



Consultant and Instep Profile

Prepared for

Julie Hulme

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**We Develop Businesses
by Developing People**

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Instep UK Ltd

Willow Barn, Newcastle Road,
Brereton, Sandbach, Cheshire CW11 1SB

Tel: 01477 505811
Email: enquires@instepUK.com
Web: www.instepUK.com



A Brief History of Instep

Instep first began trading as a Partnership in 1992 (with Peter Hitchen and Suzanne Hitchen as joint owners), specialising in supporting organisations to achieve the Investors in People National Standard. Since 1992 we have helped hundreds of organisations to gain and retain the award. In 1995 Instep achieved Investors in People and have continued to retain recognition since.

As a result of our early success with Investors in People we expanded the business into the areas of organisational, management and individual development. We also added the specialist areas of Neuro-Linguistic Programming (NLP) and Accelerated Learning, not just delivering these as separate services, but also incorporating these principles throughout all of our products and services.

In 1998 we were very proud to reach the finals of the North West Quality Awards at our first attempt. With some prestigious names alongside us, this was a great achievement for an organisation of our size.

Instep became a Limited Company in 1999 and the following year moved to our present training centre, a renovated barn in the Cheshire countryside. The barn had lain empty for 27 years and it was a major project to bring it back to life; this also involved the rejuvenation of two stagnant ponds and six acres of pasture land. With the assistance of wildlife experts we have provided habitats to attract newts, long-eared and pipistrel bats, owls and a pair of mating buzzards.

Over the years we have written and printed many learning resources that both support our training and consultancy services and can be used as individual support products in either written or electronic format. Our success with these resources led us to create our own in-house design team back in 2000.

In 2002 Instep formed a partnership with Nichols plc to create the Vimto Academy. Initially the aim of the Academy was to support the 800 strong workforce working across six sites within the UK, providing development and training support from boardroom to shop floor. Using the expertise of Instep, the Vimto Academy quickly developed a reputation as a leading deliverer of Leadership and Management training throughout the Food & Drink sector and the client list was extended to include Müller Dairy, Northern Foods, Cott Beverages, Kerry Foods, Fox's Biscuits and others.

The quality of the support and service provided by the Vimto Academy was highlighted when becoming the North West winner of the 2004 National Business Awards for Outstanding People Development.

The team at Instep are conscious of the need to 'do our bit', both for the environment and the local community. Recycling and many other environmental projects have been introduced and continue to be reviewed. Instep also donates 1.5% of our pre-tax profit to local and national charities.

Consultant Profiles

- Karene Lamond – Designer
- Sue Saddington – Executive Programme Delivery
- Corinne Wainwright – Management Essentials Programme Delivery
- Peter Darwin - Management Essentials Programme Delivery
- Janet Watling - Management Essentials Programme Delivery



Karene Lamond



Karene has over 20 years experience in training and development, and has been working as a consultant for the last 15 years. She has wide-ranging experience in designing and delivering management development and trainer training. She also has organisational development experience and has supported organisations to implement performance review and induction systems, for example.

In recent years, she has concentrated on writing materials for a variety of users. Examples of work include training materials for trainers; best practice guides for work-based learning providers; reference material for managers; assignments and workbooks for NVQ learners; toolkits for HR professionals.

Karene has an informal and relaxed training style, and takes great care to balance the needs of the individual with the needs of the client. She has a reputation for high quality work that is always delivered on time and she continually seeks to improve her work.

Specialist Areas

- Accelerated Learning
- Training Design
- Writing Instructional Materials
- Management and Supervisory Development
- Appraisal Training
- Market Research.

Qualifications

- BSc Microbiology
- Post Graduate Certificate of Education
- Diploma in Training Management
- Member of Chartered Institute of Personnel and Development
- 9293 Direct Trainer and Assessor Award
- Vocational Trainer and Assessor Award (Units D32, D33, B25, C21, C22)
- APL Adviser Award (Unit D36)
- Neuro-Linguistic Programming Business Practitioner
- Certificate in Online Tutoring Skills.

