

## **Philippa Hammond**

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### **Personal profile:**

- A high-achieving, versatile and collaborative senior trainer, team-working within the Home Office UK Border Agency
- A compelling, commanding and entertaining public speaker skilled in capturing attention and delivering a convincing message
- An influential, confident and effective event facilitator
- A diplomatic, motivational and assertive manager, coach and builder of effective teams, promoting staff engagement and change-management
- An inspiring, creative and supportive teacher of Public Speaking Skills

### **Key achievements:**

- Award-winner: I won the Plain English Campaign's Inside Write award for my article on Public Speaking: Handling Nerves
- For the UKBA I created a new UK-wide network of trainers charged with delivering Keeping Children Safe training at the highest level
- I proved a business need for Advanced Presentation Skills training for UKBA senior managers, created and delivered a successful pilot event
- I designed, presented and managed a bespoke one-to-one refresher training course for a profoundly deaf Immigration Officer

### **Career experience:**

**2011 to date:** Working on a book: "Professional Public Speaking Skills"

**1999 – 2010:** Home Office UK Border Agency Learning and Development Officer training Immigration and Customs Officers in many subjects, including:

- Legislation, powers and responsibilities of the Border Force Officer
- Investigative Interview Techniques
- The UKBA Points-Based System
- Document Fraud Detection
- Keeping Children Safe

### **Key business skills:**

- Project management and course-coordination, often in remote locations, demonstrating flexibility and delegation skills
- Identifying learning needs and setting achievable aim, objectives and goals for each event in consultation with stakeholders and clients
- Researching, designing and writing motivational career development training material to deadline and Home Office standards
- Delivering and facilitating training events to audiences of all grades
- Leading practical sessions and role-plays to support emerging skills
- Guiding, managing and coaching trainee and delegate development
- Actively seeking and interpreting client feedback after events

**Key training skills:**

- Creating and delivering a compelling argument
- Building confidence and dealing with performance nerves
- Engaging and keeping audience interest and attention
- Personal image and effective stage, microphone and camera presence
- Vocal talent and non-verbal communication
- Assertiveness and dealing with difficult people and situations
- Listening, questioning and answering techniques
- Professional facilitation and coaching skills

**2005 – 2010:** Home Office UKBA Learning and Development Centre Manager with practical skills gained managing the centre's administrative officer

**Key skills:**

- Agreeing each year's performance objectives with team member
- Observing, monitoring and documenting performance evidence
- Motivational guidance and coaching to resolve performance issues
- Supporting staff in personal and professional development
- Writing and disclosing annual staff appraisals

**1987 – 1999:** Home Office UKBA Immigration Officer serving at the Primary Checkpoint immigration front-line at Gatwick Airport

**Key skills:**

- Strong customer service and interpersonal skills
- Credibility and investigative interviewing to combat terrorism, human trafficking and illegal immigration
- Robust decision-making, dealing assertively and compassionately with aggressive and uncooperative subjects
- Represented the UKBA in the UK and abroad, training officers, airline and security staff in anti-fraud and document abuse detection methods

**Education:**

- BA Honours English Literature Southampton University

**Other information:**

- Interests:  
Acting, Film, Theatre, History, Literature, Linguistics, Classical Music
- Clean, current driving licence
- References are available