

CV: Mike Phillips (Assoc. CIPD, Cert. in Training Practice)

Curriculum Vitae

Mike is a freelance trainer/facilitator/consultant/coach who is passionate about releasing potential through learning and development.

Mike has delivered training across London, the UK and internationally using diverse interactive training techniques which build upon adult learning, brain-friendly and accelerated learning principles.

Freelance since 2008, in addition to his own broad customer base, Mike works as an associate trainer with Blue Phoenix Communications, Dementia Care Matters and Directory of Social Change (DSC).

Mike specialises in training topics as diverse as:

- Care Matters – Health and Social Care Issues
- Communication Skills
- Dementia Care
- HR, Learning and Development
- Management, Leadership and Team-building
- Personal Effectiveness
- Working with Diversity

Learner feedback from previous courses include phrases such as: 'thought-provoking,' 'challenging' and 'inspirational.'

TRAINING – RECENT HIGHLIGHTS

- **London Borough of Brent** - Training topics including: Loss and Bereavement; Dementia Awareness; Dementia: Communicating and Engaging with People with Dementia; Dementia: Working with Behaviours we find Difficult or Challenging; Dementia: Social Work Perspectives, Safeguarding Adults, Reablement: Front-line Staff; Reablement: Managers
- **Positive East**: a series of health promotion workshop for people living with HIV and AIDS
- **East Sussex County Council**: 'Confidentiality of Information Regarding Service Users' and a six-week programme on 'Implementing the Personalisation Agenda in Care'
- **DSC Public Courses**: topics including Advanced Training Skills, Improving Your Time Management, Effective Networking Skills, Valuing Diversity, Grievance and Discipline in the Workplace, Facilitation Skills, Advanced Communication Skills, Excellence in Customer Care, Skills of Chairing Meetings. Telephone Skills, Leadership Skills, Mental Health Awareness and Managing Volunteers.
- **DSC In-house Training** for customers including: Age UK, Anthony Nolan, Multiple Sclerosis Society, Wiener Library for the Study of the Holocaust and Genocide, Arthritis Care, the Prince's Trust, Step-by-Step Kids, National Deaf Children's Society, SSAFA, Help the Hospices and Big Local.
- **DSC Conferences**: Workshops and Master-class sessions at Campaigning Conference, NAVCA Conference, Winterfair, Management Fair, Fundraising Fair and Charityfair
- **Dementia Care Matters** – *Being a Butterfly™* and *Person Centred Dementia Care™* (all modules)

FACILITATION – RECENT HIGHLIGHTS

- **London Borough of Wandsworth** - facilitated an Away Day for Social Work Team
- **My Home Life London** Facilitating Focus Groups and events bringing together care home managers, staff from social services, NHS and other stakeholders. Underpinned by Appreciative Inquiry and Participatory Appraisal the aim was to find practical solutions to develop partnership working and improving for quality of life in care homes.
- **London Borough of Newham** – facilitated a broad range of consultation events for hard to reach communities, including youth groups, the elderly, primary schools, BME communities and the unemployed.

CONSULTANCY – RECENT HIGHLIGHTS

- **Opening Doors (an LGBT project delivered by Age UK)** - Independent Evaluator with Sally Knocker
- **DELCAP (a Lottery-funded dementia end-of-life project delivered by Crossroads)** - Independent Evaluator



Releasing potential through learning and development

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"Mike is a creative and committed trainer. He is very 'needs and results' focused and balances this with a uniquely creative approach in the training.

His personal warmth and his obvious enjoyment of others' development mean that he offers both style and substance from the outset to the final result.

Having worked with Mike as a colleague and as a 'contractor' I highly recommend his professionalism and dedication."

Cathy Shimmin
Directory of Social Change

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website

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email

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phone

07949 826881



Releasing potential through learning and development



“One of the best trainers I have come across.”

Meron

Participant attending
'Dementia Awareness'
London Borough of Brent



“This was a well-organised and practical day. I will recommend it to people new to supervision. Also a great refresher for those who have experience of supervision”

Participant attending

Support and Supervision
Directory of Social Change



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07949 826881

COACHING – RECENT HIGHLIGHTS

Coaching several individuals (including a social worker at London Borough of Wandsworth) around a range of issues including time management, leadership, managing care services, personal development and confidence/self-esteem.

DEMENTIA EXPERIENCE – RECENT HIGHLIGHTS

- **Dementia UK** - Training for organisations including London Borough of Lambeth, BUPA, Jewish Care Homes, East Thames Housing and North Middlesex Hospital NHS Trust
- **Dementia South Africa** - Designed and delivered a train-the-trainer package in Cape Town with colleagues on behalf of Dementia UK
- **Dementia UK Certificate Programme** - Trainer, Assessor & Support
- **UK Dementia Congress** – chairing sessions, delivered presentations/workshops
- **'Remembering Yesterday, Caring Today'** - Co-facilitator for a 12-week Reminiscence Project with people with dementia and their carers developed by Pam Schweitzer
- **London Borough of Redbridge and North Middlesex Hospital et al.** - Led on using Dementia Care Mapping in order to assess learning needs and improve care standards

EMPLOYMENT HISTORY

Since establishing a charity in Wales in 1993, Mike's primarily worked in the voluntary sector in health/social care (including HIV, mental health and dementia) in various management/senior management roles.

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| 2007-2008 | Training Quality Manager/Senior Management Team (Directory of Social Change) |
| 2004-2007 | Training Services Manager (Dementia UK, formerly 'for dementia') |
| 2003-2004 | Project Manager (Social Action for Health) |
| 2001 2002 | Neighbourhood Facilitator (London Borough of Newham) |
| 2000-2001 | National Development Officer (Terrence Higgins Trust) |
| 1999-2000 | HIV Information & Publicity Officer (Camden Social Services) |
| 1993-1999 | Founder & Chair of Trustees (Cardiff Body Positive) |

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS



Associate Chartered Institute of Personnel and Development
(No. 22743061)



Eden Alternative® Associate



Belbin™ Team Roles Accredited



Institute of Equality and Diversity Practitioner



Dementia Care Mapper



International Association of Facilitators

REFERENCES

Available upon request

FURTHER DETAILS

Please visit www.mikephillipstraining.co.uk or email mike@mikephillipstraining.co.uk for details about other course titles available.

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