Katherine Harley

* klharley@hotmail.com +44 (0) 7447479530
* Learning & Development Manager

A strategic leader, innovator and trusted advisor, dedicated to creating high impact programmes that meet current and emerging business needs. Organisational strategist able to introduce processes, tools and systems to optimise the employee experience. Top performer who consistently exceeds customer and partner expectations. Combines analytical knowledge, leadership abilities and relationship building skills to engage stakeholders at all levels and enable data-driven decision making. Excels at defining and executing an overall programme concept and direction as well as identifying areas of improvement to ensure high levels of efficiency and excellence. Proactive and engaging, communicating seamlessly across all areas of the company.

Core Competencies

Strategic Technical Training

Leadership Development

Project Management

Innovative Learning Models

Programme Development

Statistical & Behavioural Expertise

Psychometric Testing

Change Management

Executive Collaboration

Event Management

Training Needs Assessment

People Analytics

Mindset Change

Coaching & Mentoring

Consulting

Technical Competencies

Microsoft Programmes (Advanced Excel) | SharePoint | Adobe Captivate | Articulate Rise | Adobe Creative Suite

C++ (Basic Proficiency) | SPSS | Qualtrics | Microsoft Teams | Zoom Video Conferencing

PROFESSIONAL EXPERIENCE

**◤** Marks & Spencer│ 08/2019 - present

**TECHNOLOGY LEARNING & DEVELOPMENT LEAD**

Accountable for advocating and assisting in establishment of strategies, policies and procedures for the Agile Centre of Excellence with M&S Technology. Encouraging learning throughout the business, organising learning events including external speakers, coffee sessions, webinars and workshops designed to prompt positive behaviours. Delivering existing learning material online through new interactive methods and supporting a remote culture during the current challenging climate.

* Selected to develop PI Planning training programme, receiving extremely positive feedback with significant improvement in PI planning performance recorded. Negotiated with business leaders and gained approval for Agile training and support for colleagues based on feedback requesting further support, leading to a quarterly roll out of the programmes resulting in significant improvements across the business
* Developed a technology and agile learning strategy together with KPIs to include self-learning, increased use of digital learning content, more behavioural awareness and targeted workshops, ensuring future proofing the company to become more digitally focused and optimise L & D digital
* Co-designed a two-day course for lean portfolio management, organising and managing the budget together with organising attendee invites and accommodation. The course was subsequently re-arranged to an interactive online course due to the impact of the COVID-19 pandemic, utilising Microsoft Teams and successfully achieved 95% attendance with exceptional feedback and engagement
* Organised scaled agile certified external training and managed associated budget, achieving 100% attendance and positive feedback for the course facilitators
* Instrumental in developing the Agile website, creating stimulating and rich content including videos and workshop information within a learning page. Developed a learning catalogue and created an innovative online and interactive learner journey with hyperlinks to existing website content
* Proactively created more online learning, successfully preparing the workforce for COVID-19 impact. Designed learning playlists for the online platform and advertised utilisation of the platform, resulting in 80% more requested licensesand 157% increase in use within two months. Curated content on Articulate Rise, subsequently rolled out to the M&S employee learning platform
* Led Agile behaviour workshops and completed Agile behaviour diagnostic for individuals focussing on their development and coached Scrum Masters holding behavioural sessions and supported in the design of their learning journey specific to their role receiving extremely positive feedback from candidates

**TRANSFORMATION LEARNING & DEVELOPMENT LEAD** | 10/2018 – 08/2019

* Successfully developed a psychometric test to understand colleague learning preferences, mindset during transformation, technical and agile knowledge. 85% of colleagues completed the diagnostic and 10% of colleagues reached out for group or 121 coaching based on results. Took ownership of delivering agile behavioural training and feedback indicated 92% would recommend the training and gained valuable insight into their behaviour
* Introduced ‘transformation talks’, inviting industry experts to speak about their experience and train technology colleagues, resulting in significant positive impact and 100% positive feedback
* Developed product ownership workshop which involved advertising, organising and sending invites then co-delivering training with agile coach. Led to extremely positive feedback from attendees who gained a rich understanding and useful in daily working life. Received requests form external stakeholders to attend the course resulting in further upskilling of colleagues, increase employee engagement and satisfaction

**◤PEOPLE & LEARNING ANALYST, RESEARCH AND DEVELOPMENT CONSULTANT** **|** 01/2017 – 10/2018

As Independent Consultant, hired by client to develop personality and behaviour feedback reports interpreted from raw data including leader behaviours and emotional intelligence. after receiving positive feedback, the same company requested me again to deliver further coaching, allowing the company to support and coach the client

* Created systems thinking psychometric assessments, positive feedback subsequently led to request by client to write an Agile assessment and an Agile transformation assessment
* Selected to develop training and workshop slides based in Agile training. Created Agile competency framework and compiled Agile feedback, informing further learning interventions and value focus for the client’s organisation
* Designed behavioural learning intervention/workshop content, delivering training directly gaining positive feedback, resulting in roll out of across the organisation
* Engaged in long term consultancy role as director of research for hearts vs minds, researching and creating mindset assessment and invited to join the team to support the data and statistics behind the UX development for the app, co-designing and delivering the UX and UI front end with full ownership of budget and developer management

**◤** Career Break │ Travel in South East Asia | 09/2016 – 01/2017

**◤ CUSTOM SOLUTIONS PROJECT MANAGEMENT & ORGANISATIONAL PSYCHOLOGY CONSULTANT**

CEB, SHL Talent Solutions│ 06/2015 – 09/2016

Initially hired as an intern while completing Masters’ dissertation, subsequently hired as a full-time associate consultant. Accountable for development of psychometric assessments including company competency modelling and organisational policies, and developing bespoke solutions for improvement projects for Fortune 500 clients.

* Successfully developed customer solution recruitment assessments for organisations, interpreting job analysis to create situational judgement tests relating to competencies of the new company role
* Selected as organisational psychologist SME for the automation project of custom assessment

ADDITIONAL PROFESSIONAL EXPERIENCE

**◤** Physiocare Body Management │ Part Time Receptionist/Executive Assistant | 11/2012 – 06/2015

**◤** Holiday Inn Regents Park │ Reservations Sales Executive | 06/2014 – 07/2015

**◤** Hancock’s Cash & Carry │ Part Time Sales Cashier | 01/2011 – 11/2012

**◤** Thames Valley Cluster Office │ Conference Sales Co-ordinator | 09/2009 – 01/2011

**◤** Coppid Beech Hotel & The Swan, Streatley │ Reservations Agent | 05/2008 – 09/2009

PROFESSIONAL DEVELOPMENT

CPD Learning & Development Level 7 Diploma – current

Scaled Agile Agilist (SAFe Certified) | CPD Executive Coaching for Leaders and Consultants | Internal DevOps Workshop Internal Product Ownership Workshop | Level A & B Personality Testing Certification (BPS Accredited)

MSc Degree (BPS accredited) (High Merit Certification) Organisational Psychology | City University of London | 2015

BSc Psychology (BPS accredited) Upper Second-Class Honours (1st in Research) | The University of Reading | 2014

CEB Personality A & B Testing | Psychology Access to HE Diploma | NVQ Level 2 Business Administration