



Facilitator profile – Helen Masters



An experienced consultant and facilitator, Helen has a wealth of experience in helping managers to be successful in their careers and to get the best out of their people. She honed her skills over a 25-year management career which saw her managing everything from small, specialist and highly skilled strategic teams to large multi-site operational divisions.

Helen started her career in one of the top 5 UK banks and over her 10-year tenure was picked for several high-profile roles as part of the organisation's High Flyer Scheme. She successfully ran a multi-site telephone sales division and a multi-site customer service operations division of 500 people before embarking on a complete change of career to create a highly successful and award-winning independent luxury lingerie retail business.

Helen is well-versed in the skills of people management and development and, importantly, how to teach others to master them – she has helped many clients and employees to become better managers over the years. Helen is very adept at helping clients to improve their skills in:

- Essential management skills
- Advanced management skills
- Coaching skills
- Sales management
- Effective time management
- Giving and receiving feedback
- Team leader best practice
- Recruitment and retention of high performing teams

Client feedback

'I really enjoyed the day. I'm not quite sure what my expectations were but it's fair to say they were exceeded in every way. I particularly liked the informal and comfortable style of the course and I have come away with a far greater knowledge and confidence than I thought possible in one day.'

'A BIG thank you for excellent training. It met and exceeded my needs.'

'Thank you so much for such a wonderful and informative day. I couldn't recommend it enough! Helen was very knowledgeable and informative, she is very professional, friendly and ensured that everyone understood the training. The process met and exceeded my needs. I am planning to use Helen again in the near future.'

'Helen's course was excellent. The depth of the training materials was great and Helen made the course very easy to follow. Helen is a pleasure to work with and the process was very collaborative and enjoyable.'

Helen is based in Windsor and works across London and the south-east.