

## Derek Blackburn Coach Bio

### CONSULTANT AND TRAINER

#### ABOUT/PROFILE

Derek is an experienced management consultant, facilitator and trainer with expertise in customer experience, culture change, leadership and high-performance team and personal development.



#### EXPERIENCE

Since 2000, Derek has worked with and supported a wide range of organisations to achieve outstanding customer experiences across many different sectors resulting in increased profitability, unique competitive advantage, higher customer retention and increased productivity. These sectors include tourism, retail, construction, airlines' telecoms, healthcare, professional services, charities, housing and public sector. As well as working extensively in the UK and Ireland, Derek has devised and delivered training in Australia, USA, Europe, South Africa and China. He has also delivered a considerable number of training programmes remotely as well.

Derek's expertise covers all aspects of Customer Experience, from strategy work, including journey mapping, through to leadership development programmes and front-line training workshops.

Derek's corporate background was with highly customer centric organisations within Financial Services. Derek was part of the senior management launch team that created and shaped the culture and values for Egg Plc between 1996 - 2000.

#### QUALIFICATIONS AND CREDENTIALS

- MBA - Open University
- BA (Hons) Business Studies - Sheffield City Polytechnic
- Chief Happiness Officer Academy - WooHoo Inc.
- South West Training Award at the National Training Awards (2010)
- Affiliate of the Centre for Leadership Studies at the University of Exeter and co-presented with the Head of the Centre for Leadership Studies on the University of Exeter modular MBA programme.
- Mentor for the Princes Youth Business Trust
- Accredited Gobe Method™ Consultant at MGI Learning
- Currently studying for an ILM level 5 Certificate in Effective Coaching and Mentoring.