

CLAIRE SUTHERLAND MBA

11 Woodcote Road, Warwick CV34 5BZ

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Claire.sutherland@catapultconsulting.co.uk

Profile: _____

25 years experience gained in leadership development, OD and change management in an international business to business context, incorporating culture change, employee engagement programmes and other internal business improvement consulting. An experienced trainer, facilitator and coach.

Employment History _____

January 2006 - date 'Catapult Consulting Ltd' organisational development consultancy, working on change management, employee value proposition and professional development programmes with clients including Severn Trent Water, Warwickshire and Kent County Councils, ATOS Origin, NFU Mutual, HM Prison Service, HM Revenue & Customs, Royal Mail.

- **University of Surrey**
Management coaching, facilitation skills masterclass for members of the HR directorate, teambuild activity including psychometric testing for 40 staff, design and delivery of an ongoing programme of 'Challenging Conversations' for managers. Also designed and delivered short programmes on Emotional Intelligence and Coaching for Performance.
- **University of Warwick**
Designed and ran a series of focus groups designed to explore issues raised in the employee satisfaction survey, including recommendations for implementation. Also an Open Studies tutor, delivering programmes on Coaching.
- **Aston Business School**
Designed and delivered a series of interventions on The New Executive's First 100 Days.
- **Royal Mail**
Worked with broader management teams to implement a 'Getting Ready for Change' programme. Advised and delivered on a 'Manager as Coach' programme for 500+ managers.
- **Goodrich**
Coaching for exec team in UK, psychometric profiling of leadership cadre, design and delivery of six ILM accredited leadership development programmes, in UK and USA, designed and delivered a series of Leadership Masterclasses around managing change, top team facilitation on programmes to address performance improvement, employee engagement, communication and change. Running an ongoing programme of 'Leading High Performance Teams'
- **HM Revenue & Customs**
Designed and delivered a series of CMI accredited Business Consulting programmes; a week-long residential programme which included individual 360 degree reviews, MBTI assessment and coaching. Delivered to 100+ senior managers.
- **Tarmac**
Managed a programme of employee focus groups, exploring issues of employee engagement and the communication of change. Programme included making recommendations for implementation.
- **HM Prison Service**
Designed and delivered a two-year 'Crucial Conversations' programme, including managing trade unions to address issues of performance management. Coaching of senior HR personnel. Also designed and delivered a management development programme.

- **NFU Mutual**
A range of OD interventions around executive coaching, employee engagement, a major internal comms audit, writing a communication strategy to support a culture change programme, top team facilitation training, sales conference presentation on change.
- **Hospira**
A series of organisational development interventions, including executive coaching, employee satisfaction surveys (using Gallup 12 benchmark questions), team audits (to resolve team conflict), 360 degree review and feedback, performance management, professional development training and outplacement support.

Apr 2002 - Jan 2006 **Severn Trent Water Ltd - Birmingham**

Severn Trent Water is the largest private water services company in the UK.

Internal Communications Manager (Aug 04 - Jan 06) looking after internal communications media, devising and delivering integrated 'change comms' programme through OFWAT regulatory determination and to support wider organisational change programme.

Specific achievements:

- Comms programme to shape corporate culture for new MD and executive team
- Development of new vision, mission and values' statements and implementation
- Introduced a programme of strategic alignment workshops to increase 'line of sight' and improve understanding of vision and mission
- Achievement of Times 'Best Companies' award
- Employee segmentation profiling exercise to support comms and reward & recognition
- Design and delivery of several management conferences

Facilitation Services Manager (April 02 - Aug 04) - managing a team of internal consultants, driving business improvement through the 'Quality Working' ethos.

Specific achievements:

- Relunched 'Quality Working' business improvement programme, injecting new branding, energy and ideas, including opening up annual QW day showcase event to external visitors to promote STW approach to business improvement
- Established 'Breakfast Club' and 'Women in Water' (internal communities) and K-Net (external) to share thinking, relate, and promote best practice
- Achieved 'Investors in Excellence' standard for STW
- Achieved 'overall best company' prize at Midlands Excellence annual awards event
- Established a programme of external placement exchanges for hi-potentials to support retention of key talent.

1998 - 2002 **Alcatel Telecom Ltd - Banbury**

Alcatel Telecom is a global telecoms company specialising in optics, DSL, mobile communications.

Deputy Director of Customer Satisfaction & Quality.

Main responsibilities: Management of simultaneous customer satisfaction and employee satisfaction programmes, facilitation of improvement planning and business change charring CRM groups, leading the 'Customer 1st' (change management) programme, plus raising the profile of customer & employee satisfaction through communications programmes.

