



## Facilitator profile – Sylva Jolliffe



Sylva is a training and development consultant with over 25 years of experience across a wide range of sectors, including financial services, retail, healthcare, education, utilities, telecoms and local government.

Her experience in behavioural science and social psychology gives her a unique set of skills for helping staff develop simple yet powerful techniques to influence others and deliver exceptional results. She is passionate about transferring skills into the workplace and is very comfortable floor walking and coaching staff in the workplace.

Sylva has a particular specialism in customer service and sales and her clients have won several awards in the Call Centre Top 50 and the Contact Centre Training Awards for customer.

### Key areas of expertise

- Sales up to advanced level
- Training needs analysis
- Training design
- Delivery and facilitation
- Complaint handling
- Customer service
- Coaching
- Transactional analysis and NLP
- Interview and assessment
- Performance management
- Health and safety
- Negotiation skills

### Clients and feedback

Some of the many organisations that Sylva has supported include Lloyds Bank, HSBC, Royal Bank of Scotland, Santander, Barclays Bank, Tesco, California Air Board, Cognita Schools, BrightHouse, Western Power, Nutricia, Vodafone, Jaguar Landrover, Hiscox, Photobox, Crown Pet Foods, Surrey County Council, Aviva, Hibernian.

- ‘Sylva has worked for both of my companies as a training consultant for several years now. From my perspective she is easy to deal with in that she needs little hand holding and always delivers what is needed on time to the right standard. From the clients perspective she is a great trainer, motivating, energetic and knows her stuff! I would certainly recommend her without hesitation.’
- ‘Sylva has been a true asset and has shown excellent rapport building skills especially within the banking sector. She has been a great help to me and my former company.’

### Qualifications include:

- MSc in Psychotherapy
- Certified Transactional Analyst
- Certificate in Coaching for Performance
- NLP Practitioner
- D32 and D33 NVQ Assessor

*Sylva is based in Derbyshire and works across the country.*