



Facilitator profile – Anne Gallagher



Anne has many years of experience in delivering management and leadership development programmes in various organisations, both in the private and public sectors.

Anne's past roles include Head of Learning and Development at the University of Reading, where she set the strategic direction of the staff development team for some 4,500 staff. Anne also stayed involved with design and delivery of training, coaching and teambuilding interventions. Prior to this she managed in the catering and events sector, taught in a College of Further Education, and became an advanced practitioner and peer observer. Anne was project lead for a large directorate leading to the attainment of Investors in People Gold Award.

Anne specialises in management and leadership development through the lens of personal impact, working on issues such as:

- Customer service skills
- Delegation
- Developing resilience
- Effective performance conversations
- Emotional intelligence
- Essential coaching skills
- Getting ready to manage
- Giving and receiving feedback
- Holding critical conversations
- Managing change in teams
- Motivation in teams
- Time management
- Train-the-trainer
- Unconscious bias in decision-making
- Working up and across in organisations

Qualifications

Anne's qualifications include:

- MSc in Training and Performance Management
- Henley Professional Certificate in Coaching
- Insights Discovery Licensed Practitioner and Distributor

Feedback

'The transformational effect you that your 'Managing People' course had on very many people is something extra-ordinary – you did that!'

'Excellent knowledgeable and engaging trainer! I was very anxious about attending the course but ended up really enjoying it as Anne made it a safe space.'

'Your brilliant courses have stuck with me and the opportunities you have afforded so many of us is astounding.'

'Enjoyed the experience, mixing with groups who you were working with. Very supportive.'

Anne is based in Wokingham, Berkshire and works mainly in London and across the south, south-east and Midlands.