

Samantha Sloan

November 2019



0161 468 2777

Linkedin: <https://www.linkedin.com/in/samantha-sloan-54b98979/?Trk=hp-identity-headline>

sam@123peopledevelopment.co.uk

www.123peopledevelopment.co.uk

PERSONAL STATEMENT

As a passionate developer of people with over 11 years facilitation, design and training experience across a wide range of sectors, from financial services, contact center to retail, Sam loves working with clients where her skills, knowledge, flexibility and commitment will make a real difference.

Recognising that there is no one-size-fits-all approach, Sam understands that development can be tailored to any organisation for a true return on investment, by focusing on the business culture, behaviour and strategic goals.

Sam possesses excellent communication skills, with an ability to easily adapt her style to suit her audience and topic, providing her with a natural ability to coach and role model leadership and service expertise.

SPECIALIST AREAS

- Leadership Development
- Coaching
- Customer Service
- Sales (B2B & B2C)
- Emotional Intelligence/Resilience
- Mental Toughness
- Communication
- Train the Trainer (Face to Face & Online Classrooms)
- Accredited Trainer Assessors
- Presentation Skills
- Graduate Programs
- Team Development
- Online Virtual Classroom TTT
- Culture and Behavioural Change
- Change Management
- Design Face to face and Virtual Classroom Material

INDUSTRY EXPERIENCE

As an associate trainer, facilitator, designer and coach with Team Academy, QA, DKB Training, DSW, Pareto Law, GP Strategies, Helmsley Fraser, Learning and Performance Institute, 2's Company and Blue Tree Solutions and also directly with clients engaged with 123 People Development Ltd.

- **Financial Services – Barclays, HSBC, Santander, Royal London**
- **Retail – Tesco, Morrison's, Aldi, white goods retailer**
- **Call Centre Environment, Sales and Customer Service**
- **Virtual learning – COLF & CDOL Accreditations (Global)**

QUALIFICATIONS AND PERSONAL MEMBERSHIP

- **AQR International/Licensed user MTQ Product Family**
- **AQR International/Master Trainer for MTQ Product Family**
- **Trainee Pilot (PPL)**
- **TPMA Certified Trainer**
- **TAP Accreditation - Fast Track Training and Delivery**
- **TAP Accreditation – Facilitation**
- **Barclays internal Coaching Award (Platinum Level)**
- **Trainer Performance Monitoring and Assessment Assessor (TPMA)**
- **Global Master Trainer – Virtual Online Delivery**
- **Certificate in Designing Online Learning (CDOL)& Assessor**
- **Fellow of the Learning and Performance Institute**
- **City and Guilds in Social Media Marketing**
- **Certificated Online Learning Facilitator (COLF)& Assessor**
- **HGV Class 2**
- **British Women Pilots' Association**