

## Lead trainer profile – Jamie Chambers



Jamie is a highly qualified and extremely experienced independent trainer, coach and assessor, passionate about empowering change, transformation and growth in a fun, creative and inspiring way.

His many **clients** (eg, Egg Bank, Citi Bank, MedicAlert, Remploy, Shaw Trust, Advance Employment, Maximus, Care UK, The Together Housing Group, The WGC Group, Intuit, Assystem, Hafele, Perry's, Hyundai, NHS Foundation Trust, Cleanright Facilities Management, Patrol, Rieke, Worsley, Ward Recycling, The Peel Group, The Linde Group, Guttridge, Pinnacle People, The Tess Group, The Skills & Development Agency, Trafalgar Square, London Midland Railways and The London Olympics, etc, as well as numerous sporting venues, schools, zoos and national security companies) cover an impressive range of **sectors**, including retail, banking, automotive, property, health care, tourism and leisure, welfare to work, charities, business services, health care, non-profit, manufacturing and education.

His training is always very well received, as the following **feedback** shows:

- 'Best course I have been on. Fact.'
- 'Jamie has bags of energy, knows his stuff and is a pleasure to work with. He trained the team really well and we learned all the better for his great deliver style.'
- 'Jamie is a superb trainer. Knowledgeable, innovative and enthusiastic.'
- 'Great. Would recommend to anyone.'
- 'Jamie was fantastic.'
- 'Jamie's been supporting my team with enjoyable, interactive and informative training sessions over the past few months. He took the time to really get to know us to deliver workshops in consideration of the individuals in my team, as well as our needs as a business. His enthusiastic and engaging style is infectious; it's great to see my team using their new-found skills.'
- 'Some of the learners had serious support needs and barriers to learning. Jamie provided the support they required in an effective way while ensuring the quality of the learning was sustained. I am glad to have this opportunity to recommend Jamie – I do so wholeheartedly.'
- 'Jamie delivered some excellent training to our company – he is a very professional trainer who has so much knowledge. I enjoyed the time I spent with Jamie and encourage other to use him in the future. Thanks Jamie. You are a star!'

His **qualifications** include:

- BSc Honours Degree in Psychology and Counselling
- Certificate in Training Practice (CTP)
- Associate Member of the CIPD, Certificate in Training and Development
- Advanced BTEC in 'Training to Groups'
- Qualified NVQ trainer and assessor
- Qualified Belbin team roles practitioner
- Insights Discovery Client Practitioner

- NLP Practitioner Coach

Jamie has also undertaken a number of **consultancy** assignments in the customer service field, including:

- Improved staff morale and business performance by facilitating and implementing a customer service programme, a coaching culture and call monitoring within a contact centre.
- Delivery of a national customer service and culture transformation programme for a large automotive company. Successfully facilitated 40 workshops to over 1,100 staff members at all hierarchical levels. Workshop evaluation forms were recorded at over 95%. Sales figures and CSI scores have increased, staff morale has improved and customer feedback has risen by 22%.
- Successfully designed and delivered a coaching programme for a contact centre resulting in an improvement in call quality (measured by call monitoring) and customer satisfaction (customer satisfaction surveys).
- Training the staff and delivering Level 2 NVQs in Customer Service at Marwell Zoo, Blackbrook Zoo, London Zoo and Trafalgar Square (London).
- Amongst other training courses, delivering customer service training in Welfare to Work organisations (Remploy and Shaw Trust) and within banking and telecommunications (Egg Bank and Citi Bank).
- Design and delivery of customer service training as part of the Level 2 NVQ in Spectator Safety. The London Olympics asked for all security to have this qualification.

Jamie has recently facilitated customer experience workshops on the following subjects:

- Introduction to customer experience excellence
- Internal and external customer service
- The conversation flow
- Controlling the conversation
- First impressions
- Building rapport
- Personality types
- Effective questioning
- Listening
- Vision and values
- CSI scores and NPS
- Going above and beyond
- Assumptions
- Attitude and behaviour
- NLP
- Emotional intelligence
- Communication skills
- Transactional analysis
- Body language

*Jamie is based in Derby but works nationally.*