

David Kershaw

Corporate CV Highlights

Dates	Subject	Client	Training Organisation
October 2015	"Enhancing Your Presentation Skills" Designed & delivered a bespoke day of coaching for the CEO as part of her preparation for an important presentation at a Global Drowning Prevention Conference.	Royal Life Saving Society (UK)	
May – October 2015	"Presenting So Your Audience Listens" Designed & delivered 4 full-day workshops to Publishing Team & Marketing Executives.	Hachette (UK) – Hodder Education	
March 2015	Being Assertive to Maximise Your Impact Designed & delivered 2 half-day workshops to Specialty & Associate Specialist doctors.	Northumbria Healthcare NHS Foundation Trust	
December 2014	"Becoming Who You Are" Designed & delivered a day-long 1:1 workshop to enhance presentation skills for a member of the Senior Leadership Team of this prestigious subsidiary of Philips.	WOOX Innovations	
October 2014 (ongoing)	Presenting to Large Audiences Delivering & facilitating 2-day courses to HMRC leaders preparing them to deliver Phase 2 of a major restructure project to large audiences of stakeholders.	HMRC	Civil Service Learning
July 2014	Leading a Happy Team Co-delivered series of day-long highly interactive workshops to large numbers of Checkout Managers nationwide to introduce client's new approach and initiatives to improve customer satisfaction.	Tesco	MediaZoo
February 2014 (ongoing)	Enhancing Personal & Professional Impact Design & delivery of half-day courses to aspiring leaders from across the healthcare population.	NHS Northeast & Health & Social Care (Northern Ireland)	
February 2014	Interview Masterclass Designed & delivered an interactive and fun workshop focusing on interviewees' awareness and management of their non-verbal communication so as to enhance their verbal skills during stressful interviews.	University of York Careers	
November 2013 (ongoing)	Shareholder Conference 1:1 coach to numerous senior managers, including Board members and Annington CEO & CFO, to enhance their live presentation skills at this important annual conference.	Terra Firma Capital & Annington Homes	Flourish Academy

May 2013 (ongoing)	"You Can't Not Have an Impact – But Is It the Impact You Want?" Designed & delivered an interactive half-day workshop to enhance non-verbal communication skills of participants of all levels.	Hachette (UK)	
May 2013 (ongoing)	Leadership Skills for Managers Deliver a fast-moving interactive workshop to new and established operational middle-managers.	John Lewis & Waitrose	The BE Group
January – April 2013	Leading Change with Resilience Delivered an interactive workshop to store Steering Groups (including Managing Directors) to prepare them for a major upcoming restructure.	John Lewis	The BE Group
January 2012 – May 2012	Conversation Clinics Devised & delivered a series of 'drop-in clinics' where operational managers, up to and including the Managing Director, worked with me for 30 minutes rehearsing for an upcoming difficult conversation.	Baxter Storey	Maximagine
November- December 2011	Diversity and Inclusion Devised, delivered and facilitated several scenarios illustrating micro-discrimination to all levels of the organisation including some board members.	Infinis	The Principle Practice
October- November 2011	"Shut It!" – Dealing with Angry People Delivered several forum theatre pieces including in-depth hot-seating to all levels of the organisation from CEO to cleaners.	Homes in Havering	Fibre Training
September 2011	Philips Innovation Experience Presented a 10-minute piece describing Philips' recent healthcare innovations to several thousand visitors over three days in Eindhoven.	Philips	Lodestar
June 2011	Why Should Anyone Be Led by You? Co-devised & delivered a workshop introducing ideas of leadership and status to all the staff of this recently appointed academy.	Bethnal Green Technology College	MDR Hobbs
March 2011	Global Leadership Conference Co-wrote & delivered interactive workshop focusing delegates' minds on how to best deliver the conference's message to their teams.	BP	ForthRoad
November 2010 (ongoing)	How to Conduct Appraisals Scripted, directed & delivered two forum theatre pieces as part of workshop introducing & refreshing annual appraisal system.	Hachette (UK) Ltd	In-house HR Team
January 2011	Managing Performance Scripted, directed & delivered forum theatre piece introducing client's managers to new Performance Management framework & procedure.	Royal Life Saving Society (UK)	Benchmark HR Consultancy

