



Sue Gilkes – Summary Profile

Sue is a highly competent self-starter having developed a unique and much acclaimed process of delivery in the arena of Education, Training and Consultancy provision to mainstream business. Unlike most trainers Sue has achieved a number of accolades in management both at home and abroad, experience that enables her to convey true meaning to her training both at the conceptual and practical levels.

Sue has considerable expertise in designing and delivering bespoke training and consultancy propositions to major commercial enterprises and multinational organisations across EMEA. She is also a strongly committed advocate of high quality customised E-learning as a valuable component in structured human resource development as a conduit leading to blended solutions tailored to individual organisations.

Sue's skills and creative thinking on the subject of E-learning were fundamental to her election to the Board of Learning Lab, the centre of excellence supporting Government, Industry and Corporate entities in the use and development of learning strategies using technology.

Sue's goals and commitment to commercial enterprise include helping companies achieve their maximum potential through people development, innovation and technology. Her numerous testimonials underline the success in achieving these objectives with exceptional, unparalleled quality and professionalism.

Sue's expertise spans the following training segments:

- Train the Trainer
- Business Coaching
- Classroom Management
- Course Writing
- Public Speaking
- Sales and Business Development training
- E-book Development

Sue provides training in the following topics:

- Presentation Skills
- Critique & Practice
- Effective Meetings
- Leadership
- Customer Service
- Counselling skills for managers
- Telephone techniques
- Communication skills
- Performance management
- Time Management
- Goal Setting
- Stress Management
- Meditation techniques

Sue's client base includes Microsoft, Berger paints, Woolworths PLC, Reed Business Information and Kelly Services amongst others. Repeat business alone amongst these household name businesses is clear evidence of the high esteem that Sue is held in.

Sue has authored weekly columns on Customer Service and Leadership for a leading newspaper and is a Certified Business Professional Instructor (CBPI) in Leadership, Customer Service and Sales.

Amongst her key achievements was her involvement in the prestigious Millennium Dome project with Manpower where Sue created a bespoke training CD for every school child aged 11- 18 across the United Kingdom.

Sue is no stranger to business challenges and as an Account manager has achieved unprecedented success in taking start-up ventures a standing start to £750,000 per month, resulting in the project becoming the number one account for the company.

Sue's background experience is far reaching yet relevant to her current role. She has run a successful event management company and has undertaken the human resource and training manager role for a celebrated Caribbean hotel chain.