



## Facilitator profile – Alan English



Alan is an established independent learning and development consultant with more than 20 years' experience as a trainer, facilitator and coach. He is passionate about learning and believes in team work and the potential within everyone. He motivates and inspires individuals and groups by challenging their current thinking to look for new possibilities. He has an eye for detail combined with a pragmatic, solution-focussed approach, seeing the bigger picture. He supports a number of organisations across the public and private sectors in achieving their objectives using a range of facilitating, coaching and training interventions.

Working as a learning and development lead in the Ministry of Justice, Alan worked with a wide range of front-line and HQ support units and their teams. He developed and led a leadership programme covering 2,000 managers over a 2-year period which helped reduce external costs and build capability within HMCTS, where he led teams of up to 20 people. His coaching style works well as part of a team, but he is equally happy designing and delivering learning interventions on his own.

As an independent L&D consultant, his recent work includes the design and delivery of sessions on:

- Coaching skills
- Leading remote teams
- Managing performance
- Influencing skills
- Leading change
- Presenting difficult messages
- Constructive conversations
- Personal impact and effectiveness
- Delivering excellent customer service
- Communication skills

### Qualifications include:

- TA 101 Certificate
- Coaching Certificate – Ministry of Justice
- Certificate in Training Practice programme (CIPD)
- Facet5 Accredited Practitioner
- MBTI step 1 Practitioner
- Affiliate member of CIPD

### Feedback

- 'Having worked with Alan before, I had no hesitation in hiring him once he was available as an independent practitioner. Alan came into a tricky and complex environment with a challenging brief around the psychological contract between managers and their people. With diligence, focus and drive Alan created a lasting development programme that was highly lauded and impactful. All the team enjoyed working with him and he really is Mr Reliable. Highly recommended as a sure bet, a thoroughly driven professional and a very competent trainer.'
- 'Alan was excellent'
- 'The tutor was pleasant and knowledgeable'
- 'Alan was fantastic, a fountain of knowledge. He delivered valuable lessons and advice that I'll

- keep with me throughout my career in customer service'
- 'Alan was great, he understood that there was a lot of experience in the room and tailored his approach accordingly'
  - 'Very informative, made the training very interesting'
  - 'Friendly, kept my attention even though it was a full day'
  - 'Very pleasant and full of knowledge, took a time to understand us individually and our company processes'
  - 'Lovely guy. Read the room well'
  - 'Alan was approachable, made everyone feel at ease and kept things interesting'
  - 'Alan was great with us all, made the experience much more enjoyable'
  - 'Very friendly and informative'
  - 'Alan was professional, friendly and engaging'
  - 'Very receptive and good at keeping on track'
  - 'Very accommodating to people needs styles and personalities'
  - 'He was amazing, engaging and really clear with examples'
  - 'Excellent knowledge'

*Alan is based in Lancashire and works across the north, north-west and Midlands.*