

# JOHN MARTYN FISHER

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## PROFESSIONAL PROFILE

John has a wealth of experience in personal and organisational development, specialising in interpersonal skills coaching, training design and delivery and change management. Achieved and delivered externally accredited management development. A proven self-motivator with excellent relationship building skills who has delivered real value to organisations with key skills in :-

Training Delivery	Change Management	Training Design
Team Development	Project Management	Performance Management
Organisational Development	Management Coaching	Communications

## KEY ACHIEVEMENTS

- Devised, developed and delivered externally accredited leadership and professional development programmes at a saving of up to 62% over previous years costs using external providers.
- Successfully coached senior managers to improve their behavioural skills in preparation for customer led bid behavioural assessment centres. In the past year coached teams to win 2 out of 4 bids scoring either highest or above average in the bids they were unsuccessful in.
- Project managed, co-ordinated and directed the design and development of modifications to the RAF Tornado aircraft system. Prioritised, planned and budgeted the work, supported contract negotiations. I was responsible for chairing meeting to review the progress with pan European suppliers and reporting to the MoD and RAF.
- Deployed a major change initiative for a blue chip multi-national company that delivered over £250,000 saving p.a. and increased customer perception ratings.
- Managed the process for obtaining external accreditation for in-house training courses from CIPD and the ILM (at level 3 and 4). Liaised with the external accrediting bodies, wrote the submission documentation and designed the courses. The first non academic company to achieve accreditation from the CIPD.
- Created an acclaimed variant of the change curve (The Process of Transition or Fisher curve) showing the personal/emotional impact of going through change that has been adopted by universities in the UK and Australia as well as by private and public organisations worldwide to help individuals understand the implications and impact of change.
- Won the Society of Consumer Affairs Professionals' award for Innovation in 1999 for deploying the Customer Value in British Aerospace.

## **CAREER**

### **2010 – now. Training 2000**

*A Group Training Association and charitable trust providing apprenticeship and skills training*

#### **Management Development Facilitator**

Manage, and deliver, development interventions internally and externally. Manage the delivery of ILM level 2 Team Leader training into a blue chip client.

### **2006 – 2010. Balfour Beatty Utility Solutions**

*A £650 million company supporting 22 Gas, Water and Electric Utility companies in the UK*

#### **Development Trainer (Management)**

Designed and delivered the BBUS “off-the-shelf” and bespoke interpersonal development interventions.

Designed and delivered both natural work team and senior management team building events. Successfully coached a senior management team in Behavioural Assessment centre techniques in their successful bid to renew a major 5 year contract with a utility company. Facilitated BBUS and Customer workshops - one team building event with the customer resulted in over 30 long term unpaid invoices being satisfactorily resolved.

### **2000 –2006. Xchanging HR Services (XHRS)**

**Preston**

*A £500 million outsourced Business to Business HR service provider to BAe Systems*

#### **Learning & Development Advisor**

Designed and delivered the internal professional development for XHRS. Developed XHRS corporate Induction programme and managed the internal professional development of all staff. Designed, delivered and Project Managed process to become only non-academic organisation to achieve CIPD accreditation for an internal CPP course.

Designed and delivered the interpersonal skills training for delivery to managers in BAe Systems. Reduced the outstanding training course attendee backlog from over a 1,000 to nil within 6 months in 2003. Generated a billable training course income for XHRS of £50,000 plus p.a. in 2004 to 2006.

### **1989 –2000. British Aerospace/BAe Systems**

**Preston**

*A multi £billion arms manufacturing company*

#### **L & D Manager**

1999 - 2000

Project managed the provision of a £200, 000 externally delivered Customer Focused suite of training for all executives and managers across the Customer Support & Services business unit, following extensive benchmarking process.

#### **Business Advisor**

1997 - 1999

Deployed the awareness raising and skills development workshops to promote the Customer Value across all British Aerospace’s sites in the UK, France and Sweden.

Promoted and delivered the “ACE” (Achieving Customer Excellence) brand and Team Boards, facilitated customer/supplier focused joint goal setting sessions across all British Aerospace’s sites in the UK, France and Sweden.

Delivered £250,000 plus saving by focusing on “delivering what the customer wanted” and reducing non valued added work within Manufacturing and Engineering functions.

**Project Manager**

1991 - 1997

Managing various multi £m projects ensuring completed to time, cost and quality (e.g. the qualification of new aircraft navigation software 6 months early). Projects ranged, in cost, from £thousands to multi £million and in length from 6 months to five years.

Chaired supplier cross business progress meetings and represented BAe at customer meetings including contract technical negotiations and the writing of specification and submission documents (winning, and managing the delivery of, a major £billion p.a. order from an overseas customer).

**1984 - 1989. Singer Link Miles**

**Worthing**

*Civil and military simulator manufacturer*

**Engineer**

Designing “Hardware” and “Software” modifications then leading team installing, commissioning and managing handover of aircraft simulators to customers.

**1971 – 1984 Royal Air Force**

**UK and Germany**

**Electronic (Air Radar) technician**

Worked on both aircraft radar and radio equipment in the UK and overseas, managed a small team of professional engineers and a larger team of mechanics running an aircraft flight line.

**QUALIFICATIONS**

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|-------------------------|-------------------------|----------------------|-------------|
| • MSc.                  | Occupational Psychology | Leicester University | 2000 - 2002 |
| • BA (1 <sup>st</sup> ) | Psychology              | Open University      | 1987 – 1993 |
| • Certificate           | Management              | Lancaster University | 1994        |

**PROFESSIONAL DEVELOPMENT**

- Chartered Psychologist British Psychological Society
- Member of the Society of Coaching Psychologists and the Association of Business Psychologists
- “Leading Bold Change” licensed facilitator (Kotter change model)
- Assessor for the Institute of Customer Services (ICS).
- NLP Business Practitioner
- BPS Level A and B (intermediate) – MBTI, SHL and IE (an Emotional Intelligence test)
- Delivered papers at national and international conferences and invited speaker at Universities and the Welsh Public Service management conference on change in 2008
- Organised two profitable 4 day conferences, edited and published a collection of papers from the conferences.
- Past Chair North West of England branch committee of the British Psychological Society

**PERSONAL**

Keen Rugby League fan – love spending Sundays watching Keighley Cougars (especially when they win), season ticket holder (childhood ambition) and sponsor two players. Driven by a desire to learn - especially constructivist psychology, development and influence theory.