

# Christine Marsh CPT



## CPT - Standards of Performance

- Focus on Results
- Systematic View
- Adding Value
- Utilising partners
- Analysing needs & causes
- Designing, Developing, Implementing & Evaluating Solutions

- \* Distinguished Service Award 2005 - ISPI
- \* Board Member of ISPI Europe 2001 to 2004

\* The Certified Performance Technologist (CPT) Designation is awarded by the International Society for Performance Improvement (ISPI) to experienced practitioners in the field of organisational performance improvement whose work meets both the performance-based standards of Human Performance Technology and application requirements. For more information visit [www.CertifiedPT.org](http://www.CertifiedPT.org) or [www.ispi.org](http://www.ispi.org)

**Profile** **Christine Marsh** is able to balance being creative with a pragmatic and practical approach to the development of people within any organisation. She is self-motivated and able to work effectively both independently or as a member of a team. She has proven skills in producing positive results.

Christine has worked with a wide range of blue chip multinational organisations improving performance in leadership style, communication skills and interpersonal relationships. She has also worked with a range of public sector organisations in the UK delivering a range of topics including leadership, implementation of change initiatives, employment law, stress management and customer service training. In addition, she has undertaken projects and one to one coaching in charity status organisations.

Her commercial experience was gained in supply chain management in the fast moving, competitive retail world. Constant change was an on-going challenge. This involved the introduction of new information technology, product innovation, company take-overs and the need to ensure relevant staff knowledge, positive attitudes and individual's morale was maintained.

Christine has an impressive track record in the development of people to ensure that they fulfil their true potential and, in so doing, achieve greater job satisfaction, personal growth and meet the business aims of their organisation. Christine has extensive experience in working in the private (facilities, logistics, car industry, production and food based, pharmaceuticals), public (councils) and charity sectors. She also enjoys working on an international basis.

### International work projects:

- Sweden - Facilitation of Change following merger of two medical research organisations
- Belgium - Call Centre Reward & Recognition Programme
- Germany - Leadership Development Programme
- Hungary - Facilitation of International Conference of HR Managers (nuclear industry)
- Spain - Presentation Skills workshops for Senior Project Managers and key specialists
- Russia - Presentation Skills workshop for Engineers (multi-disciplines)
- Nairobi - Getting Results, Regional Sales Managers and Sales Managers, Commercial Bank

### International Speaker:

Christine is an International speaker for ISPI (International Society for Performance Improvement) and IFTDO (International Federation of Training and Development Organisations) and has presented at international conferences in USA, Brazil, Europe, Egypt, India and South Africa on the Balancing Act – both Systems and People. Presented in Siberia when travelling as a member of an International Co-operation Tour.

## Key Abilities

- Research, design and delivery of Development Programmes, encompassing all levels of an organisation.
- Skilled in a wide range of improving personal, team, and company wide communications
- Skilled facilitator, with experience including culture-change events, introduction of new IT systems, project teams, leadership, management, and team development events.
- Proven experience in resolving conflict situations and preventing escalation to Employment Tribunals.

## Track Record

1991 – present day **Consultant, Trainer, Coach and Facilitator**

Prime Objectives – Consultant, Trainer, Coach and Facilitator.

- Working as an Associate on a variety of projects.
  - Research and Design
  - Training Delivery
- Working with ISPI (International Society for Performance Improvement) Associates in a number of international projects.

