

Trainer profile – Rachel Coleman



Rachel is a highly regarded training and HR professional. With a degree in Sociology (with Psychology) and a solid foundation in HR, Rachel began her career in Kodak's management consultancy group, where she specialised in behavioural skills-based training, including management, team, and personal development programmes. For much of her time at Kodak, Rachel provided human resources and training to the customer service, call centre, and sales & marketing divisions.

By travelling to global locations within Kodak to understand and implement best practice initiatives for the UK business, she established a reputation as a skilled and perceptive trainer and facilitator.

Rachel spent ten years at Kodak before founding her own L&D consultancy, working across various sectors, including financial and professional services, sales, IT, research, manufacturing, education, and government departments.

Rachel has dedicated her career to helping individuals and teams maximise their communication and interaction skills. She tailors her approach to meet the specific needs of her clients, putting people at ease with her friendly, supportive manner. She also takes the time to ensure that her insightful feedback and training empower individuals to build confidence, influence, and navigate core business requirements. Participants leave her sessions with a clear understanding of how communication and interaction can enhance personal effectiveness, improve business processes, and strengthen relationships, fostering real change.

Rachel works with professionals and leaders both one-on-one and in group workshops and training sessions, and she believes that creating a safe environment is key to unlocking their personal capabilities.

Experience of developing programmes, training and coaching on:

- Handling difficult people and conversations
- Influencing and persuading
- Empathy and building rapport
- Emotional intelligence
- Assertiveness and confidence building
- Personal impact and communication
- Giving and receiving feedback
- Presentation skills
- Leadership skills
- Coaching skills for stakeholder engagement
- Time and priority management
- Recruitment and selection skills for hiring managers/ interviewers
- CV and interview skills preparation for candidates
- Remote working techniques – virtual team meetings, dynamics of remote teams and preparing for virtual interviews

Client feedback

The feedback from Rachel's programmes often focuses on her ability to build confidence and capability and to deliver enabling programmes, as the following comments show:

- 'I didn't think I could do that – now I know I can.'
- 'Rachel showed great patience, never ducking a question. She took time to explain and made sure everyone understood.'
- 'This programme should be mandatory; the most useful course I've done. 100% do it!'
- 'Excellent course, excellent material and presented very, very well.'
- 'Rachel explained and delivered everything very well; the skills taught helped enormously.'
- 'I would definitely recommend this programme – very beneficial.'
- 'Excellent. This has given me so much more confidence to present or run a training programme.'
- 'She was lovely, made me feel comfortable, reassured and heard. No questions were bad questions.'
- 'The trainer was a very good listener and was able to answer the more unusual questions.'
- 'Knowledgeable, engaging and a very clear communicator.'
- 'Very warm, friendly and experienced.'
- 'Inspiring, the words she chooses and the responses she gives are so well delivered, all the courses she runs are fantastic.'
- 'Rachel is really great and helps us realise perspectives we don't often think about. Gives space to absorb and reflect which is really helpful.'
- 'The trainer was lovely, thoughtful and considerate throughout. With a high level of knowledge and an ability to convey some more complex ideas succinctly.'

Qualifications

- Chartered Member of the CIPD
- Degree in sociology (with psychology)
- ICF trained coach
- Post-graduate Diploma from the Institute of Personnel and Development
- A qualified facilitator

Rachel is based in St Albans and works across London and the south-east.