

Lynn Pearce

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SENIOR CONSULTANT-ORGANISATIONAL CULTURE CHANGE

An accomplished and highly successful consultant with over 16 years' experience primarily undertaking projects in the area of **Culture Change and Leadership Development** for a variety of organisations covering finance and insurance, IT, engineering, health and pharmaceuticals and mining sectors.

Expert in facilitating groups at all levels including face to face for individuals; small workshops of 16-20 and large conference events in excess of 100.

Leads from the front with exceptional influencing skills to create focussed teams that work together through effecting massive positive behavioural change in a wide range of challenging situations.

Ability to solve complex tasks using innovation and creativity, with exceptional enthusiasm and competence.

CORE COMPETENCIES

- ✓ Cultural Change Management
- ✓ Facilitation (One To One, Large Groups)
- ✓ Curriculum Design
- ✓ Experiential Learning Simulations
- ✓ Leadership Development
- ✓ NLP Adult Learning Methodology

- ✓ Executive Team Consulting
- ✓ Diagnostic Research
- ✓ Project Management
- ✓ Developing Mind-sets, Skills and Behaviours
- ✓ Accelerated Learning Techniques
- ✓ Qualitative and Quantitative Analysis

PROFESSIONAL EXPERIENCE

LEAD DESIGNER - IP CREATION / HEAD OF PARTNER READINESS / PROJECT LEADER

DEC 2009 TO DATE

WALKING THE TALK LTD - Delivers organisational culture change to client companies that lead to measurable results - Through using pragmatic methodology, easy-to-use tools and a global reach, they support organisations in producing sustainable shifts in culture.

Accountable for the design of the company's off-line training and planning products and the accreditation of consultants in those tools - Deliver organisational development programmes, including diagnostic research, culture development programmes, curriculum design and project management/facilitation for organisations across a wide range of business segments - Project Leader and Facilitator on client projects

- ◆ Wrote all of the Education Modules using the theory from Carolyn Taylor's 2005 book: 'Walking the Talk'.
- ◆ Designed and wrote the culture planning process, which is a structure process to take clients through the journey of building and implementing their own culture plan.
- ◆ Developed the accreditation model and process for the company's business distribution channel that used accredited partners - Accredited all partners in the models and methodology which included UK, Spain, Brazil, Australia, Singapore and USA.
- ◆ Directed a project to create a series of workshop interventions for a leading Australian Telecommunications Company, aligned with its newly described values for Senior Leaders, Middle-level Leaders and Next-level Team Leaders - Currently being rolled out to 35,000 staff.
- ◆ Spearheaded a project for a Government Agency client in Sydney, who were receiving negative media coverage as a result of poor customer-centricity - To enable the client to re-establish its reputation, rolled out the company's culture management system, which included creating a target culture map and plan and working with senior leaders to enable them to lead the cultural change within their area of the business areas - Successfully eliminated negative media coverage; increased the alignment of expectations on the complexity of multiple customer segments and enabled a smooth transfer to a new CEO.
- ◆ Undertook responsibility as the Lead Facilitator and Designer for a Property Group with \$8 Billion portfolio who needed to establish a culture that enabled a growth strategy - Focussed on building an Achievement Culture using the culture management system - Resulted in a full year earnings growth of 7% and an increase in employee engagement of 7 percentage points in 6 months.

FREELANCE MANAGEMENT CONSULTANT

SEP 1994 TO NOV 2009

EXECUTIVE EDGE INTERNATIONAL - Own company providing specialist consultancy services to clients within various market sectors.

Worked as a Contract Consultant to various organisations, in Australia, New Zealand, Hong Kong and Singapore - Liaised with senior managers at client sites to establish and deliver programmes in line with client cultural requirements - Identified further potential service requirements in order to secure future contracts.

- ◆ Provided expertise to a 2-year project to align differing cultures during a merger of 2 large financial institutions - Successfully delivered a culture development programme that produced a single new 'best of both' culture - Teams became more engaged and able to work effectively together to deliver a new brand.
- ◆ As part of a major IT change programme, led a behavioural change programme for a large utilities company in Wales - Rolled out to 3 different partner organisations, it enabled an understanding of the behavioural side of change when coping with IT change - Resulted in great improvements in the way people worked; a fall in pollution and flooding incidents and stronger focused teamwork.
- ◆ Lead designer and facilitator on mentoring programme, which included modules for Mentors, Mentorees and Administrators and was rolled out across a large multi-national organization - Mentors guided mentorees through a 12-month programme that enabled them to gain clarity on their career paths – Resulted in the company culture moving from continually employing external expertise to one of 'growing our own'.
- ◆ Delivered expertise to a large multi-brand insurance organisation to help to identify the internal brand and align the staff to an internal vision and set of values which supported the company's offerings - Rolled out new vision and values which were brought to life within the organisation by a series of workshops - Organisation gained more clarity on how the brands could work together and deciding what was 'OK' and 'not OK' as far as values based behaviours were concerned.
- ◆ Developed and designed a 6-day programme to develop the next generation of leaders for major international IT company - Highly successful, it enabled the organisation to create a 'talent development' programme for which the potential leaders who participated, now hold senior positions.
- ◆ Collaborated with senior management and execs within a major Australian Bank to design and facilitate a culture change programme to install new behaviours and thinking styles in order to achieve a strategic direction of being customer focused as opposed to product focused - Customer feedback scores increased from 3.2 to 4.5 as a result.
- ◆ Account Manager, Designer and Facilitator for a large 2-year project with a leading IT company to educate all 1500 staff in achievement and accountability principles.
- ◆ Designed and delivered a 'Sales Academy' programme for a legal publishing company, which has resulted in a considerable increase in the organisation's sales and profits - Cost of programme \$120,000 - Total increase in revenue for new sales only was \$1.4 Million.

ACADEMIC QUALIFICATIONS

Bachelor of Business - University of Southampton, UK
Bachelor of Science (Agriculture) - University of Penrith, Cumberland, UK

PROFESSIONAL TRAINING

Powerful Presentations / Super Teaching / Global Educators Programme / Entrepreneurs Business School - Robert Kiyosaki
NLP Trainers Programme -3 Phases - Facilitation, Design and Audience Calibration - Marvyn Oka
Learning to Learn / Training to Train / Goal Achievers / Online Leadership Labyrinth - Online Communication Programme - Stephanie Burns
Unleash the Power including Fire Walk - 7-Day Mastery Programme - Anthony Robbins (Hawaii)

ACCREDITATIONS

Human Synergistics - Lifetime Accreditation - LSI (Lifestyles Inventory), OCI (Organisational Cultural Inventory), OEI (Organisation Effectiveness Inventory), LI (Leadership Impact), GSI (Group Styles Inventory) and AMA DiSC Personal Profile System

Integro - DiSC model

Mettle - Mettle Leadership Gauge and Mettle Culture Gauge