

Mark Williams



Qualifications, Affiliations and Training

I have worked in many different roles and environments over the years, which has enabled me to learn in a variety of ways, some consciously and some not !, all of which, has contributed to who I am today.

Having neglected my early school years, it has become a personal mission to learn and experience as much as I can through my working life and fortunately, I have found that I been able to consistently adapt to new working environments and learn new things, sometimes quite quickly, sometimes not quite so quickly, !.

The capacity to adapt, learn and change, what we do and who we are, is a very human trait and is what defines us all.

I have listed below, just some of the key things I have experienced and learnt over the years. Some formally gained, some by experience.

The Seven Habits of Highly Effectice People (S.R.Covey)

Personal License Holder

SPA safety accredited

I.O.S.H accredited

Certificate of Professional Competence

FCA compliance accredited

Employment law

Competency Recognition

Recruitment

Customer Service Delivery

Serious Investigation & Reporting

Audit- internal & external

Disciplinary & Grievance

Diversity and Inclusion

Sales & Marketing techniques

New business development

Project management

Situational Leadership

Change management

Motivational & Personal impact management

Franchise management

Business plan construction

Ratio management

Sales & Cost forecasting

Coaching & Mentoring

Validation & valuation of precious metals and watches

Right to Work & Basic forgery detection

GDPR

The biggest impact on my career and indeed life, was my discovering the “Seven Habits of Highly Effective People”, by Stephen Covey. I first encountered this 20 years ago and over the years I am continually reminded how important his teachings are, today more than ever before.