

Sam Swinstead
Challenge Manager
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As part of the Challenge Manager Team, Sam works to provide outstanding consultancy, as well as unique and truly memorable programmes to meet a broad spectrum of development needs across a range of industry sectors; we pride ourselves on exceeding business requirements whilst providing delegates with fun, innovative and challenging development opportunities

Sam brings together HR support and training services to offer clients a “joined up” approach to their employment needs, organisations have benefited from the introduction of policies, procedures and documentation, and training to implement these in line with best practice

Sam is a dynamic and innovative professional who offers a rich mix of qualifications and experience, together with a keen focus on realistic and effective outcomes that enable her to work in partnership with clients and achieve outstanding results; some key successes to date include:

- Sam runs ILM Endorsed Management Awards which offer bespoke training to a business whilst enabling participants to achieve a recognised award. One organisation recently have described the changes as outstanding, noting that their management team now operate effectively and that this is contributing greatly to their success in being recognised by Investors in People.
- Clients have found team development programmes run by Sam to be invaluable in tackling communication difficulties, moving away from silo working, promoting the team “brand” across their organisation, and identifying a strategy and implementation plan for growth and enhancing their contribution to business success
- Many clients have welcomed Sam’s pragmatic approach to developing Supervision & Appraisal Schemes, identifying Training Needs, and designing Induction & Training Programmes that are relevant to their industry sector, business requirements and staff needs, resulting in successful retention of valuable staff
- Sam’s research ability has proven invaluable to clients undertaking Staff Attitude Surveys and Audits. The data gathered has enabled organisations to target their efforts to development projects that have had a significant positive impact on staff morale and motivation
- Combining her subject knowledge and an interest in the use of technology to support learning, Sam works in collaboration with two elearning resource providers to produce CD Rom and web based training materials that support training programmes
- Sam’s experience within the Housing and Care Sectors has ensured that any training provided has worked with the unique challenges facing these organisations to encourage success and business growth. Development programmes and workshops have included customer focus, communication skills, effective meetings, report writing, time management, motivation and key working for both staff teams and tenant groups

- In a cutting edge software house, Sam provided a training skills development programme that enabled software engineers to instruct non-technical end-users in the operation of the technology, without alienating the user or losing them in jargon.
- Sam worked with large and small organisations in the leisure and tourism sector on programmes to cascade new customer service protocols to all staff, promoting skills development and enhanced communication across the organisation
- With a keen interest in supporting organisations that have a commitment to developing a culture of fair treatment, inclusion and respect for individuals, Sam offers bespoke Equality & Diversity workshops to board members, management teams and staff. These offer a chance to explore what this means to them and their organisation, and then to make real commitments to changes that will make theirs “a great place to work”

Qualifications

Diploma in Coaching, Newcastle College Distance Learning, 2005

NVQ Level 4 Management, City and Guilds, 1998

MSc Occupational and Organisational Psychology (Distinction) University of Surrey, 1995

Level A Psychometric Testing, University of Surrey, 1995

BSc Psychology (Upper Second), University of Southampton, 1993

Career History

2006 to 2008	Director, Challenge Manager
2001 to 2006	Self Employed HR & Training Consultant
April 2000 to May 2001	Recruitment Officer & Training Officer , Nokia Networks UK (fixed term contracts)
September 1999 to April 2000	Career Break to live in USA
July 1998 to September 1999	Support Services Manager , INRI UK Ltd Responsible for all HR, Training, MOD Security Clearance, Health & Safety, Facilities and managing the Administration Team to ensure smooth operation of all function supporting the engineering teams.
September 1995 to July 1998	Project Manager for Clubhouse Day Service & Training Officer , MCCH Society Responsible for all day to day operations of a day service to support adults with long term health problems in returning to employment. Seconded for one year to the Training Department as a result of the success of development projects undertaken at the day service.