

Trainer profile – Liz Oseland



Liz is an experienced trainer, coach and facilitator with over 15 years' experience of meeting high standards and working with clients and learners around the world. With line management experience in L&D roles across public, private and voluntary sectors in the UK and Australia, she is passionate about working with individuals, teams and organisations to think in a different way to improve personal effectiveness and productivity.

Building relationships and putting the customer first is at the heart of what Liz does. This stems from years of customer service roles working to high standards to ensure client needs are exceeded. Having held previous Partnership Manager roles she has experience of coordinating diverse stakeholders to collaborate to maximise opportunities for a range of customers.

Liz is all about **Leadership – Innovation – Zen (Wellbeing)**.

Leadership

- Design, delivery and assessment of bespoke leadership and ILM Levels 3 and 5 leadership and management and coaching and mentoring programmes
- Individual and team coaching: executive, leadership, business and career, particularly in the financial, legal and SME sectors
- Psychometrics: Facet 5; Belbin Team Roles; Decision Radar; MTQ48 (Mental Toughness), Strengthscope® 360

Innovation

- Defining problems to create a mindset shift for effective decision making
- Global Master Trainer: OpenGenius Innovation and Mindmapping and Ayoa productivity app
- SeriousWork Trained Advanced Facilitator of LEGO® SERIOUS PLAY® Method and Materials
- Individual and team innovation and creative thinking coaching to embed a culture of innovation

Zen (Wellbeing)

- Relax Kids and Just Relax for Adults Coach, working with children and adults to reduce stress
- Individual and team wellbeing and resilience coaching
- Wellbeing workshops for children and adults. Introducing the science behind how our brains react to stress, with coping strategies to manage triggers and outcomes.

Training topics delivered include:

Leadership

- Essential leadership skills
- Essential management skills
- Essential team leader skills
- HR basics for managers
- Networking skills
- Developing self & others
- Communication & presentation skills
- Career development
- Creating a positive culture
- Emotional intelligence

Innovation

- Identifying thinking errors
- Goal setting
- Strategic thinking skills
- Creative thinking skills
- Critical thinking skills
- Problem-solving
- Effective brainstorming
- Leading innovation & change
- Effective decision-making

Zen (Wellbeing)

- Reducing stress
- Managing conflict
- Building resilience
- Building better relationships
- Connected teams
- Crucial conversations
- Effective time management
- Working with motivators
- Building on strengths

Customer service

- Great customer service
- Understanding & anticipating needs
- Positive positioning
- Supporting challenging customers
- Stakeholder management
- Negotiating skills
- Assertiveness skills
- Collaboration skills

Feedback

Liz gets great feedback as these testimonials from participants show:

- *'Liz was excellent. One of the best trainers I've experienced'*
- *'Very knowledgeable, patient and guiding'*
- *'Thanks for all your help, great training!'*
- *'Liz was a great host / trainer'*

Liz is based in Cardiff and works across Wales and south-west England.