



Bridgford Consultancy

People Development • Business Success

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CONFIDENTIAL

Sandwell Metropolitan Borough Council

7 June 2013

Dear Sir/Madam

Reference for Shona Neish

Shona has been working as an associate for Bridgford Consultancy since September 2011. Bridgford Consultancy has a large contract with Rolls-Royce, working for Hemsley Fraser, who manage Rolls-Royce's training programme. As Shona previously worked for Rolls-Royce she was able to bring with her a sound understanding of the Business as well a lot of experience of training senior managers.

As part of our induction process I observed Shona deliver a Facilitation Skills programme to a group of managers and operatives. The programme involves a variety of interactive activities, with opportunity for skills practice and feedback.

She delivered the programme with a confident and friendly style, encouraging involvement of all the participants. She has the ability to inject humour into her training, whilst still delivering a clear message. Although this was standard course and Shona followed the course outline (which is what we would expect when being observed), she injected her personal style and enthusiasm into the training and was able to respond spontaneously to questions.

I was very happy with Shona's style of training and subsequently she has delivered a variety of training programmes to employees at all levels from operatives to senior managers. She consistently receives positive feedback on all aspects of her training.

If you need any further information or answers to specific questions, please phone or email me and I will be happy to help.

Yours faithfully

Christine Smith
Principal Consultant