December 2010-January 2011	Dealing with the Unexpected Co-devised & delivered workshop comprising drama & voice exercises to Air Traffic Control Emergency Contingency Team helping them understand how they respond to unexpected situations.	National Air Traffic Services	Behavioural Engineering
November 2010-February 2011	Crisis Management Played numerous parts as journalists & members of the public in day-long real time exercise testing ability of Communications Team and Senior Executive Team to handle a crisis on the East Coast rail network.	East Coast Rail	Stephen Bagnold Communications
November 2010 (ongoing)	NE Leadership Academy Roleplayer & individual coach in 1:1 exercises developing aspirant & emerging leaders.	NHS North East	Edgecumbe Health
July 2010	Relationship Building & Influencing Skills Roleplayer/Coach with managers at all levels exploring how to handle difficult situations arising in their daily work.	Castloak	Insight HRC & The TBC
March-May 2010	"Dealing with Under-Performance" Scripted, directed & performed in four forum theatre pieces looking at managers' behaviour when handling under-performance issues. Presented to all levels from Assistant Director to support staff throughout the organisation.	Security Industry Authority	In-house HR Team
February 2010-September 2011	"Emotional Fallout" Forum Theatre Performer and 1:1 Coach working with managers leading staff through planned redundancy programme.	Foster Wheeler Energy Ltd	In-house HR Team
September 2009	"What Can We Learn from Each Other?" – IAM Fall Conference Played German Fund Manager in day-long simulation of the mediation process.	International Academy of Mediators	Tony Willis
July 2009	Leadership Co-designed & co-delivered workshop for managers at all levels.	Security Industry Authority	Benchmark HR Consultancy & Codify Consultants
June 2009	Effective Selling Co-delivered workshop for client's specialist consultants.	System Concepts	The Creative Training Company
May-July 2009	"Between Friends" Recorded & edited three conversations between pairs of friends for an audio exhibition presented at Latitude Festival.	The Dialogue Project	
March 2009-September 2009	Investigators' Assessment Centre Scripted & delivered a roleplay exercise at assessment centre to recruit new Investigators.	Security Industry Authority	Benchmark HR Consultancy
February 2009	IDG Conference 2009 Recorded & edited five conversations with consumers adversely affected by the recession. The final sound montage formed part of a presentation delivered by the Chairman of Unilever UK.	Unilever	The Dialogue Project

February- November 2009	"Performance Management" Scripted, directed & performed in a forum theatre piece looking at new appraisal process for the Compliance & Investigation Department. Presented to all levels from Assistant Director through Heads of Investigation to C&I support staff.	Security Industry Authority	Benchmark HR Consultancy
November 2008-June 2009	"Selecting the Best" Role-player/Coach playing senior candidate in competence-based interviews developing senior executives' CBI skills.	Nationwide	Reed Learning
May 2008- present	Behaviour Labs Co-designed & co-delivered programme developing client's HR team in competence based interviewing, employee relations & internal consultancy.	DVLA	Benchmark HR Consultancy
February-July 2008	"Getting to Our Idea" Co-scripted & recorded a series of ten podcasts for client's Creativity & Media Arts department teaching the use of Dialogue as a Route to Better Ideas.	TBWA	The Dialogue Project
February- March 2008	Conflict in Management Co-designed & co-delivered programme to enable newly-promoted managers to handle conflict more effectively.	DHL	Benchmark HR Consultancy
January-March 2008	An Introduction to Dialogue Co-designed & co-delivered programme to enhance "Financial Lines" team's ability to build internal & external relationships.	AIG UK Ltd	The Dialogue Project
November 2007	Space to Think Chaired seminar debating the Question: "UK – The World's Creative Hub?"	Creative Partnerships	
September 2007	IDG Conference 2007 1:1 coach to Unilever (UK) Chairman for delivery of keynote presentation at annual IDG conference.	Unilever	The Dialogue Project
July 2007- March 2010	Enhancing Management Skills Forum Theatre Performer & Coach in a workshop to develop senior managers' skills in handling difficult people-management issues.	Foster Wheeler Energy Ltd	Ascertain
March 2007- January 2008	Accelerated Leadership Programme Role-player/Coach in bespoke scenarios helping emerging talent deal with difficult conversations.	Lloyds TSB Corporate Banking	Roffey Park Institute
January- November 2007	Ideas that Can Change the World Recorded & facilitated conversations with young people for this project to connect young people with ideas with experts in that field.	Creative Partnerships	The Dialogue Project
December 2006-present	Intimate Conversations Co-designed long-term project recording and publishing conversations with individuals who have had unique experiences of universal challenges.	The Dialogue Project	