Key Achievements

- Designed a programme of ten learning modules to support Team Leader and Manager development in a manufacturing organisation
- Researched, developed and implemented a range of over 40 competencies for a wide variety of job roles for different clients
- Designed a programme of eight modules to support work-based learning managers to improve the management of training provision, and provided hands-on consultancy to several providers, resulting in improvements in ALI inspection grades for some providers
- Developed two Best Practice Guides and case studies for use by work-based learning providers, one of which is published on a Sector Skills Council website
- Designed a full range of training materials to underpin the delivery of all of the units in the management NVQ Level 3 for an awarding body.





Sue Saddington



As a Consultant, Sue has many years experience within the learning and development world as a Training and Development professional. Sue brings with her a wide range of experience with large corporate organisations (including the Aerospace Industry, Higher Education, Global Food Industries and Water Service Providers), more recently working closely with Small to Medium Enterprises and within the Public Sector (Councils and Universities).

As an Operational HR Director and Manager in a Blue Chip Global Organisation, Sue's background allows her to offer high-level implementable solutions across the full breadth of people management needs.

As a Trainer she continues to design and deliver a wide range of learning and development workshops, specialising in all aspects of leadership and management development, effective communication and influencing strategies, to build individual growth, team development and in full support of organisational performance and delivery of high performance business results.

Specialist Areas

- Company and Strategic Diagnostics
- One-to-one coaching using NLP communication strategies
- Leadership and Management Development
- Team Assessment and Building High Performing Teams
- Communication Styles, Interpersonal Skills and Influencing Skills
- Practical use of Action Learning Groups
- Accelerated Learning
- Psychometric Testing.

Qualifications

- Neuro-Linguistic Programming Practitioner
- Psychometric Testing Qualified
- Occupational testing; OPQ, 16PF, MBTI Qualified
- 360 Degree Feedback Trained and Qualified
- Nebosh Certificated
- Diploma in H&S Law and Risk Management
- MBTi experienced (not licensed)
- Member Chartered Institute of Personnel and Development.

Key Achievements

- Design and delivery of International Achieving High Performance Programme for a global Aerospace Corporation
- Development and personal delivery of one-to-one highly successful and effective coaching programmes, tailored to individual coaching and mentoring needs
- Design and delivery of varied management development programmes at Board, Senior and Middle Management, Team Leader and Supervisor level.





Corinne Wainwright



Corinne Wainwright has 25 years experience in organisation, training and people development. In the first stage of her career she excelled in business development of individuals and training. She has specialised in organisation development and individual development, operating as a trainer, a consultant and as an HR Director. In recent years, she has established a strong reputation in the public sector and has received consistently excellent feedback from clients regarding her approach to organisation development.

As a consultant specialising in organisation and workforce development, her experience is such that it has allowed her opportunities to work in some of the key organisations in the North and Midlands, which has enabled her to understand complex organisational and workforce issues both within the public and private sectors. Alongside a detailed knowledge of small business operations, she has ensured a pragmatic approach to identifying optimum solutions for business issues.

Corinne offers a broad portfolio of experience across HR, culture and training, and specialises in cultural diagnostic analysis, business health checks, consultancy, assessment, facilitation, training and development.

Specialist Areas

- Investors in People
- Organisational Development
- Change Management
- Management Development
- Supervisory Skills
- Team Building
- Performance Management.

Qualifications

- Manchester Metropolitan University BA (Hons) Psychology and Diploma of Higher Education
- Investors in People Approved Senior Practitioner and Trainer
- Customer First and Charter Mark Assessor
- Neuro-Linguistic Programming Business and Full Practitioner
- IPD units E11, E31, D34, City and Guilds 924.

