

Amy Peters MSc

Associate Facilitator, Trainer & Coach

Mobile: +44 (0) 7736 877042

Email: amypeters@trafalgarpd.com

I am a personal and professional development coach, facilitator and trainer passionate about enabling people to reach their potential. I help those I work with to develop self-awareness and insight to fully understand how to harness what works for them and how to change what isn't working. Specialising in supporting individuals and teams to meet the demands of their roles in ever changing and advancing environments.



My Values

- Learning and development is a continuous process that can be gained from day to day experience, practical application of research and theory and academic study.
- Knowledge, information and teaching should be current, evidence based and applicable.
- Personal insight and understanding of one's self enables individuals to strive for and reach their goals and potential.
- The interactions between individuals are central to the success of a team, department and wider organisation, understating these dynamics empowers people to work effectively.
- Impactful learning is relevant, interactive and fun!

Background

My career started in the voluntary sector, here I was involved in the development and delivery of a number of projects aimed at improving the experience of those living and working rural communities. One of my roles in this early part of my career was to co-ordinate patient and public involvement in health forums and it was this experience that sparked an ambition to move into healthcare leadership and management. The time I had working in operational management in healthcare allowed me to develop the skills necessary to deliver high quality services within very busy and pressured environments. Overwhelming during this time what I learnt and enjoyed the most were the opportunities to develop others which is why I now find myself working as a facilitator, trainer and coach.

Style

I have worked with individuals and teams at all levels of management in a number of organisations, I bring a compassionate and proactive approach whilst maintaining an ability to flex my style to needs of those I am working with. I draw upon a wide range of evidence based theory, methodology and experience to ensure the support I provide is applicable and aligned to the outcomes people want to achieve. I have a particular interest in workplace motivation and staff engagement, building resilience and adapting to change, team dynamics, emotional intelligence for managers and how the latest insights from neuroscience and psychology can be applied in the workplace.

Qualifications

- ✓ MSc in Leadership & Management in Healthcare
- ✓ BSc (Hons) in Psychology
- ✓ Diploma in Coaching accredited by the Association for Coaching
- ✓ Total Strengths Deployment Inventory (SDI) facilitator
- ✓ Motivational Maps Business Practitioner
- ✓ NLP Practitioner (Accredited by the Professional Guild for NLP)
- ✓ PRINCE2 Foundation

Summary Knowledge Base & Skill Set

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| <ul style="list-style-type: none"> • Managing Change • Team Development and Engagement • Leadership Development and Styles • Project Management • Team Dynamics • Motivating and Engaging People • Effective Communication • Goal Setting • Building Working Relationships • Managing People Effectively • CV Writing • Interview Preparation • Improving Performance • Assertiveness • Time Management • Coaching Skills for Managers | <ul style="list-style-type: none"> • Professional One to One Coaching • Psychometrics • Business Planning • Public Speaking and Presentation Skills • Neuro Linguistic Programming (NLP) • Employability and Job Readiness • Team Coaching • Neuroscience for Coaching • Mindfulness • Minimising & Managing Stress • Improving Motivation • Developing Confidence • Addressing Limiting Behaviours that Inhibit Success • Identifying and Enabling Talent • Career Planning & Progression |
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My Experience

Team Coaching & Development

I have designed, delivered and evaluated a number of team development programmes. These have taken the form of both planned activity over a specified period of time and activity that has evolved as teams have developed, changed and grown. I have a number of core clients that I regularly work with and have formed long standing supportive relationships with them.

My work with teams is based on the needs they and I identify and often includes:

- Enabling people to get to know each other and appreciate each other's strengths and value
- Building trust and a sense of unity
- Generating useful insight into the dynamics that exist in teams
- Facilitating a productive approach to addressing friction and conflict
- Ensuring teams identify their vision and goals and commit to actions

	<ul style="list-style-type: none"> - Coaching teams to harness their resources and develop solutions - Sharing and teaching evidence based methodology - One to one support for team leaders
Training	<p>I have designed and delivered many leadership and management training initiatives. From one off workshops to full accredited programmes, both as an independent provider and in collaboration with others as an associate. Examples include:</p> <ul style="list-style-type: none"> - Management Development Programme - Team Leader Support Programmes - Effective Communication - Introduction to Project Management - Managing Individual Performance - Implementing and Managing Change - Improving Motivation and Staff Engagement - Courageous Conversations and Giving Feedback - Coaching Skills for Managers - CV's and Marketing Yourself - Being Assertive and Improving Confidence - Time Management - Resilience and Coping with Stress - Setting Goals and Action Planning
Coaching	<p>I have utilised team coaching in many of the team development activities I have delivered and coach team leaders to harness their insight and improve performance. Team coaching outcomes have resulted in:</p> <ul style="list-style-type: none"> - Better working relationships - Agreement on purpose, values and objectives - Assessment and knowledge of team dynamics and how this information can be applied - Identification of strengths and work opportunities being aligned to strengths - An acceptance of differences and the value that variety brings to a team - Implementing an approach to address friction and conflict - Commitment and achievement of objectives - One to one support for leaders <p>I have also coached individuals through self or organisational referral and as part of wider management development programmes.</p>

Organisations I Have Worked With

Derbyshire Health Authority, Brent Clinical Commissioning Group, Health Education England: London & South East, University of London, North West and Central London NHS Foundation Trust, Cambridge University Hospitals NHS Foundation Trust, Hertfordshire Community NHS Trust, Buckinghamshire County Council, Chiltern and South Bucks County Council, Bedfordshire Clinical Commissioning Group, St Georges University Hospitals NHS Foundation Trust, West Middlesex University Hospital, Harrow Council, British Medical Association, Association of Optometrists, Interserve, British Veterinary Association, Cancer Research UK, Derby NHS Foundation Trust, Wolverhampton City Council, Brent Council, Chelmsford Council & NATO.

What People Say About Me

"I have had the great pleasure of working with Amy for at least 6 years now. I have always found her flexible, responsive and can-do. Given the length of our relationship Amy has built a strength of knowledge and understanding of me and my team which makes planning, preparation and delivery so much easier. Amy not only supports me with my team development but has also led complex and challenging pieces of work with other teams and services on my behalf. She does so with great professionalism and delivers fantastic outcomes ... all of which will ultimately benefit the quality of care we provide."

Deputy Chief Operating Officer & Divisional Managing Director, CNWL

"Amy employs extraordinary listening skills and insightful framing to turbocharge your self awareness and channel pragmatic solutions to achieve your goals. Working with Amy gave me the tools, perspective and confidence needed to ace a tough Management Assessment Centre."

NATO

"Amy has been an integral part of our Board development over the last few years. She is able to cleverly design sessions to be fun, positive and engaging whilst ensuring themes and golden threads are embedded in their design and outcomes. Amy has a wide range of tools and experiences that she is able to call upon and she always tailors' sessions to our needs. Her enthusiasm is contagious and we always leave the sessions feeling re-energised, better connected and clear on how we address our complex and challenging issues. We would highly recommend Amy – she's amazing!"

Interim Associate Director for Integration and Partnerships, CNWL

"Amy reaches in to really understand where teams are at, and gets to the nub of problems quickly and with sensitivity. She generates insights which ring true, leading to lasting impact"

Divisional Clinical Director, Goodall, CNWL

"What I love about Amy's style is that she truly listens and gets to the bottom of the culture and dynamics within the team. This enables her to focus her style and the programme to meet the needs of the team. A truly kind and compassionate facilitator who is not afraid to challenge others when needed but allow the team the space to create."

Director for Hillingdon and Mental Health Services