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## **Suzanne Unsworth, Senior Consultant (Management & Employee Development)**

Suzanne is an enthusiastic, self-motivated professional with proven capability of planning, organising and delivering learner-focused training & team development activities across multi-cultural environments in a wide range of organisational contexts.

Since graduating over 20 years ago, Suzanne has been working in the field of Leadership & Professional development. With a strong background in the telecommunications industries, Local and national Government, customer service, hospitality, she brings a wealth of practical business knowledge & strategic experience to any organisation she is involved in.

### **KEY AREAS OF EXPERTISE**

- Management development skills & behavioural change interventions
- Development & delivery of performance management processes & programmes
- Personal effectiveness through coaching & learning programmes
- Advanced customer service skills at all organisational levels
- Fundamentals of sales through relationship management

### **ACADEMIC AND VOCATIONAL QUALIFICATIONS**

- Degree in Business Studies
- Post Graduate Diplomas in:
  - Human Resource Development,
  - The Management of Human Resource Development and Leadership
  - Mentoring and Executive Coaching.
- Member of the Chartered Institute of Personal Development