

Philippa Hammond

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Learning, Development & Performance Consultant | Trainer

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Location Brighton and Hove, East Sussex

Professional profile

I'm here to help you achieve your strategic business, team behaviour, performance and organisation development goals.

As a business-focused and collaborative LD&P Consultant / Trainer with deep experience designing, delivering and evaluating high-impact learning across public and private sectors, I'm skilled in applying the full ADDIE / SAM training cycle to transform complex, technical or sensitive content into engaging, practical and 'sticky' learning.

My work builds capability, confidence and behaviour change, customer experience, measurable performance results and return on investment. I now seek a permanent or FTC role where I can design, deliver and evaluate high-quality development dedicated to helping others grow their confidence, skills and performance potential.

The Pensions Regulator | Contract: *'Philippa .. has upskilled our entire department ... feedback has always been outstanding ... a true asset ... an excellent addition to any team seeking a consummate Training Professional'* Leigh Crabtree, Service Delivery Manager, The Pensions Regulator, Brighton, East Sussex

Career highlights and key achievements

- **2026** Currently creating and delivering many sessions for diverse audiences:

Rolls Royce | Train the Trainer: *'They certainly talk very highly of the course and how good it was ... thanks so much for delivering the course ... we would be very happy to have you back again'* John Ashcroft, On-Wing and Customer Training Manager, Rolls Royce

Autism Unlimited | Trainer Essentials / Powerful Presentations: *'Fantastic trainer ... feedback has been brilliant, plenty of new skills and confidence'* Claire Northover, Training Manager, Autism Unlimited

- Led, influenced, designed and delivered high-impact L&D programmes for The Pensions Regulator in Brighton, upskilling Customer Support, Development and Intelligence teams | Introduced my new capability-building frameworks that solved recognised issues with training, feedback, coaching and trainee management skills and performance, to great feedback from learners and leaders
- Commissioned by the European Union Aviation Safety Agency (EASA) following my successful competitive bid for the Civil Aviation Authority International (CAAI), to design and deliver their Training and Instructional Techniques programme in Cologne – delivered solo with excellent feedback confirming my programmes were prompting SME trainers to think beyond talking to a PowerPoint

CAAI: *'You have made a real impact not only through the quality of your delivery, but through the confidence and presence you have helped so many people develop'* Silke Buckley, Head of Training, CAAI

- Developed and launched my signature Trainer Development and Confident Public Speaking programmes, delivering to audiences in the private, public and charity sectors, achieving outstanding leader / learner feedback
- During lockdown I transformed my corporate L&D business, sweeping all training and 1-1 services online, rapidly redesigning all learning for virtual delivery, training hundreds online in essential business skills via Zoom / Teams
- Researched and wrote *Talking Speaking* (2025) – my new guide to confident professional public speaking for leadership, training and business audiences | Currently preparing *Talking Training*
- Winner - the Plain English Campaign's Inside Write Award for my business writing

Core skills & expertise

20+ years' experience offering my business-led, brain-friendly, 70:20:10 perspective on 'sticky' training design and delivery round the ADDIE / SAM cycle, with permanent behaviour change for business results as a key outcome:

- **Stakeholder engagement:** Building trust and great team relationships quickly, influencing leaders, SMEs, technical specialists, E-learning and graphic designers, legal, finance, IT, training, intelligence, sales and operational teams

- **Learning & performance needs analysis:** An evidence-based approach; skilled in stakeholder engagement and consultancy, establishing aim, learning objectives [Bloom's Taxonomy] and desired workplace behaviour and performance outcomes
- **Programme design & development:** Learning programmes and materials including trainer scripts, facilitator guides, exercises, workbooks, brochures, roleplay scenarios, PowerPoints, audio and video material | Collaborating with E-learning and graphic design experts to create blended learning content
- **Training implementation and delivery:** Expert delivery of in-person and online workshops, seminars, masterclasses, practical sessions, 1-1 coaching, roleplay and action learning sets and group tutorials
- **Communication & presentation:** A compelling and effective communicator, a clear, engaging and persuasive trainer and public speaker skilled in capturing attention and interest, delivering a clear, convincing message
- **Facilitation:** An influential, confident facilitator of engaging interactive events, managing difficult situations, questions and audiences, handling challenging groups and sensitive topics
- **Evaluation & impact measurement:** Kirkpatrick Levels 1–4, informed by Talheimer's Learning Transfer Evaluation Model [LTEM], evidencing behaviour change, performance results and return on investment
- **Writing:** the ability to analyse and present complex issues clearly
- **Digital:** Expertise in training Zoom / Teams skills for personal / professional business impact | MS Office, PowerPoint, Outlook, WordPress and social media | AI: using Chat GPT for research, planning and development
- **Professionalism & style:** Well-presented, calm, confident and resilient under pressure; a networker with strong personal and professional brand with a flexible and adaptable approach, and full engagement across remote, hybrid and in-office environments
- **Personal development:** Always learning, reading, asking, listening, observing, investigating and developing my own knowledge, skills and mindsets

Professional experience / career history

March 2024 to date | Self-Employed Learning, Development & Performance Consultant / Trainer / Facilitator

