

## Curriculum Vitae

Tony Peacock  
Training Director

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highpoint  
implementation and training services

### **Summary**

Tony is a highly experienced trainer with an international reputation for innovative training programme design and delivery.

Tony holds a masters degree in management learning from Lancaster University, one of the world's leading management schools and he is a Fellow of the Chartered Institute of Personnel and Development.

Over the past 20 years Tony has helped many organisations with the introduction of new business systems and the 'management of change' process that accompanies them.

Working with internationally known companies like British Airways; British Gas; Cable and Wireless and IBM Tony has developed considerable skill in assisting organisations to develop their service delivery.

Tony has also specialised in working with not for profit organisations including local authorities, health trusts, universities and charities where his enthusiasm and passion for learning and development has inspired literally thousands of people to embrace new systems and new ways of working.

As well as the design and delivery of development programmes Tony has helped project teams with the implementation of their projects

### **Agresso Experience and associated skills**

- Training Needs Analysis (TNA) – Analysis of end user attitude to the introduction of the new system and their current level of knowledge/awareness
- Development of presentation skills for the Agresso Project Team charged with briefing end users on the new system/upgrade. Development of presentation aids such as PowerPoint presentations
- End user training programme design – The design of customised training programmes with a total focus on end-user practice of key operations
- Development of training materials including workbooks, reference guides, PowerPoint presentations and flashcards
- Direct end user training - Facilitation of customised training sessions for end users
- Development of legacy training materials – Preparation of appropriate speaker's notes, PowerPoint presentations and guidance

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packs to be used by the organisation's own internal training team who will be responsible for legacy training after the initial Agresso implementation/upgrade

- Training the Trainers – development and facilitation of training sessions for legacy trainers
- Training effectiveness evaluation – Design and implementation of on-line questionnaires to measure attitudes to Agresso training programmes with feedback being fed back into developing the training programme and system implementation
- Training impact assessment – Design and facilitation of feedback mechanisms to measure the post implementation usage of the Agresso system and compliance with best practice guidelines
- Project Team support and development - facilitation of Agresso project team review including both the 'task' elements of the project and review of team working within the Project Team

To discuss your requirements further, please contact:

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