

Graham Roberts-Phelps

Business skills training specialist

Over the last twenty years Graham has personally trained or coached over 25,000 business professionals in 30 countries and hundreds of organisations.

His enthusiasm for training is equally matched by his expertise in the subjects he specialises in, including:

- Management and leadership skills
- Customer service, support
- Communication skills
- Business writing skills (including reports)
- Presentation skills
- Negotiation, persuasion and influence

He is also able to design and develop bespoke content and elearning.

Delivery Style

Graham's delivery style is highly participative, interactive and practical. He builds rapport and credibility easily and naturally with any size or level of group and is an expert communicator. His depth and breadth of both business and training experience allow him to call on a huge wealth of relevant and knowledgeable examples and case-studies. One of the most unique aspects of Graham's training style his ability to design and facilitate high quality learning activities. This increases both the impact and enjoyment of every training course.

Professional Experience

Graham Roberts-Phelps has a solid background in IT systems, financial markets and business services. Over twenty years he has established a successful track-record as a top-performing Account Manager, Sales Manager and Sales and Marketing Director with organisations including Hoskyns PLC, the Pearson Group and most recently Head of Sales Performance (Europe) for Thomson Reuters.

He now works with a range of clients, big and small. These include a range of companies from the public sector, IT, finance, education

What other participants have said about Graham

"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."



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