Projects include:

- HR based projects:
  - design, delivery of training modules for Line Managers within the Nuclear Power plants following the introduction of new appraisal system covering Managing for Effective Performance, Handling the Performance Review and Performance Coaching
  - design, delivery of Managing Pressure in the Workplace workshops and consultancy on the implementation of new policy and procedures following the Duty of Care H&S Executive Management Standards
  - stress management course
  - counselling at work course
  - consultancy, coaching and training services to prevent Employment Tribunals
  - resolving conflict situations by facilitation or mediation
  - all aspects of the Employment Cycle including interviewing skills, performance management, performance reviews, disciplinary & grievance
- Consultancy and training services
  - Analysis of both business processes to improve efficiency and ensuring and/or restoring effective people interaction
- Facilitation of Change Programmes
  - Introduction and roll out of new IT programmes
  - Restructuring and introduction of new roles/responsibilities workshops
  - Internal rollout of new policies/procedures
  - Delivery of Facilitation in the Workplace course
- Coaching
  - One to One coaching at Executive and Management levels
  - Design and Delivery of Performance Coaching course
  - Delivery of Techniques of Instruction & Coaching course
- Development Programmes
  - Leadership Development Programme
  - Supervisory Skills Programme
  - Effective Team Working Programme
  - Utilising 360 degree feedback surveys and personal profiles

- Presentation Skills courses
  - Delivery of Effective Presentation Skills workshops in business, technical and multi-cultural environments
- Delivery of improving communication skills courses
  - Assertiveness in the Workplace
  - Personal Effectiveness
  - Interpersonal Skills
  - Essential Communication Skills
  - Positive Influencing Skills
  - Giving Difficult Feedback
  - Meetings at Work, Minutes and Agenda courses
- Problem Solving & Decision Making course
- Time Management course
- Customer Care
  - Meeting Customer Expectations
  - The Art of Managing Client/Customer Relationships
- Sales and Negotiation Skills
  - Introduction to Selling Skills
  - Developing partnerships when negotiating – Win/Win solutions

## 1978 - 1990 **Commercial, Staff Development and HR Background**

Christine's commercial background was in product development and marketing within the highly competitive retail environment. This involved working with every department throughout the supply chain so she has a thorough knowledge and experience of the complete business processes.

Her promotion into Staff Development and HR management roles has given her invaluable experience in the challenges of maintaining morale and ensuring high performance in a pressurised working and fast changing environment.

Secondments:

- Introduction of E.P.O.S. (Electronic Point of Sale). Member of Project Team responsible for ensuring effective End User Application with Retail Management, IT (Internal) and ICL (external supplier)
- Effective Store Management Project to reduce staffing costs and save £1million once new systems and policies were launched

1989–1990 HR Manager, South, Iceland Frozen Foods plc  
Jointly responsible, with HR Manager, North, for 10,000 staff

1985–1989 Staff Development Manager, Bejam Freezer Food Centres Limited  
Responsible for the Training and Development Programme for 4,000 retail staff

1978–1985 Development and Marketing Co-ordinator, Bejam Freezer Food Centres  
Responsible for Innovation Programme in Meat Division

## Private, Public and Charity Sectors – Examples

### Civil Engineering

- Ove Arup International Group

### Engineering

- Rolls Royce
- Nissan - NETC
- Alstrom
- GE
- Jubilee Line Extension Project
- Pirelli
- Schlumberger
- Dantech Dynamics
- Wall Colmonoy

### Food Manufacturing + R&D

- Unilever
- Van den Burg
- Coleman's Foods
- Weetabix

### Pharmaceuticals

- Smith & Nephew Health Care
- Amersham Health
- Pfizer
- EMEA

### Private Sector

- LeasePlan
- Legoland
- Mark Wilkinson Furniture

### Charity Status

- Spinnaker Housing Association
- Leonard Cheshire
- National Youth Agency

### Various Organisations

- Royal Mail
- Britannia Royal Naval College
- Chartered Institute of Marketing

### Public Bodies

- Torfaen County Borough Council
- ONS (Office for National Statistics)
- Audit Commission

### Financial

- Friends Provident
- Norwich Union
- Kenya Commercial Bank

### Facilities

- Thames Water
- NPower
- British Nuclear Group - Magnox
- Aveva Group ( Nuclear Energy)

### Oil Industry

- Litasco (LUKOIL)
- Nigerian Oil Company



Prime Objectives

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