Specific Achievements:

- Development of a culture change programme to improve customer and service orientation, through cascade global training and local initiatives.
- Involved in 'Customer Satisfaction' strategy formulation group at Paris HQ.
- Implementation of Balanced Scorecard programme for Transmission division.
- Facilitation of new supply chain organisation (following merger with Newbridge)
- Facilitated major supplier rationalisation programme
- Introduced an employee satisfaction programme to address retention issues.
- Provided regular training for Alcatel 'University' in Annecy, France to global Key Account Management teams.

1990 - 1998 Various Marketing roles for premium branded products such as Crown wall coverings, Denby Pottery, Crayola Crayons. Roles included market research, new product development, forecasting, trade fairs and exhibitions.

Speaker / coach / trainer experience: _____

- Provision of coaching, training and consultancy to a wide range of executive and management clients
- Regular keynote presentations at Institute of Water Officers, Midlands Excellence, CIPD, UHR and Association of Colleges conferences
- West Midlands Excellence Network training seminars
- Warwick University Open Studies tutor in Coaching, Communication and Personal Development.

Continuing Professional Development: _____

2012	Working towards BPS Level A and B	Northampton Business School
2012	Certificate in Sport Psychology	University of Warwick
2010	Certificate in Transactional Analysis	Berne Institute, Leicestershire
2009	DISC psychometric instrument	Thomas International
2009	FIRO B psychometric instrument	OPP
2007	Level 5 Diploma in Management Coaching	Business Coaching Foundation
2007	Advanced Cert in Business Coaching	Business Coaching Foundation
2007	MBTI Step II	OPP
2006	Foundation Cert in Business Coaching	Business Coaching Foundation
2005	MBTI Step 1	OPP
2005	NLP Practitioner Diploma	John Seymour Associates
2004	Consultancy Skills	Roffey Park
2003	Management Development programme	Warwick University
2002	Leading Strategy & Change	Ashridge Management College

Special Interests _____

- Member of the Centre for Applied Positive Psychology (www.cappeu.org), looking at enabling individuals and organisations to understand, realise and harness strengths, the study of people performing at their best.
- Original research into effects of organisational change on psychological contracts as part of an MBA thesis. Subsequent studies into attitudes post-redundancy, career planning and 'exit strategies'. Currently writing a book on 'exit strategies'.
- I am also a business mentor for the Prince's Trust (West Midlands).

Education _____

2005	MSc module	Positive Organisational Psychology	Aston University
1999	MBA	with communications' specialism	Aston University
1989	BA (Hons)	Marketing & Languages	Lancashire Poly
1986	A Levels	English, French, German	Myton School, Warwick

Languages: _____

- English mother tongue
- Fluent French, working knowledge of German and Italian, Spanish - read only

Personal Details _____

Date of Birth: 15 August 1968 Nationality: British Full, clean driving licence

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Personal Summary: _____

Highly energetic, positive and enthusiastic team player. Relates well to other people, and a good leader and motivator. Strong on ideas and new ways of working. Good communicator, presenter and teacher and coach.

Myers Briggs Type Indicator: _____

ENFP An enthusiastic optimist. An innovative problem-solver who enjoys developing visions of the future through sharing thoughts and ideas with others. In tune with others' emotional needs, using this insight to create possibilities for growth and development. Valuing relationships, works best in a flexible and harmonious environment full of opportunities.

Belbin Team Roles: _____

- Plant
- Resource investigator

Thomas International DISC: _____

Influence (*highest*)
Dominance
Compliance
Steadiness

Strengths: _____

- **Creativity, ingenuity and originality**
A mind that is always looking for connections, good at finding new perspectives on familiar challenges. Derives energy when a new idea occurs. Creative, original, conceptual.
- **Curiosity and interest in the world**
Curious about everything, finds all subjects and topics fascinating. Enjoys exploration and discovery and always enjoys being anywhere there is an opportunity to learn.
- **Hope, optimism and future-mindedness**
Fascinated by strengths - own and others'. Looks to nurture, refine and stretch others, seeking to capitalise on natural talent and abilities. Always expects the best in the future and works to achieve it. She believes that the future is something that she can control.
- **Strategic thinker**
Ability to sort through the clutter and find the best route; mindful of patterns and playing out different scenarios, then making selections. What if - select - strike!
- **Winning people over, networker**
Enjoys meeting and initiating with strangers. Rarely at a loss for words, likes to find common areas of interest, and build rapport. Finds meeting new people very energising.