

Learning2Manage

FRANCES BURTON

Specialisms

* Management skills

managing for the first time - management essentials - developing the experienced manager - managing change - supervising and supporting staff - appraisals - business planning - strategic planning - managing volunteers - building and developing teams - leadership skills

* Skills with people

interviewing - reception - telephone skills - assertiveness - working with colleagues - negotiation - client empowerment - case recording - dealing with difficult clients - presentation skills - making meetings work.

* Facilitation

review days - non-managerial supervision - team working - action learning - mentoring - coaching

Work experience : I have been working as a freelance trainer and management consultant since 1987 and as an executive coach since 2008. My clients include Citizens Advice, Shelter, LVSC, Age Concern, A4E and the Skills Team.

Qualifications

B.A Honours degree in history

Associate member of the Chartered Institute of Personnel and Development (CIPD).

Level 7 certificate in Executive Coaching and Leadership Mentoring with the Institute of Leadership and Management (ILM)

Affiliate member of Institute for Learning (IFL)

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