

Sue Reed

A strategic and highly influential leader in diverse industries, applying enthusiasm, focus and more than 20 years of experience to optimal organisational talent development, educational enrichment, profits and savings, with extensive matrix, international, multi-site blended learning development platforms and project contractual experience. 2016 BESMA Award Winner for Sales Development Programme. Fellow of Institute of Sales Management.

- Creates company-wide blended learning development plans, presents complex information to wide-ranging audiences, and ensures continuous improvement in organisational performance and processes
- Awarded BESMA for Sales Development Programme Design 2016
- Managed the annual intake of Graduate and HiPo programmes of mid to junior level schemes accredited by ISMM, IoBM and IMECHE
- Works with HR Business Partners, Management Teams and expert third parties to implement learning and development activities for colleague development training matrix fulfilment to be fully competent to undertake their role
- Budget annual management with clearly defined cost-effective measurements and reporting a clear return on investment (ROI)
- Designed and delivered SuperStar Sellers programmes to increase in-branch sales by 45% achieving £3.5 million
- Led the design, development and delivery of training academies focusing on the delivery of blended learning, to further enhance the capability of front-line colleagues
- Delivers global training in leadership management, staff, apprentice and graduate development to include competency behaviour and multilingual e-learning programmes
- Evaluates utilising the four Kirkpatrick Levels and Employee Survey Engagement processes
- Orchestrates training programmes including induction, professional accreditations, technical operations and products, end-to-end processes, Total Quality Management, ISO 14001 and 18001 accreditations, call centre systems, policy and procedures, project management, performance management, health and safety, and sales
- Forges efficient and productive organisational cultures, establishes and expands trust-based business stakeholder relationships, prioritises and advances extensive agendas in demanding settings with operational unionisation
- Aligns full training cycle activities with company's mission and development strategies from TNA, innovative design interventions and evaluation of 70/20/10 and ROI. Third supplier and industry specialist management
- Leads the design, development and delivery of training academies to provide career pathway curriculums across matrix management cross brand organisations
- Extensive project management development and execution of HR Change Management initiatives across Europe, China and America
- Design and Event Management of Commercial Director and Area Manager Assessment Centres from Advertisement, Recruitment Phase One to Assessment Centre Management and CEO Selection.

Professional Experience

Reed Consultants – Owner

- Design and delivery of bespoke curriculum programmes for selected clients including Coaching, Management Development, ISM Sales Graduate Programmes, IoBM Endorsed Team Leader, Train the Trainer, Project Management, Management Essentials and Director Assessment Centres, Rising Stars
- Institute of Builders Merchant Learning and Development Governor
- Fellow of Institute of Sales Management
- Institute of Sales Management Annual Judge and Mentor
- Builders Merchant Federation Trainer Specialist

Wolseley – Talent Development Manager

- Managing a team of Learning Development Partners to provide over 30 career pathway development academy topics
- Led the design, development and 18-month structured delivery of an integrated learning and development sales strategy for Wolseley UK accredited to ISM qualifications
- Stakeholder Management both internally and external providers to recruit an annual intake via assessment centres

Jewson – Learning Development Manager

- Co-ordination of national development programmes including a 2-year Trainee Branch Manager Scheme accredited by the IoBM, nine month Rising Stars programme for HiPo, 6-month Sales Executive Trainee Scheme
- Director capability succession planning assessment centres within a career curriculum framework, Corporate Induction and Builders Merchant Apprenticeships and Graduate yearly intake
- Awarded BESMA Winner for Sales Development Programme Design 2016.

Brush – Academy Learning & Development Manager

- Oversaw Learning & Development Academy with focus on creation and delivery of training programmes for UK staff of 960 and 68 Field Service Engineers
- Controlled development portfolio of over 125 programmes
- Created centre of excellence world-class Academy with multiple training and conference facilities accommodating 140 delegates
- Launched more than 70 Health Safety Environmental and Compliant development programmes within the “Think Safe, Work Safe, Home Safe” behavioural brand
- Designed and developed worldwide eLearning platform

Certifications & Professional Training

- Certificate in Management (ILM)
- Group Practical Trainer (Stonebow)
- Practical Trainer (Stonebow)
- SHL Assessor/Test Administration: Levels A & B
- Coaching (TAP)
- Training Needs Analysis (TAP)
- Facilitation (TAP)
- ABC Training Delivery Skills (TAP)
- Blended Learning (TAP)
- HR Business Partner Tool Kit (CIPD)
- ERAS Level A Psychometric (Eras)
- ERAS Test Administration Psychometric (Eras)
- Investors in People Assessor (IiP)
- Techniques for Change (Change Focus)
- FIRO-B, OPQ, RPQ, MBTI
- Belbin

Technical Skills

- Microsoft Office, Microsoft Project, TeamSpirit, SAP, CRM, Scorm E-Learning

Professional Memberships

- Associate, British Institute for Learning & Development
- Associate, Chartered Institute of Personnel & Development
- Chartered Institute of Management
- Fellow of Institute of Sales Management
- Institute of Builders Merchant Governor
- Builders Merchant Federation

Links

- Reed Consultants www.reed-consultants.co.uk
- BRUSH Academy Centre of Excellence <https://www.reed-consultants.co.uk/videos>
- Jewson Management Trainee Scheme
https://m.youtube.com/watch?v=3qxN7oiZr_c&feature=youtu.be