



"bringing learning to life"

Team Biographies



Shirley Pickering



Shirley has a participative facilitation style and encourages participants to share their knowledge and experience so that others can learn from it.

Shirley has worked with organisations across a range of sectors in training and development since 1990. She works both in the UK and overseas, designing and tutoring on leadership, interpersonal skills, personal and team development programmes.

She really enjoys facilitating development programmes and aims to help individuals find practical and lasting ways of increasing their effectiveness back at work.

She has extensive experience of 360° feedback, particularly in the areas of questionnaire design, one to one and group feedback. She has written a number of articles on the topic including a guide for the Cabinet Office entitled 'Getting the Best Out Of 360° Feedback.'

Education and Professional Accreditation

- BSc in Psychology
- MSc in Personnel Management and Business Administration
- Member of the Chartered Institute of Personnel and Development
- Qualified User of the MBTI and FIRO-B, 15FQ and Hogan suite of psychometric instruments and SHL occupational tests
- BPS Level A and Level B

Sally Booth



Sally works successfully at all levels as a participative facilitator and coach, combining energy and sensitivity in all that she does.

Since 1989, Sally's passion for learning and development has led her to successfully support a variety of organisations in both the public and private sector.

Her personal satisfaction comes from enabling people to increase their personal impact and to encourage influential team and individual communication.

Sally works both in the UK and overseas, designing and tutoring on leadership, interpersonal skills, personal and team development programmes. Her focus and enjoyment comes from a high challenge yet high support approach, enabling individuals, whether in a 'classroom' setting or one to one, to become more effective, valued managers.

Education and Professional Accreditation

- BA Hons French Language and Literature
- Associate Member of the Institute of Training and Development
- Qualified User of the MBTI and FIRO-B Psychometric Instruments
- Diploma in Business Coaching
- Certificate in Life Coaching
- Certificate in Counselling Skills

Diana Danziger



Diana enjoys working as a coach, exploring and developing individuals' strengths, and furthering their professional development.

For over 25 years, Diana's work as a facilitator has encompassed team and leadership development, aligned closely to organisational needs. Diana enjoys enabling others in the areas of organisational change and the behavioural, cultural and structural/strategic development that come with change.

Diana has designed and delivered leadership development programmes and assessment centres for a number of large and small organisations, and works with teams in a variety of business sectors to enhance their development and effectiveness.

Education and Professional Accreditation

- BA Psychology
- MSc Occupational Psychology
- Qualified user of the MBTI, FIRO-B, CPI, NEO-PIR and Hogan Development Survey

Annelise Cruickshank



Annelise works as a coach, trainer and consultant and combines strong business awareness with a psychological approach.

Annelise works across a wide range of private, public and voluntary organisations. She also has considerable experience in working with various cultures worldwide.

Her work has involved helping individuals to manage the everyday business necessary to achieve organisational goals as well as developing individual performance, raising awareness and options for change. She uses a facilitative approach, believing that her main role is to ignite interest and stimulate a desire to grow and learn that is maintained outside the training room.

Annelise's approach throughout all she does is to help people develop their strengths to be effective and fulfilled at work. She is naturally supportive and encouraging and will not shy away from asking the difficult questions.

Education and Professional Accreditation

- MSc in Coaching and Leadership Development
- EMCC Master Coach
- Qualified User of the MBTI and FIRO-B Psychometric Instruments

Carolyn Clarke



Carolyn is passionate about bringing out the potential in others through her work as consultant and coach.

After an early career in HR, Carolyn moved into consultancy in 1986.

Her energy is focussed around three main strands: assessment for development, coaching and facilitation.

Carolyn has designed an assessment process to assist the selection and development of strong management teams for rapidly growing enterprises and has worked with charities to identify people who are aligned with their strategy and values.

She has designed and delivered innovative leadership programmes which incorporate a variety of learning interventions such as action learning sets and work based projects.

Education and Professional Accreditation

- Fellow and Graduate of Chartered Institute of Personnel and Development
- BPS Level A and Full level B
- Accredited and licensed to administer MBTI, OPQ, 16PF

Sue Raeside



Sue is positive, professional and client focussed with over 20 years' learning and development experience.

Her key skills include client partnering, workshop design, group training and facilitation, behavioural observation and feedback, teambuilding and coaching.

A highly - experienced designer and facilitator, Sue concentrates on personal effectiveness and management skills development, through experiential learning and feedback that focuses on strength and builds confidence.

Through her energetic delivery style Sue prioritises application of learning, so delegates engage and are motivated to improve their performance in the

workplace. She has designed and delivered an extensive range of management development and personal effectiveness solutions for clients across many sectors.

Qualifications

- Corporate member of the Chartered Institute of Professional Development
- BSc (Hons) in Economics and Politics from Cardiff University
- Diploma in Business Coaching from Newcastle College
- TAP trainer
- Licensed Myers Briggs practitioner

Maggie Saunders



Maggie enjoys using her skills as an actor to give practical and immediate feedback from the perspective of behaviours and interpersonal skills.

Maggie has worked in training and development for 15 years in both public and private companies.

Maggie is an actor, business role-player and facilitator. She works using both straight role-play and forum theatre to engage delegates emotionally with some of the thorny issues they may have with their employees and peers.

One of her specialities is using bespoke role-play to get delegates to work on current issues, exploring safely the strategies that will enable a more successful future outcome.

For the last five years she has devised and run workshops for teenagers in colleges and schools to raise their self-esteem and encourage their interpersonal skills.

Educational and Professional Accreditation

- BA Drama and History of Art
- Post Graduate Diploma in Acting

Sandra Maitland



Sandra has worked extensively in both the public and the private sector using drama as a means of training.

Sandra has a very intuitive approach to her work and this, combined with her sense of fun, ensures the experience delegates receive is an enjoyable one.

Sandra has been working as a professional actress on stage and television since 1982 and is probably best known for her role as Mandy Jordache in Brookside.

She began her career in Theatre in education and community theatre, where she honed her skills in devising and improvisation. She has also taught improvisation in a variety of educational environments.

She has also led workshops on Team Building, Body Language, Impact and Voice.

Educational and Professional Accreditation

- Diploma in Theatre

Patrick Miller



Patrick has worked as an actor on skills programmes with public and private sector organisations and also NGOs. He enjoys being able to use his experience and skills sensitively, allowing for a safe environment in which to instantly create scenarios and react to delegates needs in the moment.

A professional actor for more than thirty years, Patrick has also directed, and written and performed his own work. Also many years directing and facilitating drama with young people, including the last ten years for the Hackney Empire Artist Development Program. He has worked for RSC and in the west end and TV work includes six series playing Akili Johnson in Byker Grove.

Patrick Trained at the Bristol Old Vic Theatre.

Steve Palmer



Steve's passionate and highly interactive style ensures that individuals are motivated to learn, whilst focussing on pragmatic solutions.

Steve has worked as a successful coach, trainer and facilitator since 1989. He works across a broad range of industries, both in the UK and overseas. Steve specialises in, and gains real satisfaction from, bringing learning theory to life through his 'Trainer Development' & 'Training to Train' programmes. He transfers his skill with ease and generosity to those working within an organisational training design and delivery role.

Steve also works well with 'specialist' roles, designing & delivering bespoke programmes for them, and for their potential development into a team leader or management role.

His creativity and desire for going the extra mile enables him to find solutions that really fit an individual's need and work style.