

heather brown

Heather has worked in all branches of management development, from consultancy, programme design and delivery to coaching and support of individuals. She was a Senior Internal Consultant for the Management Development Group of Telstra (formerly Telecom Australia), and now works as a freelance management development consultant.



Her present and recent assignments include:

- ♦ **Building organisational learning** – designing and facilitating leadership modules to increase personal effectiveness and leadership for organisational change (MBA and CIM students and construction sector).
- ♦ **Building training/coaching capability** – facilitating training modules and action learning sets, building participants' ability to train others and to encourage a positive learning culture at work (care sector).
- ♦ **Performance management and career development coaching** – working with individuals, both through development centres and through ongoing coaching, to address performance issues and enhance career decision making (health, pharmaceutical and telecommunications sectors).
- ♦ **Capability identification** – diagnostic profiling and feedback in selection or development contexts (a wide variety of organisations across the private sector).
- ♦ **Coaching teams for business effectiveness** – helping intact teams to improve their effectiveness through identifying the impact of behaviour on business results (higher education, telecommunications and other private sector companies).
- ♦ **Enhancing effective partnering** – working with a major multi-national, facilitating a programme to build effective partnering behaviour in business alliances (IT sector).

She has designed and facilitated experiential workshops for clients in both the private and public sectors, to address the following aims and issues (amongst others):

- ♦ Developing self-awareness and resourcefulness
- ♦ Understanding and coping with change, using teams to manage change
- ♦ Understanding and valuing difference, effective teamwork
- ♦ Problem-solving and decision making
- ♦ Leadership styles

She is committed to working with groups and individuals to help them to identify and make best use of their core potential, unique working styles and commercial skills. She is convinced of the value of an experiential approach to learning and is happy to work in this way with groups in indoor and outdoor settings.

Qualifications & Publications

- ♦ She has a degree in Modern Languages from Lancaster University and a Masters in Personal and Organisational Development from Middlesex University Business School; she can work fluently in French and speak intermediate German.
- ♦ She is MBTI, Firo and Belbin accredited and is a certified Teacher of the Enneagram. She has also attended some NLP training.
- ♦ She has published a chapter on Outdoor Management Development in Roland and Wagner (1995) "Do it and understand – the bottom line on Corporate Experiential Learning" and articles on risk management in the journal "Horizons".

Her outside interests include sailing, walking and choral singing.