

**Aubyn Howard** – Professional Development Educator and Coach – Organisational Consultant

- *MSc in Change Agent Skills and Strategies (Surrey University)*
- *20 years Management Consulting experience*
- *Spiral Dynamics Certified Practitioner*
- *Neuro-Linguistic Programming Certified Practitioner (NPLU)*
- *Course tutor for the Surrey University MSc in Management Consultancy*
- *Four years training and supervision with the Institute of Psychosynthesis*



**Professional Development Educator**

Aubyn specialises in supporting organisational practitioners (HR, OD, Learning and Development, and Change professionals) in their own development through workshops, courses and coaching programmes. His courses focus on the approaches, models, tools, methodologies, skills and personal mastery that organisational professionals need to stay at the leading edge. He provides an overview of what is going on in the change and leadership fields, and applies new developments in psychology (including developmental, humanistic and transpersonal psychology) to organisational challenges in a practical and dynamic way. Aubyn also continues to work as a strategic and organisational consultant, and is an experienced facilitator, educator and coach of senior management teams. He also runs open courses for both organisational leaders and practitioners on leadership and change.

<p><b>Consulting services and areas of expertise</b></p> <ul style="list-style-type: none"> <li>• Vision and strategy</li> <li>• Organisational change and development</li> <li>• Customer relationship management</li> </ul> <p><b>Key issues addressed</b></p> <ul style="list-style-type: none"> <li>• Creating a customer oriented organisation</li> <li>• Evolving organisational culture to meet new challenges</li> <li>• Implementing organisation wide change</li> <li>• Developing organisational learning capability</li> </ul> <p><b>Roles</b></p> <ul style="list-style-type: none"> <li>• Organisational change consultant</li> <li>• Strategic consultant</li> <li>• Workshop facilitator</li> <li>• Course educator</li> <li>• Development coach</li> </ul> <p><b>Styles of working</b></p> <p>Client-centred, collaborative, facilitative, integrative, holistic, catalytic, challenging, educational, transformative</p>	<p><b>Approaches include</b></p> <ul style="list-style-type: none"> <li>• Appreciative Inquiry</li> <li>• Dialogue</li> <li>• Gestalt consulting</li> <li>• The Healthy Organisation</li> <li>• Leadership Development Framework</li> <li>• Neuro-Linguistic Programming</li> <li>• Psychosynthesis</li> <li>• Spiral Dynamics</li> </ul> <p><b>Professional development services</b></p> <ul style="list-style-type: none"> <li>• <i>Education and development of internal and external consultants, developers and change agents</i></li> <li>• <i>Tailored programmes, courses and workshops</i></li> <li>• <i>Individual coaching and personalised support</i></li> <li>• <i>Open courses on leadership and change, learning and development and organisational consulting</i></li> <li>• <i>Shadow consulting and supervision</i></li> </ul>
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**Consulting career summary**

- Clients include: **AA, Abbey National, BAI, Birmingham & Solihull Business Link, BUPA, Cellnet, DfES, Digital, Hays, IBM, ICL, Lloyds TSB, Nationwide Building Society, Oracle, Mercedes, TNT** and other clients in financial services, ICT, media, entertainment and leisure, travel, distribution and transport, healthcare, utilities, and business services. Much of his consulting work has been international, in Europe and beyond including Mauritius, Kenya, Bahamas, Malta and Saudi Arabia.
- A degree in Economics (BSc) and a short career in teaching (PGCE) was followed by 17 years with The **Merchants** Group.
- In the early 1990's he co-founded Merchants Business Growth Consulting and developed the '**Customer Value Management**' approach that sustained the growth of The Merchants Group for the best part of a decade. He designed and edited '**The Merchants International Call Centre Benchmarking Report**' in 1997 and 1998.
- During the 1990's he was an expert on **customer service strategy**, running courses and seminars on a range of subjects including customer relationship management, customer retention and call centre strategy. He was a frequent speaker at international conferences (venues include London, Johannesburg, Sao Paulo, Dubai, Trondheim, Athens and Dublin).
- In March 1999 he achieved an **MSc in Change Agent Skills and Strategies** with the Human Potential Research Group at Surrey University. He designed and ran Merchants' in-house consultants training courses and was a course tutor for the Surrey University **MSc in Management Consultancy**.
- He left Merchants in March 1999 to work as an **independent consultant**. Since then his work has included a strategic review for the Pan-European call centre operation of a car manufacturer and developing the vision and strategy for a UK bank's direct division. During 1999 and 2000 he guided a customer focused change programme that encompasses the world-wide operations of an international insurance group. He then facilitated cultural change for a bank in the Gulf and worked with a small insurance company on creating the cultural conditions for growth. During 2002 he was involved in developing organisational culture, infrastructure, leadership and management skills for a charity tourist centre and running a 'Learning and Development Theories' course for the Training & Development department of a bank. In 2003 he developed and ran consulting skills courses for the business advisers of a Business Link. More recently, he designed and helped implement a major behavioural and attitudinal change programme as part of a brand repositioning programme within a bank and provided change leadership coaching to executives. He has also been facilitating the leadership team within part of the DfES to explore their future direction. Alongside his work with larger organisations he has continued to help a number of small consulting firms with both strategy and people development.