



## Facilitator profile – Steve Catchick



Steve is a highly experienced and popular trainer, facilitator and coach. He enjoys the opportunity to empower managers and their teams to develop in their roles, communicate effectively and confidently, and boost their personal performance and improve their soft skills. He believes improving personal effectiveness and impact is a lifelong journey, and that everyone should play a part in stepping up. Steve has helped a range of organisations, both large and small, across the private and public sector

Steve has many years' experience working in a corporate environment, including IBM, as a customer service engineer, team leader, account manager, and as a trainer / coach. He founded his training consultancy in 2005. Having spent much of his time in customer-facing roles, he is aware of the importance of all employees being ambassadors for their organisation. Steve is an advocate of finding the best in people, and continually improving their skills, applying psychology, where needed.

### Topics covered include:

- Coaching new managers
- Developing executive presence / gravitas
- Empowering your people
- Handling challenging phone calls
- Handling challenging questions and impromptu situations
- Managing relationships
- Negotiation skills
- Personal impact and effectiveness
- Presentation skills
- Providing feedback

### Qualifications include:

- Certified NLP Trainer and Master Practitioner
- Clinical hypnotherapist
- Certified coach with CoachU
- Profiles International assessment tool certified on Profile XT, PSA, 360 Degree, PPI (a DISC Plus style assessment)
- Distinguished Toastmaster – Toastmasters International

### Feedback includes:

'We recently hired Steve to deliver presentation skills training to several members of our organisation, including the MD, sales and marketing teams, each with different requirements, in preparation for presenting at several different situations and business events. It was adapted for the needs of all of us. The programme was very well structured, and incorporated how to plan, structure and deliver an engaging presentation, with confidence and authority in any situation and handling nerves. There was plenty of practice, and I particularly liked the focus on how to construct the script, handling questions and developing a powerful and engaging presence. I have since presented confidently and successfully at several business events. I highly recommend Steve as a presentation trainer / coach.'

*Diego Lunardi, Head of Sales, EMEA, Maximizer CRM*

*Steve is based near Reading, Berkshire and works across London and the south-east.*