



WOODWARD
LEWIS

Facilitating change – positively and effectively

Bernadette Ramsay BA (Hons), MSc, Chartered FCIPD

Bernadette is an experienced training and development specialist, whose particular strengths are in developing personal skills to make delegates more effective in a personal capacity and as part of a team.

With extensive experience of developing staff and managers at all levels, her focus is on strengthening the individual skills and interpersonal relationships that ultimately drive an organisation's success. This has been achieved through coaching and formal training workshops.

Bernadette has strong interpersonal skills and is passionate about adding real value to clients by exceeding expectations on assignments.

Specialist Skills

- Management Development (bespoke training designed to meet key people management skills) and a range of business development skills courses including Appraisal Skills, Personal Effectiveness, Assertiveness, Performance Management, Coaching, Presentation Skills and Handling Conflict
- Working with managers in an advisory and coaching capacity to develop their skills and those of their junior and middle management
- Structuring and running development and assessment centres

She has worked in the insurance industry for over 14 years, being involved in Training (including the role of Training and

Development Manager), and Coaching and HR development (which have included performance management systems, employee relations, recruitment and resourcing) .

Qualifications

- B.A. (Hons) in History/Education (University of Ulster)
- IPD Diploma (University of Greenwich)
- M.Sc in Training (University of Leicester)
- D32/D33 NVQ Assessors Certificate
- Diploma In Business Coaching (Newcastle College)
- Certificate in Life Coaching
- Fellow of the Chartered Institute of Personnel and Development
- Trained as a PD facilitator