Key Achievements

- Designed and delivered bespoke training packages to business clients including Greater Manchester Fire and Rescue Service and Greater Manchester Police
- Delivery of Investors in People workshops as an Investors in People UK trainer to over 200 organisations
- Conducted business analysis and diagnostics in organisations such as Manchester Airport, Local Authorities, Legal Services Commission, BBC, Equal Opportunities Commission, local businesses, FE Colleges and SMEs etc.
- Worked with LSC in a consultancy capacity to deliver workforce development strategies for organisations
- Developed a strategy, established and managed team of consultants to account manage 400 key companies +15 staff to provide an holistic approach to business solutions and workforce and personal development
- Piloted and assisted in the initial development of National Vocational Qualifications with City & Guilds
- Delivered a large project for the Welsh Assembly Government to design, implement and support both internal and external advisers through an assessment centre to identify training requirements.





Peter Darwin



Peter is a development and training professional with extensive experience in a variety of engineering, manufacturing, industrial and commercial environments. Working at all levels in organisations from the shop floor to the Board, he has helped organisations to realise the potential of all their employees through relevant and business focused interventions.

As a manager in blue-chip manufacturing, Peter set up and managed training and development activities, established systems for optimising performance, and trained and developed managers and employees to ensure that both the company and the individuals benefit from learning.

As a consultant, he has worked with organisations and individuals to support change, project management, organisational development and individual growth.

In addition, as an internal consultant, he has supported senior management teams through significant change programmes, including redundancies.

As a trainer he has designed and delivered a wide range of topics in management development, teamwork, change, business growth, personal and interpersonal skills. Peter's degree in psychology, experience in choosing and using psychometrics and extensive experience in assessing and developing potential provides a strong foundation for one-to-one coaching, personal and team development.

Specialist Areas

- Leadership Development
- Management Development
- Change Management
- Personal and Performance Coaching
- Performance Management
- Manufacturing Systems and Processes
- Project Management
- Psychometrics, for development and selection
- Outplacement and Career Planning.

Qualifications

- PG Diploma in Training
- BA (Hons) Psychology
- BA Mathematics and Computing
- Fellow of Chartered Institute of Personnel and Development
- Occupational testing; OPQ, 16PF, MBTI Qualified
- Neuro-Linguistic Programming Practitioner
- ONC Electronic Engineering
- Kepner-Tregoe qualified.

Key Achievements

- Introduced, designed and delivered development programme for lecturers and support team management of Staffordshire University
- Designed and delivered a series of management development programmes for Chester City Council, delivering a range of modular programmes to over 200 managers
- Introduced the application of psychometric testing to client organisations
- Designed and delivered integrated programmes of team leader development, management development, and executive development in a wide range of companies in a variety of sectors.





Janet Watling



Janet is a professionally qualified and creative Human Resources Consultant with extensive knowledge and skills in training and development, recruitment and selection and sales, gained in both the private and public sectors. Janet has a proven track record and capacity to make things happen. Her experience in working skilfully and enthusiastically with a wide range of staff across a number of disciplines and management training topics has led to established and successful relationships with clients. As a consultant Janet has worked with organisations to improve their customer focus and to create a dynamic and flexible culture.

Specialist Areas

- Promoting Diversity and Equality
- Customer Awareness Training
- Interviewing, Assessment and Development Centres
- Supervisory and Management Development Programmes
- Appraisal Training
- Personal Development
- Manual Worker Development
- Plain English Skills
- Assertiveness/Influencing Skills
- Train the Trainer and Presentation Skills.

Qualifications

- Masters Degree in Business Administration
- BA (Hons) Economics
- Member of Chartered Institute of Personnel & Development
- Saville & Holdsworth Accredited: Assessment & Development Centres.
- Neuro-Linguistic Programming Diploma.

Key Achievements

- Introduced, designed and delivered a performance improvement programme for Staffordshire Moorlands District Council
- Introduced, designed and delivered equality and diversity training to all staff, including executives, at Crewe & Nantwich Borough Council
- Delivered accredited ISM supervisory programmes to a range of organisations
- Introduced pilot scheme funded by Office of Deputy Prime Minister to improve performance in Local Authorities
- Designed and delivered performance management systems and portfolio of management /supervisory training courses to large, complex organisations
- Designed and delivered intensive customer focused programmes to meet key targets to over 700 staff.

