



Creative people solutions.  
Measurable business results.

## Anne Harper

### Associate Training Consultant

A management and communication skills trainer for over three decades, Anne began her career working in the Hospitality Industry becoming a Managing Director at the age of 25. In 1992, Anne seized the opportunity to move into learning and development as an independent consultant. She specialises in communication and leadership, performance management, training of trainers and behavioural safety. Anne has delivered highly innovative, creative and memorable training, both on and offshore. Her aim is to ensure measurable and relevant learning from each event, in line with client needs and strategy. All her training sessions are relaxed, professional and people centred. Her coaching style integrates new learning and insights into their working practices immediately, with measurable changes and quantifiable results. She is a Member of the Chartered Institute of Personnel and Development, a qualified NLP Master Practitioner and, has her PG Cert in Coaching from the University of Aberdeen as well as a qualified trainer and assessor.

### Key expertise

- Delivering Leadership and Management Development Programmes including:
  - Essential Supervisory Skills
  - Motivation and Delegation
  - Performance Management
  - Dealing with Difficult Situations
  - Reviews and Appraisals
  - Building Effective Teams
  - Train the trainer
  - Coaching Skills
  - Customer Service
  - Interpersonal Skills
  - Advanced Communication Skills
  - Team Development
  - Presentation Skills
- Behavioural Safety Programmes
- Coaching / Mentoring
- Belbin Team Roles
- Facilitation of meetings, events and team away days