

Graham Roberts-Phelps

Business skills trainer, speaker, author, consultant



Personal profile

Over the last twenty years I have personally trained or coached over 30,000 business professionals in 20 countries and hundreds of organisations.

- Substantial experience as a Senior Manager, Training Professional and Sales Director.
- Over twenty years' experience as an international business trainer, coach, and consultant.
- Expert in all aspects of designing and delivering training across a variety of mediums, including bespoke global training programmes using live, video and online learning tools.
- Published book author and creator of various websites and online learning programs.



Example course and coaching topics

- Business strategy and organisation development
- Value-added and customer-focused selling
- Key account management
- Negotiation and persuasion skills
- Better business writing skills
- Time management – based on the book Working Smarter
- Presentation skills (and public speaking)
- HR management and recruitment
- First-line management and business leadership skills

Delivery Style

My delivery style has been described as highly motivational, interactive and practical.

I can build rapport and credibility easily and naturally with any size or level of group and I would consider myself an expert communicator.

What participants have said

“Very knowledgeable and extremely well presented and structured”

“A very intensive course and a lot of concrete tools provided.”

“A useful data, tools and insights, engaging and interesting as always.”

“Very confident in the subject and amusing too. Made the course very interesting. A very clear good sales model to use going forward.”

“Brilliant course, really interesting and very focused to my job role & day to day work.”

“Very good...contained everything we do on a regular basis and problems we have come across...the exercises made it very interesting too.”

Continued...

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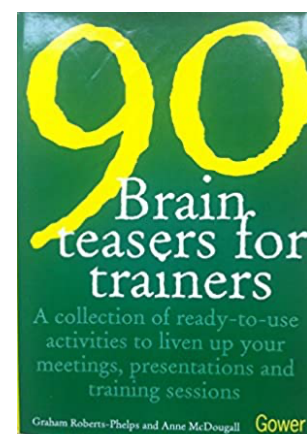
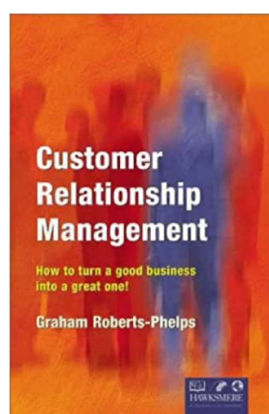
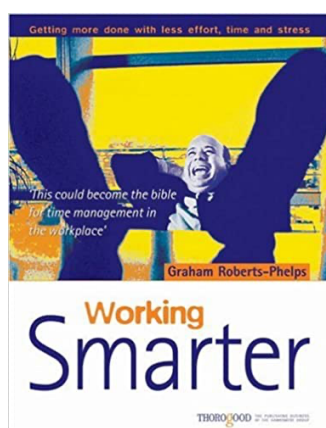
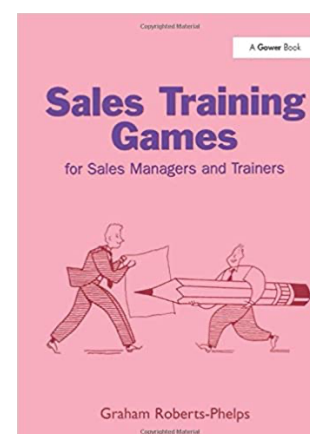
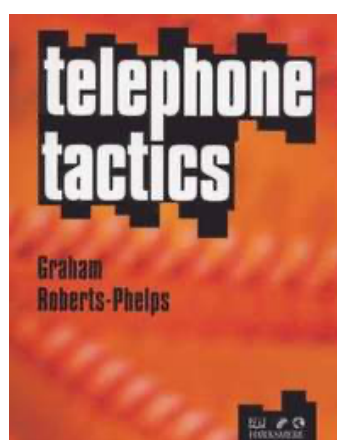
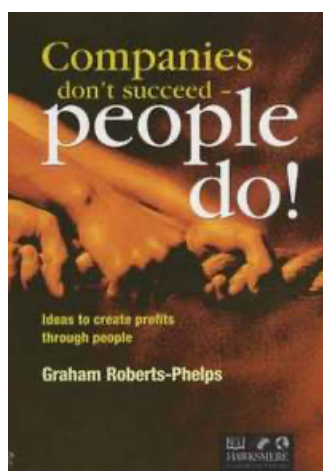
Brill!ant
CUSTOMER SERVICE

Professional Experience

Top-performing Business Manager, IT Support Manager, Marketing Director and Head of Training with forward-thinking organisations including:

- **Head of Sales Performance (Europe) for Thomson Reuters.** Responsible for the training and development of over 500 customer facing staff across seven countries.
- **Managing Director, 8020 Training Ltd.** Independent training company specialising in in-house business skills training.
- **Sales and Marketing Director, The Pearson Group** (Longman training and the Financial Times). Built and managed a team of over sixty salespeople and account managers.
- **Senior Consultant, Hoskyns PLC.** IT managed services provider. Account manager for several large financial clients including Lloyds, C&G, Bank of Ireland and others.
- **Sales Manager ISC Systems.** Responsible for developing and managing front and back-office systems integration services to UK building societies.
- **Major Account Sales, Entre Computer Systems.** Large value sales of PC-based and microcomputer-based solutions to companies in the Bristol area.

I have a degree in Marketing from the Chartered Institute of Marketing and am qualified NLP Master Trainer and member of International Institute of Coaching. Published author.



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