

PERSONAL Born 1956
Single
Independent since 1990

EDUCATION St Nicholas Grammar School, Northwood

QUALIFICATIONS Certified Management Consultant
Member of the Institute of Management Consultancy
Member of the Institute of Management
Member of the Association for NLP (Executive member)
Fellow of the Royal Society of Arts
Member of the British Computer Society
Member of the Institute for the Management of Information Systems
ISEB Certificate in IT Infrastructure Management
Qualified Myers-Briggs Type Indicator administrator
Certified NLP Practitioner

EXPERIENCE Over 20 years experience in Organisational and Information Technology consulting in a wide variety of rôles ranging from Line Manager, IT Manager and Consultant. Experience in many industries, in particular:

- Transport
- Oil & Gas
- IT
- Banking and Finance
- Retail

EMPLOYMENT

2000 -	TSO Communication - Management Consultants
1994 - 2000	The Solutions Organisation - Management Consultants
1990 - 1994	d'Excellence Limited - Independent IT consultancy
1984 - 1990	Digital Equipment Company Limited - Software and general IT consultancy
1981 - 1984	Maclean Hunter - DP manager
1975 - 1981	Audits of Great Britain Limited - Programmer, Analyst, Project Manager

OVERSEAS EXPERIENCE The Netherlands, Uzbekistan

TYPICAL ASSIGNMENTS

ORGANISATIONAL CONSULTING

Internal Communication

- Developed comprehensive internal communication methodology

Originally developed for a major transport company, the methodology was designed to support line managers who have not previously been involved with internal communication. Based on the results of a communication audit, to identify which practices have worked well in an organisation and which have disappointed, the methodology leads the user through the entire communication process, giving advice and guidance at each stage. The design is such that it can be used in whole or in part, whichever local knowledge or experience suggests is appropriate to do. Each step in the process is accompanied by handy hints and examples from the users own organisation.

- Co-designed and implemented an employee communication programme

Working with an engineering organisation where communication between management and the workforce had broken down, we developed a process for collecting issues and concerns from the workforce and getting management to provide responses to all of them. The responses were then rated by the workforce and management action (including further communication, where necessary) taken. The process provided was accepted by managers, unions and people on the shop-floor and adopted as part of the standard communications method.

Culture Change

- Facilitated major culture change for privatised research organisation

Co-led a programme which included the development of Mission, Vision, Values and Strategies with the Board followed by a management development programme for senior managers. A key outcome of this assignment was the change of culture from that of Civil Service to commercial organisation.

- Advised public sector body on organisational structure and working practices
- Designed organisational culture survey for a major mass transit provider

Other

- Designed employee satisfaction survey
- SWOT analysis of recently acquired business
- Analysed customer relationship process and recommended actions for improving/developing relationships to achieve business goals
- Designed attitude survey questionnaire to determine effectiveness of Skills Development Framework and provided analysis and interpretation with recommendations for action

INFORMATION TECHNOLOGY

- Development of IT strategies
- Wrote and implemented Service Level Agreements for the IT operations of a major oil company
- Project Managed implementation of banking system for a National Bank