

Beverley MacIntyre

Director, Ad Esse Consulting

Skills & Capability

- Facilitating major change programmes
- Understanding and improving processes
- Performance measurement
- People development and management
- Quantitative & qualitative customer & people research
- Psychometric testing

Assignment experience

- Working with Boards to identify business process models, including key processes
- Business Process Improvement from initial diagnosis to implementation support
- Assessment, design and development of approaches to enable people to contribute to organisational improvement
- Helping organisations to understand their customers better by using a range of research techniques including survey, interviews and focus groups
- Coaching senior managers to implement and manage change and improvement

Previous life

Prior to becoming a consultant eleven years ago...

4 years' experience as Deputy Hospital Manager/Development Manager for BUPA Hospitals, managing business strategy, customer relations, people development and the continuous improvement programme

2 years jointly appointed between BUPA and the NHS managing people development

4 years in staff development and nurse teaching in the NHS

Several years' experience in clinical and operational posts within the NHS.

Defining consultancy moment

Meeting the Director of a large UK company whom I had taught facilitation skills ten years previously, who said that she still used all of the techniques in her work every day.

Favourite quality quote

'Quality is based on respect for humanity.'

Dr. Kaoro Ishikawa