

Rhiannon Stafford (MCIPD)



On a mission to help businesses grow by developing their people and culture to improve customer experiences.

A huge people person, who spent the last 20 years of her career working in HR and Leadership Development for large international corporate companies. She started her own business after feeling disillusioned by the way many companies approach leadership development and talent management. Rhiannon looks at things differently; finding new and innovative ways of doing things. Helping people learn, rather than training. Getting a buzz out of working with clients to design the best development activities to help their people learn, change and grow.

Talent Management

- **Performance management** and appraisal for the 21st century. Less process, more conversation and coaching.
- **Succession planning** aligned to business growth. Core roles and key people, for now and the future. Process light, output heavy.
- **Career pathing** where individuals own their own career and employers provide experiences and opportunities
- Designed and delivered **Assessment and Selection Centres** to support successful recruitment for potential.

Leadership Development

- Designed and deliver **open leadership programmes** to develop core leadership skills to maximise employee and customer experience.
- Developed **bespoke leadership programmes** to support development of customer centric culture and business growth.
- Designed and delivered **Development Centres for High Potential** employees; including onwards development plans

Personal Development and Coaching

- 1:1 and group performance **coaching** including High Potential Development.
- Designed **360 feedback** programmes for use in development and coaching conversations
- Personal awareness and **Emotional Intelligence** development supported by profiling tools including MBTI, Insights Discovery and Harrison Assessments

Team Effectiveness

- Designed and delivered bespoke **team building events** to build trust and rapport.
- **Facilitated** Senior Leadership business and strategy planning events
- Development of organisation **Values** to support new team alignment and customer centric culture.

Cultural Change

- People development programme to support introduction of new **technology deployment**.
- Designed and delivered bespoke **Leading Change Development** programme.
- Designed and delivered **Resilience** workshop to support organisational change

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Blue Grape is a People Development consultancy supporting innovative and growing businesses. We specialise in the service industry where the customer experience is crucial.

Specialist Industries and Sectors:

- Retail
- Hospitality
- Tourism
- Leisure



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