
Testimonials – a selection



Business Improvement Facilitation

“I have worked with Clare on a number of occasions and have to say her skills of engaging the team and seeking innovative ideas were astounding.

She somehow manages get people to think beyond normality and thus achieving real sustainable change/improvements within the business process.

In summary, excellent facilitation skills and I look forward to working with Clare again in the future.”

John Arnold, Celotex



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.



Change Manager for PowerGen

“Clare maintained excellent relationships at all levels of the organisation in order to deliver a first class change management programme.”

Paul Merkens, Senior Consultant, Price Waterhouse Coopers



Workshop for Business Studies

“Clare delivered a 2 hour workshop for around 60 final year Business Management students at the Scarborough Management Centre, which is part of Hull University Business School.

The workshop, on 'Managing Change', was crammed with practical activities which engaged the students, theory which can be referenced in their assignment work, and real world examples which made the topic really come to life.

The workshop was an invaluable experience for the students, both in terms of their studies and ultimate careers, and was competently constructed and delivered by Clare with great authority and enthusiasm.”

Dr Katy Graley, Lecturer in OB/HRM, Scarborough Management Centre, Hull University Business School



Business Growth

“Clare joined us to advise on and enhance our management systems as our company's growth put new pressures on our existing systems.

Her perceptive questions and insightful guidance has really help us restructure for the next phase of our development as a company.

She helped us realise and resolve the critical weaknesses in our organisation by using her experience and self-motivating approach to guide us into making the best judgements for ourselves.”

Steve Carr, Managing Director, UAD Engineering



Complex project management

“Clare is an excellent project manager and facilitator. She has been a pleasure to work with and has provided much needed project management skills in taking forward a range of projects in a complex and challenging environment.

I particularly valued Clare's ability to grasp complex problems and guide the project team to developing solutions.

In addition to her project management work Clare has also acted as a facilitator for a range of meetings and development events and her work has been greatly valued by me and colleagues across the Department.”

Simon Thompson, Deputy Director, Department of Health



Career Coaching

“ Clare provided me with coaching at a challenging time in my career.

She helped me to work through the muddle and confusion and enabled me to focus on what was important.

She provided expert, focused advice when I needed it and calm and measured guidance at all times.

As a result of Clare’s coaching I feel positive, enabled and equipped to move forward (exactly what was required).

Thanks, Clare. ”

Kathryn Watson, Faculty Administrator (Education Studies)



Programme Manager

“Clare is an excellent programme manager. When working with me, she was able to take a highly complex set of projects and provide structure and confidence around delivery.

These projects were very political and sensitive as well as being complex.

She also facilitated several events for us which were very useful. Clare was very easy to work with and built good relationships with all her colleagues.

I would have no hesitation in working with her again”

Clare Armour, Big Hat



Honorary Doctorate Address

In 2012 I was awarded an Honorary Degree by the University of Hull and was asked to present a five-minute address at the graduation ceremony. I felt honoured and thrilled to receive such an award, but naturally I felt nervous and apprehensive about giving a speech in front of the University's Chancellor, the Rt Hon Baroness Virginia Bottomley, as well as the vice-chancellors, civic dignitaries and members of the audience which included professors, fellow graduates and parents. I was asked to present a speech that would inspire the listeners, particularly the young people graduating and going out into the world. I had little difficulty writing such a speech as I am, by trade, a writer. What I needed was to get the message across in a compelling and clear way, without being reduced to a trembling wreck, forgetting my lines or rushing through the speech, and losing the interest and attention of my audience.

This is where Clare Crowther came in. She studied my speech and coached me through the steps needed to bring to life the words on the page. She gave me techniques to use that turned the speech from a long ramble into what I've been told came across as one of the finest speeches heard at the University since the address given by Archbishop Desmond Tutu. I was still nervous (who wouldn't be!) but I spoke with authority, clarity and from the heart, and I'm told captured my audience. The day was life-changing for me and, I hope, for some of the listeners. I cannot thank Clare enough. She knows her stuff and is very good at what she does. I would recommend anyone facing such a daunting task to call on Clare and be guided by her.

Dr Lee Karen Stow



Workshop design and delivery

“Clare has run several workshops for my teams in the Department of Health. These have mostly been around understanding team dynamics, building trust and more productive working partnerships and managing change.

Clare does her research well and is careful to ensure she understands her brief when she designs her workshops so that the objectives are clear and relevant.

Her approach is always constructive, calm and flexible. Her sessions are well-structured and provide real insights for individuals at every level.

The learning is always fun and feedback consistently shows that they are valued and achieve their objectives.”

Debbie Mellor, Department of Health



Business process improvement

“Clare designed, developed and delivered a training course on business process mapping, and facilitated four process mapping workshops for my organisation.

Clare went "above and beyond" to create sessions that were informative, engaging and fun for my team. They all learned a lot as a result.

I would highly recommend Clare's work.”

Dave Burton, East Midlands Healthcare Workforce Deanery



Business Consultant

“I would highly recommend Clare to any person running a business who can't see the wood for the trees, by helping me see the wood again, I have moved my business on to a new level.”

Nick Carter, C J Express



'Works for You' Mentor

“Clare volunteered as a mentor with the ‘Works for You’ project and gave generously of her time, expertise and experience to help not one but two of our mentees into employment.

She got fully involved in our networking and training sessions, and was always enthusiastic and positive – qualities which I’m sure inspired her mentees.”

**Gill Sinclair Project Administrator 'Works for You' Mentoring Project,
University of Hull Business School**



Communications Workshops

“I have done a few workshops with Clare and have always enjoyed working with her.

She is a professional and excellent facilitator who listens to the clients and also the audiences needs.

I have also worked with Clare on various programmes in which Clare has been project managing.

She is thorough and ensures all areas are covered. I would happily work with Clare again.”

Ruth Roe, Freelance Communications Manager



Project Manager and Facilitator

“I worked with Clare at the Department of Health during the delivery of the Lord Darzi Next Stage Review (NSR).

Clare was a excellent colleague to deal with - met deadlines, pulled together robust plans and using her facilitation skills made things happen.

Additionally Clare ran has run a number of workshops for me that have been very effective.”

Nick Meadham, Genicko Consultancy Ltd



Bespoke team-build event

“Clare is enthusiastic and knowledgeable in her field. She is very easy to work with and always keen to develop bespoke solutions. She delivers on time, to plan and on budget.”

Carole Dove, Managing Director, Propeller TV Ltd



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



MSc in Coaching Guest Presenter

“Clare's presentation to the University of Hull MSc Coaching group was thorough and well planned.

She has a professional and interesting history, and her integrity and high standards are evident.

Clare's contribution to our group revealed a high degree of expertise and professionalism in project management, bringing a new perspective, knowledge base and approach to the subject.

Clare really knows her stuff! and is generous with her time and spirit”

Janice Russell Dexter, University of Hull



Business Coach

“Clare came highly recommended and I was not disappointed.

She was personable and professional from start to finish and helped me succeed in focussing on new approaches in my business.”

Malcolm Bryant, Production Planning Professional



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.



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



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 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

