



Profile

**Lindsey
Muir**

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General Information

Qualifications

- B Sc (Hons) Pharmacology
- B Sc (Hons) Biochemistry



Biopic

- Lindsey is an experienced consultant in the area of individual and organisational behaviour and process change. She has experience in merging client-led process improvement and change plans with behavioural technology to maximise the benefits available. The core style Lindsey uses is to work with the client to develop jointly a practical solution to the business requirements. She has consulted across a wide variety of business sectors with some emphasis on financial and call centre based activities addressing issues such as productivity, health and safety, quality, employee engagement and customer service. She is an effective presenter and trainer, applying her behavioural principles to knowledge transfer to ensure effective implementations.

Examples of Consultancy Assignments (Safety)

Major Energy Transmission and Distribution Business

- Designed and co-delivered a safety programme for supervisors and more senior managers. The programme looked at safety at a hands-on level for the supervisors as well as considering the more strategic needs of senior staff to ensure compliance with regulatory requirements. The underlying principle was to move management from a directive to a reinforcement style to generate compliance.

Major Energy Transmission and Distribution Business

- Designed an innovative behaviour change process to fit the needs of this complex UK wide business where the workforce is widely dispersed. The process featured an emphasis on safety team performance and a structured reward and recognition system.

Major Energy Transmission and Distribution Business Administration

- Designed and led workshops targeted at administration and IT staff. This project was to integrate office-based staff into the same procedures as field staff. A key part of the project was to remove the view that field-based work is dangerous whilst office-based is not and that near-miss reporting etc. is as valuable in their environment as any other part of the business

Examples of other Consultancy Assignments

Specialist Investment Manager

- Designed and led an ongoing management development programme. The work is to introduce the behavioural principles into the organisational structure to bring about improved management skills at all levels. In this highly competitive sector retention of key staff is vital and the focus here is on achieving higher levels of employee engagement without compromising productivity.

World-leading Supplier of Power Systems

- Designed a programme to evaluate change management systems across the businesses and make recommendations for a single change model.

Major UK Bank

- Designed and implemented a project to address customer service and front-line supervisor performance. This work had to integrate the needs of call centre activity, resourcing and management development within the normal working practices. The project engaged call centre staff to deliver improved customer service via workshops and then gave the supervisors the skills to keep the improved performance going. Finally the senior managers were given the skills to maintain the improved performance.

See next page for Lindsey's client list -

Client list

Listed below are clients with whom Lindsey has worked. Projects have been delivered in a wide variety of plants / locations in the Europe and the US.

- AA
- Aubrey Daniels International (US-based consultancy)
- BAE Systems
- Balfour Beatty
- BP (Petrochemicals)
- Brewin Dolphin
- Burlington Resources (US Oil and Gas company)
- Centrica (Energy Management Group)
- Ciba Vision
- EDF
- Environment Agency
- GlaxoSmithKline (pharmaceuticals)
- ICI
- Learn Direct
- Linklaters
- Macdonald's
- Microsoft
- National Grid
- Nuclear Decommissioning Agency
- Old Mutual Asset Management
- Rockspring
- Rolls Royce
- Royal Bank of Scotland
- Somerfield
- Starbucks
- Shell