

## Ivan Hickmott



With Changefirst®, Ivan facilitated the knowledge transfer of the PCI® (change management) methodology with: Nokia; Novartis Pharmaceuticals; UPM; Centrica (British Gas); London Underground; Zurich Financial Services.

Ivan has been working with Changefirst® for about 10 years; in a client capacity as HR Director for a number of Unisys units in Europe, and then as Head of Organisational Development and Business Effectiveness for Unisys Europe.

In September 2000, Ivan fulfilled a long-held ambition to develop his own business and apply his skills and experience as an external consultant. Ivan then joined Changefirst as part of an experienced delivery team.

Some examples of change management assignments, undertaken as an external consultant include:

- Delivery of change implementation solutions to a global IT organisation.
- Project management and change consulting to support an organisational selling capability intervention for a UK retail-leader.
- Facilitation of director-level leadership development programmes across Europe for a global IT corporation.
- Advising a major telecommunications company on strategies to create a high performance culture.
- Change consulting to create a \$1billion integrated international organisation from disparate business units and new acquisitions.

His entire professional career has been dedicated to: helping business leaders and HR functions to enhance business performance and implement transformation initiatives; being part of, or consulting to management teams; supporting and coaching senior executives and leadership teams, very often in periods of turbulent change.

## David Goldberg



With Changefirst®, facilitated the knowledge transfer of the PCI® (change management) methodology with: Nokia; Lloyds TSB; BT Syntegra; Novartis Pharmaceuticals; Sandoz; UPM; Centrica (British Gas); Portman Building Society; Carphone Warehouse; Micro-P; London Underground; Zurich Financial Services; Ridley and the City & County of Swansea.

David is a professional facilitator and has an MA from Cambridge University.

David is a management consultant with over 20 years experience working with blue-chip organisations across Europe. He began his career developing business software and learned at first hand how even excellent technical solutions can fail to deliver their benefits without the commitment of the people involved.

Before becoming an external consultant, he was the partner for Change Management with the in-house management consultancy of Barclays Bank, where he specialised in helping businesses find new approaches to change.

As an advisor to major change programmes, David's experience includes: facilitating executive teams to find innovative solutions to problems; coaching senior managers in effective change leadership; and the skills and knowledge transfer of change management best practice.

Some examples of change management assignments include:

- Stockfeed Manufacturer – advised the project team on the change aspects of SAP implementation. Coached the executive team on change leadership.
- Pharmaceutical – coached and supported the programme director of an initiative to introduce major new ways of working to the organisation.
- Retail Distributor – worked closely with the company directors and project team, providing change management consultancy to support the implementation of their Oracle ERP system.
- Regional Development Agency – worked with senior executives to develop their future state vision.
- Major High-Street Bank – change advisor to the programme that introduced new financial practices across the whole bank. Coached the programme director on effective change leadership.
- Major UK Charity – facilitated the trustees to develop a compelling vision and change plan for the future of the charity.

## Mike Oliver



Some of the clients that Mike has worked with include, North West Water, United Utilities, Barclays Bank, Barclaycard, Eagle Star, Cooperative Financial Services, Yorkshire Bank, Clydesdale Bank and Ericsson Mobile Communications.

Mike joined Andersen Consulting, now Accenture, as a consultant in 1992. Whilst with Andersen Consulting, he worked on a variety of systems implementation and business process reengineering projects in the UK and Worldwide. He subsequently joined Barclays Bank where he discovered that his true calling was in the field of People Change Management and as such worked on a variety of major change programmes across the bank. Additionally, this is where Mike developed his skills in facilitation and creative thinking in order to help groups to achieve their outcomes by being more creative and innovative.

Prior to becoming a freelance consultant in 2007, Mike worked at Vertex, a customer management company, where he helped set up the professional services unit, whilst taking on the roles of Head of Business Change and Head of Practices.

Mike's career has taken him on a journey where he has come to realise that getting a 'technical' solution is always important, but focusing on the people side of change is equally, if not more, important – which is why he is so enthusiastic about working with Changefirst® on this mission!

With Changefirst®, Mike has facilitated the knowledge transfer of the PCI® methodology with London Underground, Swansea Council, Novartis, United Utilities, Vertex, Novartis as well as running our Open Programme.

## John DiTaranto



John has also worked extensively with global businesses in insurance (Alea Reinsurance & Zurich Financial Services), banking (Wright Financial Services), freight forwarding (Agility Logistics), pharmaceuticals (Novartis) and education (Diocese of Bridgeport, CT and Fairfield, CT Public Schools).