July 2006- March 2009	21 Destinations Forum Theatre Performer/Coach in a workshop to develop managers' skills in understanding and dealing with different personality types.	National Air Traffic Services	Response-Ability
June 2008- January 2008	Personal Development Workshops Role-player/Coach to senior Virgin Atlantic managers to identify their potential, development needs, aspirations & future possibilities.	Virgin Atlantic	Roffey Park Institute
February- March 2006	"The Big Event" Role-player/Coach in multi-faceted exercise testing negotiation skills during graduate selection process.	Diageo	Activation Business Theatre
September 2005- December 2006	"Braver Conversations" Co-created CDs & Instruction Manual providing guidance for conducting & managing difficult conversations.	Unilever	The Dialogue Project
September 2005	Accelerated Leadership Development Programme Roleplayer in series of bespoke scenarios helping the Senior Management Team deal with difficult conversations.	Department of Work & Pensions	Tom Esser
July 2005- December 2007	Impact, Influence & Power Role-player/Coach to Management Team exploring issues that they find difficult to handle.	Fujitsu	Roffey Park Institute
November 2004	Crisis Management Played part of a journalist in day-long real time exercise testing ability of Press Office and Senior Executive Team to handle a crisis on the London Underground.	Metronet	Bagnold Shorter Communications
November 2004	Putting the Customer First Forum Theatre Performer working with Council's Street Cleaning & Landscaping Team to develop customer relationships.	Watford Council	Wiz Training & Development
September 2004	Performance Management Forum Theatre Performer working with Branch and Area Managers.	Lloyds TSB	Activation Business Theatre
June 2004- November 2005	Redchester Town Regeneration Roleplayer in series of bespoke exercises with Senior Executive Team, including CEO.	Legal Services Commission	Roffey Park Institute
July 2002	The Wycombe Convention Performer in Invisible Theatre promoting Arts & Business principles to convention attendees.	Church of England	Trade Secrets
October 2001	Safety Week 2001 Performer in Invisible Theatre, filming safe and unsafe practices at Port Sunlight Factory No.4.	Lever Elida Fabergé	Trade Secrets

September 2001	Coaching Day Performer in Invisible Theatre introducing concept of coaching to staff members.	Ernst & Young	Trade Secrets
August 2001	Interbrand/Orange Pitch Performer in Invisible Theatre for a (successful) joint pitch by Trade Secrets and Interbrand to win contract to run Orange Brand Forum.	Orange	Trade Secrets
September 2000	"A Passion for Service" Facilitator in a series of workshops with Operations Control team to promote BA's new service initiative.	British Airways	Trade Secrets
September 2000	Safety Week 2000 Performer and Facilitator in Forum Theatre to promote safe practice at Port Sunlight Factory No.4.	Lever Elida Fabergé	Trade Secrets
April 2000	The "i:m-e" Experience Performer and Exercise Leader introducing new intranet initiative to client's global representatives and customers in Berlin.	McCann-Erickson	Trade Secrets
October 1999	Cohort Retreat Performer and Exercise Leader with client's New Associates.	McKinsey & Co.	Trade Secrets
March 1999	Earth Centre Academy Forum Theatre Performer & Exercise Leader working with Centre's Welcoming Team developing interpersonal skills and dealing with difficult situations.	The Earth Centre	Trade Secrets
September 1998	"The Bug Must Die!" Deviser/Performer in large-scale production at QE2 Conference Centre for 250 senior managers exploring millennium bug issues.	J Sainsbury PLC	Trade Secrets
August 1998	Introducing BT Talkworks Co-facilitated exercises with members of the public at BT's Goonhilly Down establishment.	BT	Trade Secrets/ Imagination