Currently designing and delivering a wide variety of fascinating, challenging and fulfilling online and in-person bespoke corporate learning programmes across aviation, education, public services, charities and creative sectors, including:

- Currently developing my new **Train the Trainer Gold** programme for Trainers taking next steps as Learning, Development and Performance Consultants
- **Rolls Royce / Civil Aviation Authority International:** Delivering my 3-day **Train the Trainer Silver** programme and 1-day **Trainer Essentials** workshop
- **University of Chichester | Pitching & Presenting** workshops for screenwriters
- **Autism Unlimited |** A set of bespoke **Train the Trainer** and **Powerful Presentations** workshops for Portfield School staff and leadership
- **Helen Pritchard LinkedIn Marketing Group |** Live online presentation on **Public Speaking for Business** to 19,000 members
- **RoleplayUK |** Roleplay services for a MoD facilitation skills training programme
- **Hove Writers / The Hatchery / New Venture Theatre / Reigate College / SweetFest 26 |** A range of creative communication, writing and performance workshops
- **1-1 and Public Events |** Delivering **Confident Public Speaking, Acting With A Script** and **LinkedIn Impact** training
- **Researching and writing |** Forthcoming books **Talking Speaking** and **Talking Training**

2022 - 2024 | The Pensions Regulator | FTC | Learning & Development Consultant

Contract summary: TPR had identified concerns round in-house training, coaching, feedback and learner management skills, processes and standards. In response, I developed and polished TPR's brilliant Subject Matter Experts' trainer skills, enhanced officer and leader coaching and feedback expertise, reinforced in-house training capability and introduced consistent new development standards across Customer Support, Development and Intelligence teams.

This FTC was extended to 18 months on the strength of my performance.

TPR: *'Initially contracted to support and upskill our existing department trainers ... it was quickly identified that she was able to exceed this requirement and deliver far more for our department ... to introduce more consistency and integrity to our team's function'*
Leigh Crabtree, Service Delivery Manager

Key results

Creating, delivering and evaluating a range of in-house training and upskilling products:

- I evaluated TPR's flagship induction and development training product, creating a sustainable and reusable new **Evaluation Blueprint** for future projects, raising development team evaluation capability from Kirkpatrick Level 2 to Level 4
- Designed & delivered my new long form **Train the Trainer** programme for SMEs, around the full Analyse | Design | Develop | Implement | Evaluate L&D cycle
- Introduced the concept of Coaching Conversations to TPR, and created and delivered my acclaimed three-tier **Coaching and Feedback Skills** programme for Customer Support, Development and Intelligence Team line managers, learning and development officers and team members

TPR: *'Since the training there are different dynamics ... feedback is changing ... you can see where it made a difference'* Mike Broomfield, Head of Intelligence

- Improving standards: I developed the Coaching Skills **Quality Assurance Scorecard** for Officers and the **Learning Agreement** for managing trainees
- Created and delivered workshops and team Awayday sessions on **Vulnerable Customers, Pension Scams, Neurodiversity, Assertiveness, Customer Service, CV-writing, Public Speaking, MBTI, Hertzberg's Motivation Theory** | Led the creation of bite-size **Video** refresher resources as a new TPR direction

TPR: *'I have been constantly pleased with her delivery and contribution to my team'* Leigh Crabtree, Service Delivery Manager

2016 - 2022 | Self-Employed | Learning, Development & Performance Consultant / Trainer / Facilitator

Designing and delivering acclaimed group and 1-1 training in person and online:

- **Civil Aviation Authority International** | Updating, rewriting and delivering **Training & Instructional Techniques** workshops in UK, Brunei and Germany
- **G4S / Sussex Past / Lincolnshire Police HQ | Leadership** programmes
- **Air Safety Support International / CAAI** | **Essential Facilitation Skills** for hosting public meetings tackling controversial and emotive topics
- **University of Sussex / The Student Room / Pragmatic Web / Gene Commerce / Metricell** | **My Confident Public Speaking** and **Professional Public Speaking** programmes for business and academia
- **Roleplay UK** | Corporate roleplay services for recruitment & assessment centres
- **Grace Eyre Foundation** | **Employability & Outplacement Skills** 1-1s
- **Blue Edge Bid Services** | **Pitching, Persuasion & Presentation Skills** coaching for construction companies preparing to bid for lucrative contracts

Earlier Career (Summary)

2015 FTC | CIPD | *Learning Programme Developer* | Research & Development

2014 FTC | The Pensions Regulator | *L&D Consultant* | Public Service Pensions

2013 FTC | Pinnacle People | *Associate L&DC* | Employability and Career Training

2012 FTC | Financial Ombudsman Service | *L&DC* | Leadership Programme

Previously | Home Office UKBA | *L&D Officer, Line Manager, Immigration Officer*

Qualifications CIPD Level 3 Certificate in Training Practice

Membership The Learning and Performance Institute [LPI]

Graduate BA [Honours] English Literature, University of Southampton

Education A Level English Literature, French, Spanish
10 x GCSEs inc English and Maths

Interests Acting, Roleplay, Film-making, Writing, History, Literature, Art

Websites www.philippahammond.uk
www.speakingwellinpublic.uk
www.trainerdevelopment.uk

Corporate L&D Consultant
Public Speaking Programmes
Train the Trainer Programmes