John DiTaranto is an independent business consultant and executive coach with an internationally-based clientele. He works with Changefirst® as our facilitator in the United States. His work focuses primarily on process improvement, cost out, change acceleration, leadership development/training and executive coaching. John enjoyed 23 years with General Electric in their manufacturing, finance and broadcasting businesses leading diverse roles in engineering, systems and quality functions.

A certified Master Black Belt, John has been involved with the application and training of Six Sigma since 1994. John has worked globally, helping to introduce Six Sigma into a manufacturing acquisition for GE in Florence, Italy as well as a variety of businesses in GE Capital and NBC broadcasting.

John has earned a Bachelor of Engineering Degree and an MBA in International Marketing. He received his Master Black Belt certification in 1998 and has instructed more than 2000 employees in GE Capital and NBC at all levels of Six Sigma learning. Known for his ability to promote change in a number of diverse operations, John also instructs sessions in change Acceleration, Project Management, Leadership Skills and Strategic Communication.

## Charlotte Trinler



In January 2008 Charlotte started her own business to offer her skills and experience as a business coach. Her broad experience with working in multinational companies, her deep understanding for intercultural competence have been partnered with her ambition to support and coach leaders and teams.

Charlotte has 20 years of experience in strategic and operational HR and in developing people for strategy implementation across multiple levels, divisions and locations in multinational, complex organisations.

She specialises in developing leadership skills to implement complex challenges through the people aspect of change.

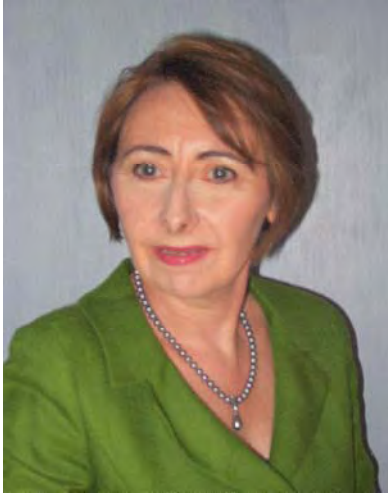
She has spent 10 years in a variety of HR generalist roles in the pharmaceutical and chemical industry. She was responsible for Management Development of a leading re-insurance institute, built a Corporate HR Function with an international industrial manufacturer.

Charlotte had responsibilities for Executive Development and headed Organizational Development of the global IT function of a multinational Insurance company.

She had the management responsibility for Organisational Development projects, was coaching Executive Teams and leaders in complex change processes and designed, implemented and facilitated development modules integrating the business strategy and agenda of the businesses.

Charlotte is bi-lingual, English and German.

## Roberta Gardner



Roberta has been involved with Changefirst since 2001. Roberta is a senior workshop facilitator with special focus on helping individuals and teams to “thrive” during change and to understand the personal development need to be more resilient during major change. Roberta drives the development of our Resilience and Personal adaptability psychometric instrument.

Roberta is a chartered occupational psychologist with over 15 years experience of assessing and developing senior level individuals and teams as well as identifying talent and high potential. She has worked extensively in the UK as well as in Europe, the US, Asia and Brazil across a broad range of industry sectors.

She specialises in the design and delivery of assessment and development methodologies with particular focus on individual resilience and change adaptability. She has significant experience in providing change developmental coaching.

Roberta works with senior managers and Board members for a number of HR/OD consulting firms and training organisations and has managed the execution of large scale change initiatives impacting multi disciplinary and cross-cultural teams. She is an accomplished business manager and has been responsible for the profit and loss of a number of business units and later the development and profitability of new and existing commercial contracts.

Roberta has a First Class Honours degree in Psychology and a Masters degree in Occupational Psychology from Birbeck. Her hobbies include singing and ikebana.

## John Capel



John has extensive experience of implementing change in diverse cultures from his Global Peer role at BOC, rolling out a Global CRM project with British American Tobacco and many projects across Europe.

As part of John's ongoing development, he is professionally qualified in Implementing Change and Development as part of his MBA studies.

John is a globally experienced Management Consultant, Facilitator and learning solutions designer. He has held a number of Senior Learning Leader roles including:

- Head of Workshop Development for Imparta
- European Head of Training and Development for BOC
- Senior Business Change Consultant for Xansa
- Senior Organisational Consultant for Lloyds TSB

John has over 20 years experience in the design, delivery and evaluation of learning interventions in Leadership and Change. Locations such as Malaysia, Western, Central and Eastern Europe, USA and South Africa and South America are amongst many John has worked in.

