



Meet the CompleteHR team



Meet the CompleteHR team and read about their recent work

Toni Trevett FCIPD

Toni is the founder of CompleteHR Ltd and our lead consultant and trainer.

She specialises in the broad area of Management Development training including the skills of People Management and HR .

Clients she trains regularly for include British American Tobacco (management development programme in the UK on a number of areas from leadership skills to employment law), Office for Fair Trading (HR Skills), RDF plc, Orange (Performance Management), IBIS Hotel Group (Management Development), Sasol, Westminster City Council (range of management development courses including absence management, disciplinary and grievance management), Vinci Plc, Body Shop (Diversity Awareness Training and management development), Ford, Canadian High Commission (Discrimination Law Update), ACCA, Canute Plc (managing difficult issues), Petards Plc (redundancy management), Fentons Solicitors (appraisal training), Zurich Insurance (mgt dvlpt training) etc. to name but a few.

She is also an Executive Coach working with some large multinationals on an on-going basis.

Toni spends considerable time working with clients to improve staff performance and productivity by best practice policies, procedures and processes. She also updates and writes employee handbooks, contracts and other people related documents and provides ongoing HR advice and support to management teams and HR professionals. One of her long standing clients in this area is BAT, Canute and Network Rail (CTRL) Ltd. She has recently worked with this part of Network Rail on a major TUPE situation.

She also sits as a member of the Employment Tribunal judiciary for South London (and more recently on the South Coast) and has done so for many years. This has given her an expert view in conducting grievance, harassment / discrimination / bullying and disciplinary matters for client companies wishing to show best practice and an unbiased approach to investigations etc. Recently she has undertaken such investigations for Levi, Hampshire Police, BAA, an oil company, several firms of solicitors, BCMS and many others. She also advises clients facing Employment Tribunal claims.

In addition she lectures students studying for their masters equivalent CIPD qualification, and is the Employee Relations and Law elective tutor and author for ICS.

Although she has been consulting and training now for more than ten years her last employed position was as an HR Director within the BAA group. Here she gained considerable Industrial Relations experience as the Airport / Airline industry is highly unionised so strategic HR and employee relations issues were a considerable part of her role.

Toni is an experienced trainer and consultant who specialises in the delivery of practical HR, management and employment related training. Her training style is participative, fun, outgoing, informal and informative and always interesting. Feedback is outstanding and there is never an opportunity for delegates to simply coast through.

As well as working with some large, well known organisations and running public programmes for some of the leading training companies, (Reed, Croner, Hawksmere, CCH, ACCA) Toni also works with numerous smaller organisations consulting, training and providing ongoing assistance to help them to improve their HR practices and to maximise the performance from their employees.

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Sharon Collins, M.A. (Hons.), FCIPD

Sharon Collins graduated from the University of Reading in 1986, with an Honours degree in Economics and French. Following several years spent in a range of line management and HR roles, she became a consultant in 1993, specialising in Human Resource Management, with particular interest in recruitment and selection, performance management strategies and practices, management development and employment legislation.

Sharon has extensive HR experience within a variety of “blue chip” organisations. She is an outstanding trainer and always delivers highly successful and valued courses. Clients include Nationwide Building Society, Prudential Assurance, Connexions Partnership (formerly Careers Service), ntl, JP Morgan Chase, European Investment Bank (Luxembourg), IRIS. She is also an experienced coach and mentor, having supported the development of individuals at different levels of the organisation.

In 1999, Sharon achieved a Masters degree in Managing Human Resources from Southampton Business School, which involved completion of a research dissertation into the psychological contract and the changing nature of the employment relationship. She is a ‘Chartered Fellow’ of the Chartered Institute of Personnel and Development. Sharon is a tutor for the CIPD “Professional Development Scheme” (PDS) and has been involved in the design and delivery of residential workshops. She is also the author of a wide range of distance learning materials.

Louise Dunford LLM, LLB Barrister, Cert Ed

Since 1987, Louise has been continuously involved in training and consultancy, both for professional firms and for commercial organisations.

