and Development offers a full suite of accredited qualifications for trainers,

teachers, assessors and quality assurance practitioners.

- Training is flexible, can be face-to-face, online or blended learning, and the resources we provide to candidates are excellent.
- All training is delivered and quality assured by fully qualified, credible practitioners.

**5. Main sector(s) of work:** Private sector, individuals and employers. SL Training and Development works with a range of customers, from large organisations to individuals – all training is tailored to the needs of individual clients.

**6. Accreditation(s)/qualification(s):** All qualifications are accredited by the Awarding Organisation NCFE. I am fully qualified to deliver, assess and quality assure the range of qualifications offered and I hold QTLS with the Institute for Learning (IfL).

## Spectrum Training Services (Spectrain)

### 1. Contact details:

Tel: 01942 713309 > E-mail: [joy@spectrain.co.uk](mailto:joy@spectrain.co.uk) > Web: <http://www.spectrain.co.uk>

**2. Main service(s):** Accredited training and development.

**3. Free resource available on request:** A free training tool (case study, self-assessment, activity) linked to the topic of the enquiry, or your choice from Spectrain's shop (see: <http://www.spectrainshop.co.uk/>).

### 4. Why choose this supplier?

- Spectrain designs competency-based training materials.
- We design for a range of organisations which need dedicated designs for their unique business challenges, or for compliance purposes.
- Spectrain also offers in-house programmes accredited by the Institute of Leadership and Management.

**5. Main sector(s) of work:** Private and public sectors.

**6. Accreditation(s)/qualification(s):** ILM Accredited Provider; Certified Learning Practitioner: holder of the British Institute for Learning and Development (BILD) Quality Mark (the learning provider's mark of distinction).

## Sports13

### 1. Contact details:

Tel: 01273 810277/07731 893936 > E-mail: [joao@sports13.co.uk](mailto:joao@sports13.co.uk) > Web: [www.sports13.co.uk](http://www.sports13.co.uk)

**2. Main service(s):** Health, performance and well-being.

**3. Free resource available on request:** A free health and well-being audit assessment.

### 4. Why choose this supplier?

- Improve the health of your employees.
- Reduce the costs associated with ill-health and absence.

- Improve performance and productivity.

5. **Main sector(s) of work:** Private, public and not-for-profit sectors.

6. **Accreditation(s)/qualification(s):** Fda, Dip. Ana. & Phys., PSA, Adv. Dip. PSM, Dip. SCT, Dip. VTCT.

## Keith Stopforth Consultancy Limited

### 1. Contact details:

Tel: 07809 511592 > Web: [www.keithstopforthconsultancy.com](http://www.keithstopforthconsultancy.com)

2. **Main service(s):** Talent management-building, re-energising your strategy, leadership development and executive coaching.

3. **Free resource available on request:** One initial consultation and summary report with recommendations provided for free.

### 4. Why choose this supplier?

- Having worked in the talent field for many years, and implemented solutions over the past five years, I can help you to build or re-evaluate your approach to managing talent effectively.
- Outcome? A higher-performing business!

5. **Main sector(s) of work:** Healthcare, SMEs, third sector, banking, finance, pharma.

6. **Accreditation(s)/qualification(s):** MSc Strategic Human Resource Management; Discovery Insights Licensed Practitioner; Level 7 Qualified Leadership Coach and Mentor.

# T

## TRIZ and Engineering Training Services LLC

### 1. Contact details:

Tel: +1-813-994-9999 > E-mail: [jwhinnovator@earthlink.net](mailto:jwhinnovator@earthlink.net) > Web: <http://www.innovation-triz.com>

2. **Main service(s):** Course: Introduction to TRIZ Inventive Problem Solving for Engineers and Managers.

3. **Free resource available on request:** Analysis and short discussion of a problem using a proprietary questionnaire.

### 4. Why choose this supplier?

- Over 30 years of industrial innovation experience and leadership.
- Sole TRIZ practitioner also certified in Myers Briggs and Kirton KAI assessments.
- TRIZ instructor for the American Society of Mechanical Engineers.

5. **Main sector(s) of work:** Private corporations and public organisations.

6. **Accreditation(s)/qualification(s):** Certified Engineering Management Professional (ASME);

Certification in both Myers Briggs and Kirton KAI style assessments; Past chair, program chair, and secretary of AIChE's Management Division; Member, Board of Directors, American Institute of Chemical Engineers; Author: "The Ideal Result: What It Is and How to Achieve It" (Springer, 2012).

# W

## Henry Wheeler, FIMI

### 1. Contact details:

Tel: 01270 811068 (landline with answerphone) > E-mail: [wheelersdream@aol.com](mailto:wheelersdream@aol.com)

2. **Main service(s):** Training for sales success in groups or in the form of individual, personalised help.

3. **Free resource available on request:** 'Initial hour: Business Health Check' or 'Initial Hour: Mentoring' (via Skype or e-mail).

### 4. Why choose this supplier?

- Heavily experienced in recruiting, selecting and training sales staff for productivity in the motor trade; individual trouble-shooting, counselling, coaching, and solving management woes and concerns at realistic, economical rates; I guarantee the work!
- My first love is the motor trade, and I have sold and worked with every imaginable marque, from economy to sporting, to luxury, as well as heavy customer satisfaction management and service reception training. Other industries of which I have experience are beverage distribution; jewellery; real estate; airplane and yacht sales; and call centre creation/training.
- I am a Fellow of the Institute of the Motor Industry, and certified assessor of customer service (service reception), with forty years' experience in retail, distributive, and manufacturer work.

5. **Main sector(s) of work:** Private sector.

6. **Accreditation(s)/qualification(s):** Fellow of the Institute of the Motor Industry; ATA certified assessor in customer service; AA degree; Harbridge House division of Harvard Business School inductive training qualification.

## The Wright Professionals Limited (Sheila Wright)

### 1. Contact details:

Tel: 020 8805 9381/07512 701212 > E-mail: [enqpm@thewrightprofessionals.co.uk](mailto:enqpm@thewrightprofessionals.co.uk) > Web: [www.thewrightprofessionals.co.uk](http://www.thewrightprofessionals.co.uk)

2. **Main service(s):** Business development and project management consultancy, specialising in SME and 'Get Fit to Tender' support.

3. **Free resource available on request:** The first contact is always free, answer usually by phone with e-mail following.

### 4. Why choose this supplier?

- The Wright Professionals (TWP) work with SMEs (typically 1-99 employees) to facilitate the closure of gaps identified through a business health check.

- TWP delivers business support solutions and gets you tender-ready via a series of 'Get Fit to Tender' workshops and one-to-one or group facilitation.
- TWP offers project management, supply chain management solutions and more.

**5. Main sector(s) of work:** SMEs, private, public and not-for-profit sectors.

**6. Accreditation(s)/qualification(s):** Prince2 practitioner; SFEDI accreditation; IOEE Mentor; Disability Smart.