



Trainer profile – Wendy Garrett



Wendy is an experienced course facilitator who prides herself on providing professional, engaging and fun learning experiences. She is based in Worcestershire and delivers training online or nationwide.

After graduating with a degree in Licensed Retail Management in 2005, she continued her operational and managerial development within the retail sector, hospitality and tourism industries, working for First Choice, Mitchells and Butlers, Premier Inn, Greggs, and Liberty Living (student accommodation).

In 2012 Wendy undertook her Training and Assessor qualifications which led to her setting up her own training company in 2020 – Garrett Learning.

Wendy is keen to share her wealth of knowledge with others by creating a safe place to talk, share, and learn from each other. No question is a silly one! She encourages curiosity and collaboration.

Wendy has also trained as a business mentor and is highly experienced in designing and facilitating programmes.

Areas of specialism

Leadership and management:

- Leading your team
- Developing the team
- Managing yourself and others
- Diversity in the workplace
- Train the trainer
- Planning and monitoring
- Improving the performance of the team
- Understanding change in the workplace
- Effective inductions of new team members in the workplace
- Unconscious bias and inclusion awareness
- Managing conflict
- Understanding leadership styles and motivating others
- Presentation skills

Power skills (soft skills):

- Time management
- Having great conversations (Communication & working with others)
- Team working
- Work ethic
- Emotional intelligence
- Adaptability to challenging situations
- Interpersonal skills

- Attention to detail
- Embracing creativity
- Leadership skills
- Problem-solving

Mental Health and Wellbeing:

- Mental Health Awareness
- Mental Health Guidance for Leaders
- Stress, resilience and wellbeing workshops
- Resilience for managers
- Other (operational experience):
- Customer Service
- Business Administration
- Hospitality
- Retail
- Employability skills
- MHFA England Approved Instructor to deliver the following programmes:
- Mental Health First Aider (two days)
- Mental Health Champion (one day)
- Mental Health Aware (half day)
- Mental Health Refresher (half day)
- Mental Health Skills for Managers (half day)

And examples of **feedback** include:

- ‘Wendy was a really engaging and fun instructor who made the two day course really informative and interactive. She was very passionate about the subject which came across during the two days and was able to talk through the topics very clearly and with the right level of sensitivity. I feel like I learned a lot on the course which is due to Wendy’s teaching and I’m looking forward to the opportunity to apply the learnings into my workplace to make a difference in an increasingly important area. Keep up the positivity and great teaching skills Wendy!’
- ‘Wendy was very informative. She made sure all participants were involved in the course. She was non-judgmental and very understanding. It was very easy to open up and she created a brilliant atmosphere. I would recommend this course to any person in their private or professional life.’
- ‘The tutor, Wendy, was great and her honest, real world examples were good and she brought a positive energy which helped to motivate the group which I think is hard with mixed engagement and a range of cameras on and off. Overall, it was a really good course – thanks so much to all involved.’
- ‘I was so pleased with how well it went, each day was different and exciting, despite covering a lot of ground for each topic. The trainer was great and offered support and made me feel included in all of the sessions.’

Wendy’s **qualifications** include:

- Bournemouth University. BA (Hons) Licensed Retail Management
- Level 2 Business Mentoring Practice
- Level 4 Certificate Leading the Internal Quality Assurance (IQA) of Assessment Processes and Practice
- Adult 2-day Mental Health First Aider facilitator. MHFA England
- IOSH – Managing Safely
- Level 3 in Assessing Vocational Achievement. TAQA Assessors Award. City and Guilds
- Level 3 Preparing to Teach in the Lifelong Learning Sector. NCFE

Examples of Wendy's **work** include:

- Currently trained over 900 people in MHFA England training (as of Dec 2024).
- Working with Community Housing on the Leadership development programme, rolling out workshops and sessions Mental Health Awareness, Stress and Resilience workshops, Time Management, Having Great Conversations and Becoming an Effective Leader.
- Unconscious bias programme to the entire Liberty Living group (500 people) to raise awareness of the diverse nature of the team and to provide an inclusive customer service experience.
- Train the trainer programme for Unite Students which enabled the leaders across the business to deliver consistent training to merge the teams acquired through business acquisition.
- Mental Health programmes to increase awareness, provide guidance to leaders, and assist with strategy implementation.

Her numerous clients include: Amazon, BMW Group, Birmingham Hippodrome, British Museum, Carrs Billington, Community Housing, Collegiate AC, Crosby Training Group, Dalesford Dairy, Hansen Regan, HOST, LEAD Limited, Macintyre Hudson accountancy, NHS Trusts, NOW Students, Pearsons, Probation service, Remploy, Saltoria Marketing, Stellantis, Unite Students, Valeo, West Mercia Police.

Her clients cover a range of sectors including; accounting, automotive, arts & theatre, educational providers, emergency services, engineering, HR specialists, IT, manufacturing, medical, recruitment, retail, student accommodation, and training providers.

Wendy is based in Worcestershire and delivers training across the UK.