



Facilitator profile – Monica Moynihan



Monica is an experienced consultant, facilitator and coach with over 20 years' experience. She is passionate about helping people to develop their talent and potential.

Collaborating closely with her clients to develop tailored solutions that fit with the organisation's objectives, Monica creates learning and development programmes for managers and their supervisors.

With a particular specialism in the hospitality industry (she spent ten years with Grand Met, County Hotels and Queens Moat House Hotels), Monica has helped numerous 5* and boutique hotels and universities develop a customer-centric approach, delivering leadership development, customer service and personal effectiveness workshops. The programmes she delivers are highly interactive, engaging and informative to ensure the learning 'sticks'.

Monica has worked for a range of different clients from 5-star hotels and university conference departments to private healthcare and retail.

As a qualified coach, Monica has been able to apply her experience to individually support and develop individuals.

She is also an accredited ILM facilitator for Leadership Development and a certified DISC user.

Programmes which Monica has developed and delivered include:

- Leadership development
- Team dynamics
- Training and facilitation skills
- Guest service
- Communicating effectively
- Providing quality
- Recruitment interviewing
- Coaching skills
- Conflict handling

Monica is based near St Albans, Hertfordshire and works across London, the south, south-east and Midlands.