

Richard Lock

International Trainer, Presenter, Coach & Facilitator



Richard has over 25 years management and people development experience helping businesses and their managers achieve business goals; develop new skills and rejuvenate their management approach. His approach has been described as ‘always encouraging and supportive whilst maintaining a clear focus on business goals and practical application. His enthusiasm and passion makes learning fun and enjoyable’.

He worked for many years as a commercial manager within the **Electricity Supply Industry** gaining a broad range of leadership and management experience. He next moved to **High Street Retailing** as part of the senior management team for a well known retailer. His was responsible for people development, HR strategy, and assumed operational responsibility for customer service.

Richard’s specialist areas are:

Presentation & Communication

- Effective Presentation
- Communication styles
- Interviewing
- Conflict Management

Performance Management

- Performance measurement
- Performance feedback and appraisal
- Management & Leadership styles

Employee Engagement

- Employee Engagement Surveys
- The Engaging Manager
- Teams

Coaching, Training and Developing others

- Coaching skills for managers
- Questioning Strategies
- Train the Trainers

Creative thinking/ problem solving

- Flexible thinking
- Innovation

Richard is a qualified user of psychometric tests and a certified NLP Practitioner.

Clients that Richard has worked with include:

Cancer Research UK, Metro AG, Jaguar Land Rover, Blue Circle, BP, BMW, Elle, Sun Microsystems, Sun Life of Canada, Heineken, Choices, Nominet UK, Jewson, Banque PSA, Oldham Metropolitan Borough Council, RB Housing Trust, Bentley, Glenside Manor Healthcare Services, Care UK, Snack in the Box, BSkyB,

Previous and ongoing project examples include:

- Developing professional trainer skills for a premium brand motor manufacturer
- Comprehensive training and development function audit for a healthcare provider
- Presentation and communication skills training for a global retail brand.

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- Performance Management training for the retail and fundraising divisions of a large charity sector organisation.
- Sales development coaching for premium brand motor manufacturer
- Innovation skills for a large charity sector organisation
- Coaching skills for a leading premium motor brand distribution network
- Management development and coaching workshops for a specialist finance organisation