Other Clients include:

Abbey	Bupa
ABSA	Camelot
ACAS	Dove Nest Group
Adecco	Carillion
Alphega Pharmacy	Carphone Warehouse
Alstom Transport	Central Parking Systems
Amec	Chelmsford Borough Council
Audit Commission	Christie Hospital NHS Trust
AXA Insurance	CIPD
BAA Fire Service	Citibank
Barclays	Civil Service College
BBC	Cobham Aerospace
BPP Professional Education	Colt Telecommunications Ltd
British Airports Authority	Commercial Union
British Army	Compaq
British Library	Coors Brewers
BT	Creative Force

Crime Reduction Initiative
 Crown Agents
 Crown Prosecution Service
 Department for Education & Employment
 DESG
 Disney
 Douwe Egberts
 DSTL
 DVLA
 e2v
 Ealing Council
 English Partnerships
 Electrosonic
 Equity Insurance
 Ericsson
 European Patent Office
 Financial Services Authority
 First National Bank
 Foreign & Commonwealth Office
 Freshfields Bruckhaus Deringer
 Gillette Group UK
 Hampshire Fire & Rescue Service
 Haringey Council
 Harrow College
 HCA
 Henderson Global Investors
 Hill & Knowlton
 House of Commons
 Housing Ombudsman Service
 Hyde Housing Group
 IDG Worldwide
 Imperial College
 Inland Revenue
 Inmarsat
 Insolvency Service
 Invensys
 IPCC
 Jockey Club
 Johnson Matthey
 Kent County Council
 Kellogg Management Services Ltd
 Kingfisher PLC
 KPMG
 Lloyds Register
 Manpower
 Marks & Spencer
 Marsh Insurance
 Macmillan Cancer Support
 Menarini Pharmaceuticals
 Meteorological Office
 Metropolitan Housing Trust
 Ministry of Defence
 Morgan Stanley
 Mouchel
 National Audit Office
 Nestle
 New Islington & Hackney Housing Association
 Nokia (Finland)
 Novo Nordisk
 Ntl:Telewest
 O2
 OEE
 Ombudsman Services
 Oxford Group
 Parker Hannifin
 Pensions Regulator
 Pfizer
 Plymouth City Council
 Prudential UK
 Publicis
 QinetiQ
 Qualcomm
 RBS Coutts
 Reed Business Information
 Reynolds Porter Chamberlain
 Richemont International
 Right Coutts
 Rothmans UK
 Royal Bank of Scotland
 Royal College of Nursing
 Royal Institution of Chartered Surveyors
 Royal London Insurance
 Sainsbury plc
 Seetec
 Selfridges
 Serco Government Consultancy
 SHL
 Siemens Business Services
 Sir Robert McAlpine
 Smiths Medical
 South Bedfordshire District Council
 Southern Health
 Southern Water
 SSP UK
 Stamford Endowed Schools
 Sudler Hennessy
 Syngenta
 Taylor Wessing
 Telereal
 Three Rivers Council
 T-Mobile (UK)
 TQtwentyone
 Transport for London
 Toyota (GB)
 TUI Travel
 Tussauds Group
 UCLH
 University of the Highlands and Islands
 UK Atomic Energy Authority
 UK Border Agency
 Unified Courts Agency
 Veolia
 Visa
 Volkswagen
 WACL
 West Hertfordshire Hospitals Trust
 Whitehead Mann
 WPP
 Wulvern Housing
 Wyeth Pharma
 Yell
 Youth Justice Board
 Zurich Insurance (Ireland)