
Testimonials – a selection



Set up new company

"Milestone Planning is a fundamental approach in managing the introduction of major cross business change programmes."

Ben Jeffs, National Grid Transco



Business Plan

“Working with Clare in the early stages of my business plan helped me to focus in on what was really important and then with time-assigned tasks to carry out, I was able to keep myself right on track in making these tasks transform into concrete business decisions/actions.

Clare’s ‘laser pointer’ approach really helped to focus on discrete business decisions rather than ‘dancing around’ the issues and now I feel with Clare’s help, I have a clear strategic plan for the next 12 months of my business plan.

I would not hesitate in recommending Clare to any business – large or small.”

Andrew Crozier – Principal Photographer – Insight Photography



Business Transformation

“Clare is, in every respect, effective and thoroughly professional. The coaching effect extended way beyond the sessions. The act of articulating issues we faced brought them into clear focus so that dealing with them became so much easier and her astute probing meant that nothing was overlooked and priorities were maintained.”

David Reid – Business Owner – Promobox



Change & Goal Directed Management

“Clare's emphasis was to establish a clear vision of where the organisation wanted to be, and to clearly articulate how to get there.”

Her approach focussed management attention on the organisation's goals and on providing a readily verifiable means of determining success.”

Dave Burton, NHS Improving the Patients' Experience Programme



Structured Planning

“Clare provided valuable thinking and planning time. I now am well on the way to planning work and managing my time in a more structured way.

We methodically worked through ideas to achieve formal work plans for the organisation that are well-structured. I am now confident that we will achieve a more professional, functional team.

I would recommend Clare to anyone who is prepared to apply their mind to achieving well-thought through improvements.”

Ashton Wynter, Service Manager at Sheffield African Caribbean Mental Health Association Ltd.



Major Move

"Clare really made a difference to the whole process of our major move project.

She kept us on track, kept the team motivated and shared the burden of making it happen."

Mark Bloodworth, Chief Operations Officer, Ampy Metering.



Work Effectiveness

“Clare’s coaching programme made me far happier and effective in my work.

Previously, I often felt like my head was in a cloud, desperately trying to wade through my tasks. Now, my daily system monitors tasks, makes sure they get done, and I keep on top of projects.

It has made a huge difference not only to me, but also to my work performance. I can’t thank Clare enough.”

Oliver Hudson, Managing Director, Hudson’s Estate Agent



Team Away Days

“During our joint teams Away Days, I found the exercises & learning opportunities very useful indeed.

These will assist us as we work together going forward on a personal & at group level.”

Duncan Peacock, Grants & Projects Manager, Department of Health (DH)/Care Services Improvement Partnership (CSIP)/ National Institute for Mental Health in England (NIMHE).



Consultant and Project Manager

"Clare is a highly professional and skilled Consultant and Project Manager regarded very highly, both by management and her peers.

She has many interpersonal skills and works extremely well with all levels of management and staff.

She is always a pleasure to work with."

**Howard Gray MA (Cantab), MSC, Independent Consultant
and Author**



Sole Trader

"As a sole trader it can be daunting when there is no one to bounce ideas off or to test your thinking.

The coaching sessions with Clare have proved incredibly useful to provide clarity and focus on the real issues."

Linda Lawcock, Proprietor, Your Perfect Day Event Management



Programme Manager, Brussels

“For this multi-million € initiative to develop a global billing solution, Clare provided structure for improved management, encouraged greater cooperation and developed detailed plans.

Clare very quickly demonstrated an understanding of the key issues of a very complex programme organisation, and provided valuable training in management methods and planning .

At the end of her time on the programme the project managers were working better as a team to the benefit of the programme as a whole.”

Jane Chung, Network Billing Support Group, DHL



Team Merger

“Our Away Days with two distinct teams could have been a difficult experience. There was the potential for lots of tensions.

You got everyone involved and the Days proved both helpful and effective.

Thank you.”

**Professor Carolyn Steele, Director 3rd Sector Partnership,
Department of Health.**



Direction for Businesses

“My series of executive coaching sessions with Clare proved useful personally and professionally.

Clare is an effective, business-focused sounding board. She also provided analytical tools which allowed me to stand back from my businesses and view them objectively.

I would recommend Clare’s services to anyone who is prepared to honestly assess where they are, and where they want their business to be in the future.”

Shane Beardsley, Managing Director, Kirk Ella Investments Ltd



Consultant and Project Manager

"Key to linking projects to the business plan, GDPM encourages a strong and consistent focus on the achievement of business objectives.

Readily deployed alongside Prince2, it enables the project sponsor and board to navigate towards successful project realisation."

Mike Teague, Executive Coach



Programme Launch for NHS

“Thanks to Clare's expertly designed launch workshop we started of the "Improving the Patient Experience" programme with a good framework.”

**Maggie Boyd, Director of Nursing & Professional Development,
Leicestershire, Northamptonshire & Rutland SHA**



Business Process Improvement

“Thanks to Clare we now have processes in place which allow us time to do the things that are important to run the business whilst also keeping on top of day to day operations.

With this more organised approach running the business is not only better, but it is enjoyable!

I would not hesitate in recommending Clare to any other business large or small”

Alfred & Pauline Dryden Quality Homecare Barnsley Ltd



Marketing Review

“Thanks to Clare, I really feel that I have broken through the pain barrier – she is a tremendous short circuit!”

Adrian Holdstock, Ordained Anglican minister, Accredited Life Coach



Business Disposal

“Clare gave clarity and structure to our business disposal programme.

Always professional, calm and enthusiastic, Clare engaged with people at all levels inspiring them to achieve the desired result.”

Bob Griffin, Operations Manager, PowerGen



Executive Coaching, Small Enterprise

“I felt as though I was looking at the future through mud.

After an hour of Executive Coaching from Clare, I feel I have taken the first step up the ladder.”

Jason Rowe, Managing Director, lunch-on.com



Business Procedures - electricity metering de-regulation

“Clare established effective relationships with all parties.

She was highly effective in motivating and enabling staff not under her direct control to achieve the desired objectives and outcomes.

Paul Merkens, Senior Consultant, IBM



Achieving Outcomes with Confidence

“Whilst I found the process far from easy given the degree of soul searching and in depth analysis required to maximise the sessions each meeting had a clear purpose with a very definite outcome, which was very important to me to keep the focus on my desired outcomes. In terms of process it felt like it was driven by me, although I'm sure Clare had a handle on the discussions direction, with the emphasis on guided learning rather than prescriptive one size fits all. In doing so I felt that the ideas were mine in many respects, they just needed teasing out, which engendered quite a lot of confidence and self belief.

I gained a wider perspective on matters and a number of strategies to deal various situations, which over time built into a very useful toolbox. The fact that it was an external consultant helped immensely as it felt like a clean sheet of paper and I had confidence in being brutally honest about the issues I needed to deal with. However probably the most important aspect is that I started to become more self analytical than critical.

All in all a very worthwhile exercise.”

David Thomson, Facilities Manager, University of Hull

