
My training, facilitation and influencing experience

I have over 30 years of experience as a trainer, facilitator, and influencer, developing understanding in different areas and with different target audiences over this time. My skills have been recognised through an award from the University of Southampton for my teaching excellence, by being accepted as a Senior Fellow of the Higher Education Academy (SFHEA) and by being elected by my chemistry peers to the Science Education and Industry Board of the Royal Society of Chemistry. Highlights of my experience (in approximate chronological order from most recent) are noted below:



- *Influential* in creating a programme of change, Growing Adaptability and Responsiveness, within a National Institute for Health Research (NIHR) centre and *facilitated* process and research activity across NIHR through effective project management;
- Delivered a 20 unit *training* programme in elements of process efficiency and change management to colleagues in the NIHR;
- *Facilitated* many sessions with NIHR colleagues to support creativity in the pursuit of continuous improvement, including process mapping and prioritisation; de Bono thinking, KETSO facilitation, World Cafes;
- Key *influencer* in the quality of teaching and its strategic direction in my roles as Deputy Head of Chemistry (Education) and Head of Education;
- *Influential* in developing an assessed six month placement programme involving a collective of 80 partner organisation in 14 countries. Leadership in *training* for students (being prepared for selection and professional delivery), academic colleagues (coaching in assessment of work based learning and industrial supervisors (coaching in academic assessment));
- As a senior player in the university outreach programme I designed activities to engage primary and secondary school pupils and *influenced* teacher and parents to engage positively with the University of Southampton in general and the School of Chemistry in particular;
- *Influential* over the decisions of students to come to study chemistry in Southampton, in my role as Director of Admissions, showcasing high standards in communication and education as indicators of the quality of our course offering;
- Designed and delivered 1000s of hours of *training* to the undergraduate community (subject specific and skill development) and 100s of hours of *training* to peers (academics and industrialists).

Some examples from my training and facilitating portfolio

1. Team management and leadership

- Communication skills
- Adopting a coaching approach to management
- Self and team awareness
- Leadership, power and influence
- Personality profiling using Lumina SPARK for individual development, understanding team dynamics and supporting effective recruitment.

2. Facilitation in creativity and innovation

Experience of the facilitation of using a wide variety of approaches. Some of these relate to the content described elsewhere in this summary. Other examples include using De Bono thinking and the use of KETSO group mind mapping methods.

3. Approaches to Continuous Improvement

- Understanding adding value and reducing waste
- Supplier Input Process Output Customer (SIPOC) analysis
- Lean principles and process mapping relevant to service providers
- Understanding customer needs: Critical to Success Tree and Kano model
- Understanding quality and Failure Demand
- Creativity in the workplace: ideas and their prioritisation
- Policy Deployment as a tool for mapping individual/ team/ organisational workflow.

Embracing and managing change

I have experience of a variety of change models and how their best aspects can be realised in the VUCA (volatile, uncertain, complex and ambiguous) environment of the everyday workplace. These include models by Fisher, Bridges, Lewin, Kotter to name only a few.