

## **Profile**

- Effective learning and development specialist with over a decade of experience in organisational development, training and project/programme implementation, largely on behalf of aid and development organisations.
- A training professional, fully versed and experienced in all aspects of training and learning, from conceptualisation to development and delivery.
- Expertise in managing multiple, complex programmes and projects concurrently, involving multiple countries and partners, with a recognised ability to effectively confront issues and implement change.

Please find below a selection of recent consultancy projects, organised across my specialty areas.

### **Strategic organisational approaches to learning and development, including competency assessments and staff development:**

#### ***Nutrition Cluster/UNICEF (current):***

- In partnership with RedR, development of a mentoring training programme for Nutrition Cluster staff worldwide
- Development of competency self-assessment tools for Nutrition Cluster Coordinators and Information Management Officers.

#### ***World Health Organisation/Health Cluster: Learning & Development Specialist for the Capacity Building Within the Health Cluster's global mentoring programme (2014 to 2018):***

- Developed and piloted a structured global mentoring programme for Health Cluster Coordinators and Information Management Officers that was based on pre-identified individual learning needs and clearly defined learning and performance development priorities.

#### ***World Health Organisation/Save the Children UK: Learning & Development Specialist for the Capacity Building Within the Health Cluster programme (2014 to 2017):***

- Designed and led a global capacity development consultation process to create competency frameworks for Health Cluster Coordinators and Information Management Officers.
- Developed a Health Cluster/WHO professional development strategy
- Development of and delivery of a Health Cluster Coordination training programme.

### **Design, delivery and evaluation of humanitarian learning programmes:**

I have a wide range of training products and skills regarding project/programme management across the entire humanitarian project cycle (also a certified PMD Pro trainer), including:

- Disaster management cycles
- Designing projects (including logframes and theory of change)
- Managing projects (both in an operational sense and a managerial/leadership sense)
- Monitoring and evaluating projects
- Risk management
- Project reporting
- Coordinating projects

***People in Need, Czech Republic.*** Delivery of a two-day Sphere training course, highlighted the updates and changes in the new 2018 Handbook (2019).

**World Foundation for Democracy (2017):** Lead consultant on global programme management development programme. Key activities included:

- Development of the WFD Programme Management Framework
- Finalising the WFD Programme Cycle
- Developing and delivering training on Theories of Change and Logframes to WFD staff.

**UK Department for International Development (DFID), worldwide (in partnership with RedR):** Programme Management training suite (2014 - current): *Delivering Effective Aid Programmes, Commercial Capability Masterclass, Risk and Controls Masterclass*

- Lead consultant on the design, revision and delivery of a global training programme for Programme Managers
- Lead trainer for delivery in Afghanistan, Ghana, UK, Bangladesh, Tanzania, Mozambique, Pakistan, Zambia, Malawi and others.

**Organisation for the Coordination of Humanitarian Affairs, UNOCHA, Afghanistan:**

Developed and facilitated a specialised learning project on *Monitoring and Reporting* aimed at Humanitarian Affairs Officers who manage projects funded by the Common Humanitarian Fund (2016 - 2017). The programme included:

- A three-day core training on Monitoring & Reporting on CHF-funded projects.
- A three-month distance-learning element with practical group exercises that enabled participants to reinforce their skills, whilst providing and receiving peer support.

### **Strategic Approaches to Capacity Building and Organisational Development**

**UK Emergency Medical Team/DFID (London):** Primary facilitator for three strategy development workshop aimed at the development of common strategic objectives and plan (2018 - 2019).

**Oxfam and RedR, Context Programme (Jordan):** Lead facilitator for the Context Leadership and Management Skills Development Programme for managers of NGO programmes in the Syrian refugee camps in Jordan (2017-2018).

- The programme aimed to build humanitarian leadership effectiveness and performance through learning and applying skills and techniques and judging how best to manage resources, systems and practices for effective humanitarian action.

**CHS Alliance (Helsinki)** Lead facilitator for the CHS Alliance's HR Europe conference, aimed at promoting convergence on the 'localisation' agenda for approximately 25 different NGOs (2018).

**WASH Cluster/UNICEF (Geneva):** Developed and facilitated a five-day strategic planning workshop for the WASH Cluster's Field Services Team (2017):.

### **Training of Trainers**

**Catholic Relief Services (Dubai and Nairobi):** Developed a competency self-assessment tool and using results to design and deliver two *Training of Trainers*, one for security managers and one for finance managers. (2018)

**The Sphere Project, Geneva:** Delivered a Sphere Training of Trainers course for staff of national and international NGOS and RedR UK (2015).

## **Employment Experience**

Before launching my own consultancy in 2013, I worked for the following organisations:

\*RedR London, UK

2007-2013

**Training & Consultancies Manager:** developed and managed the RedR consultancy service, aimed at meeting specific demand for tailored training and consultancy services to humanitarian organisations worldwide.

**\*The National Council of Voluntary Organisations**/London, UK 2006-2007  
**The Third Sector Leadership Centre**  
**Programme Manager:** Charged with managing the development and delivery of a programme of work to promote and develop leadership in UK voluntary organisations.

**\*Habitat for Humanity International** Budapest, Hungary 2004-2006  
**Programme Development Director:** Managed the implementation of the national and affiliate poverty and post-disaster housing programmes in Armenia, Bulgaria, Ireland, Poland, Portugal, Russia, Turkey and the UK.

**\*International Confederation of Free Trade Unions**, Brussels, Belgium 2003-2004  
**Central and Eastern European Coordinator:** Managed Central and Eastern European civil society development programmes and trade union rights campaigns.

**\*American Center for International Labor Solidarity**/ Sofia, Bulgaria; Pristina, Kosovo;  
**ALF/CIO** Podgorica, Montenegro 1999-2003  
**Balkan Regional Representative:** Developed and managed a new programme of work involving organisational development programmes and campaigns for trade unions in the former Yugoslavia, Romania, Bulgaria and Albania.

## **Education and Professional Development**

- E-facilitation skills, 2014
- Project Management for Development Professionals (PMD Pro) Levels 1 & 2 certifications, 2013
- Prince2 Project Management Foundation & Practitioner Certification, 2012
- Leadership for Values-Based Organisations, Impact Beyond, 2009
- Evaluation Manager Certification, Euréval, University of Lyon, 2008
- Certificate in Personal Coaching, The Coaching Academy, 2006
- Certified French language level B2, Bordeaux Language School, 2005
- Master of Arts in Sociology, University of Louisville, 1996

## **Publications**

Felicity Dwyer and Perry Seymour, 2007, ***Learning to Lead: 10 Ways to Develop Your Leadership Skills***, London, NCVO Publications.

## **Professional Memberships and Roles**

- Qualified Sphere trainer
- Member and Associate Trainer, RedR