

Philippa Hammond BA [Hons]

Corporate L & D Consultant / Trainer

M: 07594 825730

E: philippa@speakingwellinpublic.co.uk

Personal profile

A versatile and collaborative Brighton-resident Learning and Development Consultant / Trainer, bringing the L&D perspective into many different organisations in the public and private sectors. I offer my practical skill-set round the full ADDIE training cycle and beyond. My focus on training design, delivery and evaluation builds new knowledge, skills and mindsets, delivering real behaviour change. I seek a new role dedicated to helping others develop their full confidence and performance potential, to meet business goals.

Key achievements

- **2024** Researched and wrote my new book Talking Speaking – my guide to confident public speaking skills for leadership, training and business, performance and social occasions, education, employability and life
- **2022-24** Delivered a wide range of new L&D products upskilling the Customer Support, Development and Intelligence Teams for The Pensions Regulator
- **2020** During lockdown I transformed my www.speakingwellinpublic.co.uk corporate L&D business, sweeping all training and 1-1 services online, developing and delivering Zoom workshops and 1-1 training in essential business skills
- **2019** My bid won the Civil Aviation Authority International [CAAI] the contract to design and deliver the Training And Instructional Techniques L&D programme to the European Union Aviation Safety Agency – I delivered this solo in Cologne
- **2018** Created and currently deliver my Train the Trainer development programme to excellent response [[Train the Trainer 3-day programme – Speaking Well In Public](#)]
- Led the Financial Ombudsman Service Leadership & Management programme
- Led and influenced the creation and delivery of the nationally significant online Public Service L&D programme for The Pensions Regulator
- Established and delivered Keeping Children Safe training for the UK Border Agency
- Winner of the Plain English Campaign's Inside Write Award for my writing

Key skills

- A business-led, brain-friendly, 70:20:10 perspective on 'sticky' training design and delivery, with permanent behaviour change for business results as a key outcome
- Audience/performance needs analysis, key stakeholder engagement, establishing aim, setting workplace performance outcomes & learning objectives
- Design and development of learning programmes and materials – trainer scripts, exercises, workbooks, brochures, roleplay scenarios, PowerPoints, audio and video etc to achieve aims and objectives
- A compelling and effective trainer, presenter and public speaker, skilled in capturing attention and interest, delivering a clear, convincing message
- Excellent in-person and online training delivery – workshops, seminars, practicals, master-classes, 1-1 coaching, roleplay, action learning sets and group tutorials
- An influential, confident facilitator of engaging interactive events, managing difficult and challenging situations, questions and audiences
- Kirkpatrick evaluation skills [reaction / learning / behaviour change / results], informed by Talheimer's Learning Transfer Evaluation Model [LTEM]

- Building great team relationships with specialists, admin, legal, finance, E-learning and graphic designers, IT and sales experts, SMEs and heads of department
- Well-presented, calm, confident and resilient under pressure, with a flexible and adaptable approach, and full engagement with remote, hybrid and in-office working
- A networker with strong personal and professional brand, interpersonal, influencing and communication skills
- Excellent writing skills and the ability to analyse and present complex issues clearly
- Expertise in training Zoom/Teams skills for personal / professional business impact
- Managing social media for business, writing and posting website content

Career History

March 2024 to date | Self employed Learning & Development Consultant | Trainer

Creating and delivering group & 1-1 in-person & online training:

- **Autism Unlimited's Portfield School** Train the Trainer and Powerful Presentations workshops for senior management and staff members
- **Helen Pritchard LinkedIn Marketing Group** A Public Speaking Skills for Business live online presentation for the 19,000 Group members
- **Hove Writers** A new workshop on Reading Your Work to an Audience
- **1-1** Confident Public Speaking and You Can Learn to Love LinkedIn skills training for new coaches preparing to launch their own businesses
- **New Venture Theatre** A four-session workshop series Acting with the Script
- **Talking Speaking** Researching and writing my new book, now in design stage

August 2022 to March 2024 | The Pensions Regulator | Customer Support Trainer / Associate | FTC

An FTC centred on helping and supporting Subject Matter Experts and leaders build and polish their training, coaching and feedback expertise, by planning, creating and delivering a range of in-house training and upskilling products

- Evaluating their flagship training product at Kirkpatrick Levels 1-4 and providing an Evaluation Blueprint to guide SME trainers through further projects
- Leading a full content and management review of existing training materials
- Creating and delivering the Train the Trainer programme for SME trainers, around the full Analyse | Design | Develop | Implement | Evaluate L&D cycle
- I introduced the concept of coaching conversations to TPR, and created and delivered my Feedback and Coaching Skills programme for Customer Support and Intelligence Team members, line managers and learning and development officers
- Developed the coaching skills Quality Assurance Scorecard for Officers
- Designed and delivered a new Learning Contract and process for managing new colleagues in training
- Researched, created and delivered workshops on Pension Scams, Neurodiversity, Assertiveness and Vulnerable Customers for Customer Support team members
- Led a new venture creating bite-size video refresher material
- Led team-building workshops on MBTI, Customer Service, CV-Writing and Hertzberg's Motivation Theory for team Awaydays

December 2015 to August 2022 | Self employed Learning & Development Consultant

Created and delivered a wide variety of fascinating, challenging and fulfilling online and in-person corporate training for many private, public sector and 1-1 clients

- **G4S, Sussex Past, Lincolnshire Police HQ** Leadership Essentials
- **Civil Aviation Authority International (CAAI)** Delivering Training And Instructional Techniques workshops for their SMEs and clients in the UK, Brunei and Germany
- **Air Safety Support International** Facilitation Skills for public meetings
- **University of Sussex, The Student Room** Practical Public Speaking programmes
- **Pragmatic Web, Gene Commerce, Metricell** Confident Public Speaking events
- **Roleplay UK** Corporate roleplay engagements for recruitment and assessment
- **Pinnacle People, Grace Eyre Foundation** Employability Skills workshops & 1-1s

May 2015 – December 2015 | CIPD | Learning Programme Developer FTC

Work on a proposed HRBP course and marketing existing CIPD short courses overseas

September 2014 – April 2015 | Self employed Learning & Development Consultant

- **Blue Edge Bid Services** Pitching, Persuasion and Presentation Skills coaching
- **CAAI** I redeveloped, modernised, piloted and delivered their existing Training And Instructional Techniques development programme at Gatwick

December 2013 to August 2014 | The Pensions Regulator | L&D Consultant FTC

I led the project to create and deliver a new training product

- Influencing high-level stakeholder planning discussions and decisions
- Advising on learning needs analysis, customer research and evaluation strategies
- Collaborating with SMEs to write learning scripts and deliver e-learning products

January 2013 to December 2013 | Pinnacle People | Self Employed Associate L&DC

Inspiring career development workshops in LinkedIn and CV-writing, interview and networking skills for customers seeking sustainable employment and new independence

May 2012 to Nov 2012 | Financial Ombudsman Service | L&DC FTC

I led the Leadership & Management Essentials programme for new and aspiring managers over a period of rapid expansion and organisational development for the FOS

Previously: The Home Office UK Border Agency / Immigration Service

L&D Officer, Trainer, Manager, Forgery Detection Specialist, Immigration Officer

Qualifications

CIPD Certificate in Training Practice – active since 2002

Graduate

BA [Honours] English Literature, University of Southampton

IT skills

MS Office, Outlook, PowerPoint, Wordpress, Social Media, Zoom

Education

A Level English Literature, French, Spanish | 10 x GCSEs

Interests

Acting, Roleplay, Film-making, Writing, History, Literature, Art

References

Available on request

Summer 2024