Until recently she also worked as an associate senior lecturer at the University of Portsmouth where she was mainly engaged on postgraduate teaching on the MBA, MA Personnel Management and MA Business Law, and she still retains an association with the University which has led to teaching for Institute of Personnel Management Courses in Jersey and for the Cayman Islands Government.

She works with PTP and CCH Professional Training providing courses to small and medium sized accountancy firms all over the country. Clients to whom she has also provided continuing professional development courses have included Kingston Smith, Chantrey Vellacott, BKR Haines Watts, BDO Stoy Hayward, Baker Tilly, and numerous other professional firms as well as the British Postgraduate Medical Federation, the Swedish Ministry of Justice, the Royal Aircraft Establishment and a number of NHS hospitals. Commercial clients include Schlumberger plc, Sema Atos, HCA International, Pret a Manger, IPC Media, Warner Brothers, Turner Communications, Carlsberg, Costain, Seiko, Scott Bader, Philip Morris, Swarovski, Scicon plc, Brannigans, Leisure Parcs, and Southern Water, as well as many smaller firms.

Louise specialises mainly in aspects of practical employment law, in company law and professional negligence, and has published widely in leading academic and professional journals.

She works with clients on contracts (employment and commercial), contractual agreements and compromise agreements.

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Maureen Bobbins B.Sc. (Hons); Cert. Ed; Dip. Couns.;

Maureen is a graduate member of The British Psychological Society and as, a Qualified Counsellor [Person Centred], a Member of the British Association of Counselling and Psychotherapy. Maureen became a consultant some years ago following her time as a Management Advisor with The Industrial Society. Prior to this Maureen had spent many years in Line Management roles within the Petro-Chemical Industry and Retail and Leisure sectors.

Since becoming a consultant Maureen has used her extensive experience in Management Development and Counselling. Her Clients span a variety of sectors including: Bio-technology; Pharmaceutical; Air Transport; Higher Education and Financial Services. Maureen designs and runs Development Programmes to meet Clients' Business objectives; additionally she provides counselling and coaching support for individuals and teams within those Businesses. Examples of her Client base include:

- Amgen [Europe] Limited
- Arla Foods Plc [formerly MD Foods Limited]
- BAA [including Gatwick Airport and Heathrow Airport Limited]
- Cranfield University
- GKN Technology
- The Open University
- Zurich Insurance Limited and Zurich Life

Maureen is also a Certified Practitioner of Neuro Linguistic Programming [Cert. NLP]; has an Advanced Diploma in Stress Consultancy [F.A.S.C.] and is a Practitioner of Ericksonian Hypnosis, Psychotherapy and NLP [Dip. BHR: The British Hypnosis Research Diploma].

David Jacobs BSc (Econ), MA

David is a widely experienced and capable HR professional with a professional services and FTSE 50 background. He has worked with a variety of clients as an interim consultant and trainer and is regularly asked to conduct investigations into employee grievances and disciplinary matters. He specialises in recruitment and selection as well as generalist HR management.

Significant projects have included:

- The design and implementation of a graduate trainee and new partner selection process for a large firm of Solicitors. (David also provided considerable interviewing support to the partners.)
- Leadership of a culture/values mapping exercise in support of a new business strategy.
- The design and implementation a new performance management process including a new competency framework.
- Producing a Training and Development strategy to meet the identified management and business education needs of the business.

With BAA plc (prior to his consultancy career) he was deputy to the Director of Corporate HR. David's team had responsibility for 500+ staff including: plc board directors; all staff at the corporate HQ; BAA Lynton; professional staff working on the Terminal 5 project, Heathrow Airport; and the new BAA Business Support Centre in Glasgow. David was also a member of the Group IT Board and joined the Lynton Board to advise on HR issues.

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David's considerable business experience is supported with an MA in Communication Policy Studies from City University, a Post Graduate Certificate of Education from the University of Bristol and a BSc in Economics from University College, London.

