

JAY CARLING



OVERVIEW

Jay is a highly experienced coach, facilitator and organizational development and change consultant, with a particular expertise in bringing out the very best in people and teams. With almost two decades of experience and expertise in the field of organisational development and transformational development programmes, Jay leads and executes professional and inspiring learning and development interventions that significantly shift the performance balance, driving his clients towards long-term improvement and sustainable change. Jay's career has involved rich experiences in how to maximise the value of people development initiatives, which consistently deliver improved organisational performance. Using proven and creative techniques, and in partnering with Executive Leaders, People Managers and HR Teams; he challenges those that he partners with to seek out the key formulas for sustainable and long-term future success. Jay specialises in sustainable transfer of learning to influence performance, development of talent strategies, corporate cultural change, and leadership for the future and maximizing people performance.

EXPERTISE

- Maximising the transfer of learning to influence performance, development of talent strategies, corporate cultural change, assessment of training needs for high volume populations.
- Design and delivery of process improvement schemes
- High-energy facilitation and speaking,
- Senior executive coaching, partnering on performance, succession management, performance management and organisational development.
- Experienced in the industries of financial services, telecommunications, media & entertainment, technology, manufacturing, marketing, managed services, learning services, contact service centres and retail.
- Working with organisational leaders to enhance their strategy, performance and opportunities

CLIENTS

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|--------------------------|-------------------------|---------------------|
| • Affinion International | • Home Retail Group plc | • Telefonica UK Ltd |
| • Airbus | • Iron Mountain Inc | • Virgin Media |
| • AXA | • KFC | • VISA Europe |
| • BAE Systems | • O2 | |
| • Hibu | • Sony Mobile | |

REPRESENTATIVE CLIENT ENGAGEMENTS

- For a major UK retailer, project managed a programme that focused on upskilling 450 managers across multiple leadership and management modules that were identified from a thorough period of analysis and collaboration with business leaders and stakeholders. The programme would support future transformations as an organisation and provide a foundation of skill and knowledge to equip all managers with the capability to thrive during such changes. Having achieved a target 98% attendance across all modules – significant evaluation practices concluded that the ability of branch managers to hit their revenue targets rose by 29% and led to greater levels of productivity, engagement and customer experiences from their people.
- For a media & entertainment organisation, engaged senior executive team to sponsor and support the design of a leadership development centre, targeting approximately 200 leaders across the UK. Took the lead on assembling and managing a team to support the creation of multiple events to assess the target audience. Managed the collation and production of individual development reports to inspire future development pathways, leading to an increase in learning uptake of 430% over a 6 month period.

- For a Telecommunications organisation, lead on a project to introduce them to and deliver fast and effective coaching experiences and to influence a coaching culture to drive great levels of performance. As a result, coaching conversations and formal coaching increased and the level of competency and commitment demonstrated by participants and their direct reports had a direct contribution to greater levels of employee engagement and subsequent individual performance.

EDUCATION & QUALIFICATIONS

- CIPD Diploma in HR Management
- CIPD Certificate in Training Practice

PSYCHOMETRIC & DIAGNOSTIC TOOLS

- Accredited Facilitator and Coach
- Myers-Briggs Type Indicator
- Tetramap
- Ken Blanchard's Situational Leadership II

TESTIMONIALS

"Jay worked with me and my team on how to extend the leadership within my wider team focussing particularly on strategic ownership and engagement. The programme undertaken was over a 100 Days and culminated in a presentation. The outcome has not only exceeded my expectations and left me massively impressed and proud of my own team but is leaving a legacy inside my own business. Jay's management, engagement and encouragement have been critical to a programme I would recommend to any business hoping to get their team to the next level." **Managing Director, AXA Business Insurance**

"Jay is without doubt one of the most engaging, dedicated and structured Coaches and Leaders that I have worked with during my 15 years at Telefonica. He has been able to influence and develop various groups of people across our business, his awareness commercially and his ability to identify the opportunity within a business to improve the learning and development of its people is outstanding. It has been a joy working with Jay over the years and at all times he was one of the most effective, efficient and talented individuals I have met." **Area Leader, Telefonica**

"Jay is a highly professional and capable Learning & Development professional with a particular focus of Evaluation and on measuring the real value training can deliver. I'd highly recommend Jay to any organisation as he'll help you to ensure your training investment shows good return." **Head of Learning at Telecom Plus Plc**

"Jay's focus on business performance and creating interventions that work for his client group were consistently impressive. His focus on evaluation and continuous improvement were a pleasure to deal with and I have no doubt delivered improved business results for O2. He's also great fun." **Sebastian Bailey, Co-Founder and President, Mind Gym Inc**

"I would highly recommend Jay. He did a remarkable job leading a high-profile Leadership Programme within AXA Insurance under very pressing timescales. Jay quickly understood the details of AXA ensuring he was highly credible in his delivery. The key difference was that he didn't just deliver a series of two-day training courses but pulled together a true 90 day programme, where each fortnight attendees received a skills booster to enhance their learning. At the end of the 90 days each sales team delivered a presentation to the CEO highlighting what difference the programme had made. The results are outstanding, with an overall increase of 11% in sales year on year and an amazing return on investment of 2577%". **Head of L&D, AXA UK**