

Trainer Bio – Sally Shorten



Sally Shorten

Trainer, Coach and Consultant

Sally Shorten is a highly effective learning and development consultant, and a trainer with a difference. She ensures her learning is active and engaging, and training programmes are designed to be memorable and effective.

Sally offers classroom-led training, blended learning options, all tailored to her clients' needs and learning styles, and is passionate about helping others reach their full potential and her effectiveness is reflected in the results she delivers.

Over her career, she has held Senior Training and Leadership Roles across Insurance, Financial Services and Banking sectors. Sally has recently worked with designing and delivering training for such clients as the NHS, Retail Banking, Schools and Private Businesses. This has involved travelling extensively and working within the UK and globally.

Qualifications

- NLP Practitioner (2010)
- Accredited to deliver SPIN Sales Programme
- Qualified Strength Deployment Inventory Practitioner (2008)
- Assessing Training Delivery Skills (Advanced) (2007) – Training Accreditation Programme (TAP)
- Delivery Accreditation (2006) – Training Accreditation Programme (TAP)
- Accredited to deliver Blue Sky and Glacier Point Sales and Communication Programmes in the UK and Pune, India.
- Accredited to deliver ILM – Institute of Leadership and Management qualifications
- Winner of a BESMA (British Excellence in Sales & Marketing Award) for Sales Training Programme of the Year (2013)
- Individual Winner of a National AXA Commercial Lines 'Supporting the Business' (2011)

Specialisms

- Client focused soft-skill training, including Personal Effectiveness, Effective Communication and Enhanced Customer Service.
- Leadership and Management Development
- Induction and Brand Positivity
- Blended learning
- Stakeholder and customer management
- Design and delivery
- Skill and behavioural development
- Capability and performance

Experience

Branch Manager, Area Sales Manager – Barclays

Senior Learning & Development Partner – AXA

Contact

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