David undertakes psychometric assessments in support of management development and recruitment programmes and holds 'Level A' and 'Level B' qualifications from the British Psychological Society. He is a licensed user for Thomas International, SHL and Manspec/Launchpad products. He is a Member of AMED and a published author.

Tom Lea-Wilson (BSc, FCIPD)

Tom has twenty years professional HR/Personnel & Training experience in both private and public sectors. After working as a generalist personnel manager in the Health Service, he held a variety of specialist roles at Group level in BAA plc (World's largest commercial operator of airports).

Since 1992 he has specialised in Learning & Management Development, from strategy development to group and team facilitation to one-to-one coaching. He has run 25 week-long residential leadership development programmes for over 300 senior and middle managers, as well as hundreds of one-to-one feedback/career counselling/coaching sessions. He is qualified and experienced in the use of psychometrics (including OPQ, MBTI, Gordon's Personality Inventory, FACET, Thomas-Kilman, and Belbin) as his main interest is in helping individuals and organisations achieve greater success through the practical understanding and application of psychology.

Tom has also spoken at conferences on 360 degree feedback and an acknowledged expert on performance management, competency frameworks and 360-degree feedback.

He has clients in retailing, finance, manufacturing, hi tech services, consultancy services, transport, government, and education (e.g. Tesco, Orange, ImageLinx, Lilly Pharmaceutical, UKTV etc.).

Kim Pollard

Kim is our project manager and manages the CompleteHR Ltd team in many ways!

Many projects require a number of our consultants to come together and work. For example CompleteHR Ltd in 2007 designed a major recruitment campaign for a part of Network Rail which included the design of a new specialist tailored application form to be completed on-line, killer on-line questions to knock out unsuitable candidate so ensuring only those with the right skills set even made it as far as the application form, monitoring form, short listing processes, assessment centres and interview formats. As the predicted number of candidates ran into more than a thousand it was a large project requiring the involvement of several consultants.

Kim also has had many years experience of HR administration in the care sector and has written employment contracts, policies, procedures, standard letters, forms and a number of handbooks over the years.

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Feedback

“Very good, interesting and much more user friendly and entertaining than previous employment law courses.”
Jacqui Neil, Hampshire Fire Service.

“Great courses, great presentation and I look forward to many more.”
Yvonne Ellis, Personnel Manager, Norwood.

“Toni is excellent, a very clear speaker. She kept the pace quick and to the point, but slow enough to understand. Great course”.
Roberta Rainbow – AIB Bank.

“We have used CompleteHR for a range of training, development and consultancy matters over many years and have found them to be exceptional. More recently a management development programme for some 350 managers has been designed and delivered covering matters from performance management and improvement to understanding employment law. Feedback from our managers has always been second to none. In addition CompleteHR has assisted us with policy and procedures improvements as well as management of employment tribunal issues. All in all they cannot be recommended highly enough.”
Donna Breakspere, HR Manager, British American Tobacco.

“Can’t remember when I have enjoyed a day’s “WORK” so much. It was extremely interesting and informative and it was also a lot of fun - I have spoken to the other delegates and they were of the same opinion. The tutor was extremely knowledgeable on employment law and had a great sense of humour - many, many thanks and we look forward to seeing you for more training and development initiatives within Vinci.”
Mal Hewitt, Senior Manager Vinci Plc.

“Materials provided are excellent – far exceeded expectations a great workshop, group energy was brilliant (not easy or expected) which is down to the Tutor. Great presenter, very knowledgeable and enthusiastic.”
Aimee Rupnik, The White Company.

“One of the best course presenters I have seen in some time.”
Katrina Parsons, AXA Insurance.

“CompleteHR recently ran a multi day training programme for all of our middle/senior managers about 40 in total on a range of leadership skills. The feedback as always was outstanding. The training was informative, engaging and entertaining. A range of different techniques were used to ensure we were given the information and skills we needed to improve our coaching and leaderships capability, whilst inspiring us to adapt the methods to address our own specific issues. We learnt some very valuable skills and had a thoroughly enjoyable two days.”
Janet Bolton Director of Human Resources, Brunel Care.



Contact CompleteHR

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