

## **SEAN RICHES - PROFESSIONAL BIOGRAPHY**

### **Introduction**

Sean Riches is a Change Management and Leadership Development consultant. In the last 12 months, he has worked for global organisations, facilitating programmes with delegates from over 18 countries across Europe, the Middle East and Africa. His success as a consultant is based on nearly 20 years commercial experience; many spent in front line management roles. As a result his style, which is lively and engaging, is firmly based on pragmatic and rapid application to the work place.

### **Example Assignments**

In 2007, Sean delivered 4 leadership development programmes for 34 senior managers of the global IT organisation Oracle. Based in Johannesburg, the programmes were so successful that the senior leadership team have now committed to attend repeat events in early 2008.

In 2006-2007, Sean was commissioned to initiate a large change project covering Heathrow, Gatwick and Stansted airports. Starting on day 1 and seeing it through to the final handover to line management 18 months later in mid 2007, Sean led the People Workstream, covering organisation design, staff communications and training, delivering an entirely new Operations Planning function of 180 people over 3 locations.

In 2004-2005, Sean led the People Workstream of a change project to introduce new equipment and techniques to the terminal security operation at Heathrow airport. Working in conjunction with trade union representatives, this project delivered a 26% increase in passenger and hand baggage throughput.

### **Background**

Before consulting, Sean's career spanned financial services, civil aviation and logistics:

- Operations Management – leading teams of up to 40 people delivering front line service, often in a unionised, shift working environment. Designing and running operations control centres managing the flow of up to 65 million passengers per year.
- Project Management – delivering projects as diverse as airport construction projects worth up to £60million through to HR projects such as the complete overhaul of BAA's Operations, IT and Commercial training offers for its seven UK airports. Amongst other benefits, this achieved a 50% reduction in the per delegate/day cost of IT applications training.
- Learning and Development – managing the complete training cycle from needs analysis, through procurement and development of products to their delivery and follow up across 7 locations and 12,000 staff.

### **Other Skills**

With a degree in Applied Psychology, Sean is licensed to use a variety of psychometric tools including SHL and PA Consulting personality inventories plus the Human Synergistics range of tools for assessing culture and climate at organisational and team levels. Based in London, he is married with a young son. Outside of work he holds qualifications in mountaineering, canoeing and sailing but remains a distinctly unqualified skier...

**Email: [sean.riches@erskinenash.co.uk](mailto:sean.riches@erskinenash.co.uk)  
Mobile: 07733 002708**