



Sian Lumsden PG Cert in Business & Personal Coaching

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Introduction:

- My career has been spent developing individuals and teams at every level within the private, public and third sectors. After leading a Cabin Crew team for British Airways I then moved into their training department where I gained experience both in designing, co-ordinating and delivering programmes across many departments in many disciplines.
- I am a highly skilled Customer Service Trainer who understands best customer service practises and has an excellent ability to convey information regarding how to interact with customers in a courteous and positive manner.
- In 1998 I set up Movere Training & Consultancy, which successfully delivered, tailored training packages to the Financial, IT and Health and retail sector. In a rapidly changing world I was fortunate to be able to work with Leaders and their teams to collaborate, co-create and up-skill where required, to deal more effectively with the often complex challenges they were facing.
- Clients have often described me as knowledgeable, enthusiastic, authentic, approachable, passionate and empathetic, and able to demonstrate strong commercial and business awareness. I feel privileged to have worked with so many people, both coaching and training and to have evidenced their successful outcomes on many levels.

Relevant Experience:

I have extensive experience working in leadership and management development as a consultant, facilitator, trainer, executive and team coach. I have varied experience working in and with large, complex organisations, across most industry sectors, operating at European and global levels. I have a passion and enthusiasm for helping individuals and teams expand their capabilities, and deepen their self-awareness, to enable business growth and performance improvement. I facilitate a feeling of true partnership with impactful coaching, design and facilitation of development initiatives.

My Personal Values are:

- To value the best in others
- The power of positive psychology
- Perseverance
- Humility
- Integrity
- Good health

Work Experience:

- **Eighty20 Focus LLP**
2015 – present: Specialist executive and team coaches, coach trainers and leadership development consultants. Partner with co-responsibility for design of service offerings and client programme, managing the business administration, thought leadership and risk



management processes, Business Development work and participation in client project teams and as a leadership development programme tutor

Key areas of learning and personal development:

- Co-designing two ILM accredited courses – level 5 in Leadership and Management, and level 7 in Executive Coaching and Mentoring
- Contributing, with my business partner, a regular leadership column in Accountancy Ireland (magazine for the Irish accounting profession)
- Working with and supporting my business partner in the co-creation of a Team Coaching application and working tirelessly to ensure its effectiveness when working with leadership teams.

Movere Training and Consultancy

2000 – 2015: Owner

Achievements:

- Running a successful business and
- Working in an associate/partner capacity with a number of other training consultancies to deliver Leadership, Customer Care, Business Relationship Management, Consultative Sales Skills as well as Presentation skills, Managing Priority and Time, Personal Effectiveness and Communication Skills at all levels across many sectors
- Delivering Customer Service training to 1000 staff for an NHS Trust, on time, in budget and with full client satisfaction in respect of required outcomes
- Self motivation to win business, manage finances, manage administrative needs, design and deliver tailored programmes to both the private, public and third sectors.
- Understanding how to develop meaningful relationships with clients so that a deep trust was established, thus enabling me to really understand the needs, which resulted in the most effective outcomes. Repeat business was a strong indicator in my success

British Airways

1986-1998: Cabin Service Director and Trainer

Key area of learning and personal development:

- Leading and managing teams
- Designing and delivering a leadership programme for senior leaders from a cross section of BA departments
- Ensuring customer and safety needs are managed to a very high standard
- Responsible for on-board administration and understanding of all cultural requirements across the Globe
- Training and developing cabin crew of all levels

British Steel Corporation Overseas Training Department

1984-1986: PA to the Learning and Development Director for Overseas graduates



Key areas of learning and personal development:

- Strategies for placing foreign students in UK universities, looking after their financial and daily well being, administration on behalf of over 500 students studying in the UK for later recruitment with British Steel.

Some of the Organisations I have worked with across different sectors include:

Surrey County Council, Thurrock Council, Plan International, Chartered Accountants Ireland, Barking, Havering and Redbridge NHS Trust, NCH&C NHS Community Trust, NELFT (North East London Foundation Trust), Tesco, BT, Citi Group, Deutsche Bank, Aviva, Deloitte