



**Coach - Consultant -
Facilitator - Mediator**

**Leaders - Teams -
Projects –
Programmes**

As a Chartered Occupational Psychologist, Charlotte brings together people and business needs, and particularly enjoys working with people to deliver change. After a number of years in the public sector, she is passionate about the complex relationship of organisational culture and personality style.

*'Charlotte built relationships, provided pragmatic solutions and helped us understand and define the way forward'
Chair of Devon & Cornwall Black Police Association*

At her best when:

- Exploring the impact of personality styles
- Challenging organisational culture
- Building and developing relationships
- Delivering dynamic and complex problem solving
- Enabling and supporting behavioural change
- Motivating and inspiring individuals and teams to succeed
- Using profiling with individuals and teams to deliver change

Some of the things you might like to know:

- Charlotte is an Accredited Coach, Mediator and Neuro-Linguistic Programming (NLP) Practitioner
- Has developed a people focussed strategy for the Black Police Association of a local Police Service which resulted in significant membership increases and an enhanced national profile
- Delivers Leadership reviews and interventions in the specialised policing environment of Counter-Terrorism and Protection of VIPs
- Has delivered a large communication and values event to develop change agent capacity and capability for middle managers responsible for delivering change in Counter Terrorism
- Was previously a Client Relationship Manager in an internal Consultancy responsible for new business, budget management and increasing client satisfaction
- Was commended by the British High Commission for delivering an organisational change intervention in South Africa
- Leads complex operational debriefing following significant events, with internal and external stakeholders, to capture learning and plan for change
- Uses Level A and Level B Psychometric profiling in Coaching and Team development to explore personality and work styles
- Was the Mentor / Advisor for the Programme Director and Programme Manager delivering Police Community Support Officers. This work was adopted as the National standards.
- Has SC level Security Clearance
- Is a PRINCE 2 Practitioner and experienced in Managing Successful Programmes (MSP)