Johns experience spans many sectors including:

- 20 years in financial services
- Airlines
- Gases
- Retail
- Tobacco
- Customer Service (including setting up call centres)
- New start-ups
- Pharmaceuticals
- Telecoms
- Manufacturing

## Sandra Poland



Sandra earned an MS in General Management from Stevens Institute of Technology and a BA in Human Resource and Organisation Behaviour from the University of San Francisco. She is a graduate of the Principles and Practices of Organisation Development program at Columbia University and a certified Meyers-Brigg Type Indicator practitioner. She is active in several Organisation Development professional organisations and serves as a pro-bono consultant with the Taproot foundation.

Sandra turned her focus to organisation development consulting after 20 years of leading large-scale change in complex multinational companies. Working with leaders at all levels and across multiple industries, Sandra acquired significant experience in implementing corporate restructuring, merger and acquisitions, cultural transformation, organization effectiveness and process improvement initiatives.

Now, as a consultant, trusted advisor and change agent, she leverages her extensive background to partner with senior business and HR leaders to design organisation development solutions that build capability and enable business strategy.

Her key areas of expertise include change management, strategy alignment and deployment, team development, organisation design, leadership development and talent management. Sandra has a passion for implementing sustainable change that “sticks” by effectively engaging and developing leaders at all levels of the organisation.

Prior to establishing Sustainable Change, LLC in 2009, Sandra worked at Novartis Pharmaceuticals, BOC Gases and AT&T in a variety of senior HR roles including: Organization Development, HR Business Partner, and Learning and Development.

## Carla Henry



Carla has worked on projects which have had a variety of business drivers including SAP/IT implementation, Mergers, Organisation re-design, performance improvement and improving customer service. She also has a small coaching practice where she works with a number of individuals and small businesses on career and organisation development.

Carla Henry is an experienced organisational change consultant. She has worked with a variety of organisations, both in the private and public sector. Carla's areas of expertise are: Change project design & implementation, Organisation design/development, cultural change, stakeholder engagement, communications and change skills coaching and training.

Carla has worked at all levels of an organisation from board level to engaging with staff on the front-line. Previous clients have included Abbey Life, British Airways, BT, Cabinet Office, Coca Cola Enterprises, City of Edinburgh Council, DHL, Fujitsu, Irish Times Newspaper, London Borough of Bromley, NHS (various acute & primary care trusts , SHAs & GP practices), PriceWaterhouse Coopers, SABMiller plc, Teacher Training Agency, Tiscali and Vodafone.

## Andreas Priestland



His clients have included Arup, AirFrance/KLM, BP, BBC, Castle Cement, Heineken, Oxfam, SWIFT and others. He has spoken at, and run workshops for the SOL's Global Forum, the CIPD's HRD conference, Roffey Park, Henley Business School and has written articles on change and leadership development.

Andreas is a freelance consultant with a focus on leadership, learning and change. He has a wide range of clients including those in fmcg, media, oil & gas, petrochemicals, design engineering, as well as UK business schools and others. He recently gained professional membership of the prestigious NTL Institute of Applied Behavioural Science and holds their certificate in OD. He is based in the UK and works internationally.

He first started his career as a market research executive in one of the UK's top ten agencies before retraining as a teacher and curriculum adviser, working in inner city schools in London. After five years in the education sector he left to reshape his career as an organisation development specialist in one of the top multinational companies.

Andreas helped one of Britain's largest companies design its first global leadership development program delivered in over 60 locations in five different languages to over 10,000 leaders – the 'First Level Leaders' programme not only received the prestigious Helios Award, but was the subject of an article in Harvard Business Review. In addition, he has advised leadership teams as they go through periods of change and transition. He has supported Board members as they bring together their leadership and formulate new commitments to the future. He has helped guide merger and integration teams through the early and difficult conversations needed to map a way forward.

Andreas has degree in Environmental Science, a postgraduate certificate in Education, a diploma in market research, and is a member of the NTL Institute in Applied Behavioural Science. He was raised in the UK, US, India and Lebanon, and now lives just outside London.

## Julia Sherwen



Some examples of change management assignments with Changefirst® include:

- Public Programmes
- Fujitsu
- Software Companies – engaged in change

Julia has recently set up her own consultancy business following a broad range of experience in both the public and private sectors, in programme management, general management and finance.

Of particular reference to her work with Changefirst® is her work with Centrica, where she held a variety of senior management positions, culminating in working on multi-million pound programmes over the period from 2000-2006. It was with Centrica that she first came across the Changefirst® technology.

Julia's work on major programmes, one as a sponsor and one as a senior change agent gave her valuable first-hand experience of the challenges of implementing change. This allows her to bring practical insights to the programme material.

Julia is passionate about the relevance of Changefirst® methodology in allowing practitioners and leaders to get real business benefits from investment in major programmes.