

## Curriculum Vitae

# BRYAN HOPKINS

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### Key skills

Bryan is an independent consultant with extensive experience in training, both in the UK and overseas. Specialist areas:

#### Learning design:

- Designing face-to-face, paper- and technology-based distance learning solutions.
- Runs learning design workshops, has trained teams in HSBC, Lloyds TSB, Comet Retail, Royal Mail and others.

#### Solving performance problems:

- Carried out analyses for many organisations, including UNHCR, HM Revenue & Customs, Volvo, World Health Organisation.
- Runs problem solving workshops, for UN Department of Peace Keeping Operations, Bank of New York and others using a systems approach.
- Has written a book on improving performance in global and diverse organisations, *Understanding Culture to Improve Performance*, to be published late 2009.

#### Training of trainers:

- Training trainers to design and run training using performance-oriented, participative methods.
- Runs workshops, has trained teams in Department for Work and Pensions, HSBC, Lloyds TSB, UN Department of Peace Keeping Operations and others.



**Bryan has twice (2003 and 2006) been shortlisted for the World of Learning Outstanding Contribution to the Training Industry award**

**Bryan's design for the Environment Agency's *Water Resources Law* e-learning programme was shortlisted for the 2007 eLearning Network Excellence in the Production of Learning Content award**

**"Global mobility", an e-learning course he designed for PricewaterhouseCoopers, won the 2009 Technological Innovation in Relocation award at the Re:Locate Awards**

### Major project work completed

#### Workshops designed

Post-traumatic disorder counselling training	British Rail
Systems-based tax audits for VAT Assurance Officers	HM Customs & Excise
Commercial awareness workshop for Excise Officers	
Freight handling workshop for Customs Officers (blended)	
Customs Freight Simplified Procedures (distance learning blended)	
Using Job Shop (recruitment management system)	International Labour Organization
Call centre staff product knowledge	Marks & Spencer Direct
Health and safety workshops for the glass industry	Saint Gobain
Security for field staff working in high risk countries	UNHCR, World Health Organization, International Labour Organization
Ran train the trainer workshops in Liberia, Sierra Leone, Democratic Republic of the Congo, Nigeria, Pakistan, Afghanistan	

#### E-learning design

Fire safety training	AstraZeneca
Risk assessment course, incorporating tutor support	Bristol & West B S
Equal opportunities and diversity	British Council
Managing telephone conversations for call centre staff	BT
Product knowledge for call centre staff	
Complaint handling for call centre staff	
Induction and key knowledge training	DVLA

Systems training for Pension Credit benefit processing	DWP
Benefit processing staff training	
Local Teams benefit product knowledge	
Benefit fraud	
Using incident reporting database	Environment Agency
Effective data and information management	
Fish monitoring techniques	
Legal aspects of water resources	
Inspecting flood and coastal defences	
Ensuring compliance with licensing requirements	
Pollution prevention	
Managing environmental incidents	
Managing cultural differences	Foreign and Commonwealth Office
Excise Duty enforcement for Customs Officers	HM Customs & Excise
Basic business analysis skills for VAT Assurance Officers	
Induction for new staff members	London Borough of Hammersmith and Fulham
Induction for new staff members	London Borough of Richmond
Selling Microsoft learning products	Microsoft
Equal opportunities and diversity	National Australia Bank Group
IT security	
Recruitment and interviewing	
Doctors' Rostering System help system	National Health Service
Self-analysis CPD tool for Independent Financial Advisors	Norwich Union
Procurement procedures	Office of the Deputy Prime Minister
Sales simulations for selling pension products	Prudential Assurance
Administering the Global Mobility Programme	PwC
Principles of software engineering	SAP
Office health and safety	Scottish Widows
Reinforcement of gas pipelines	Transco
Consultancy skills	Unilever
Orientation for new staff members	United Nations Secretariat
Principles of Ratings Revaluation 2005	Valuations Office Agency
Adopting a systems approach to health programming	World Health Organization

### Paper-based materials design

Workbook and reference material for new computer system	Asda
Sales skills for sales advisors	Burton Menswear
SAP system implementation	CarnaudMetalBox
New Deal for ES Personal Advisers	Employment Service
Guidebook to support implementation of ONE scheme	
Coaching team members	Highways Agency
Coaching management	Highways Agency
Climate Change Levy product knowledge	HM Customs & Excise
Freight handling (blended with workshops)	
Customs Freight Simplified Procedures (blended with workshops)	
Preventing Missing Trader Intra-Community fraud	
New types of customer accounts	Lloyds TSB
Numeracy skills	Post Office
Induction training for new bank staff	Royal Bank of Scotland
Planning gas main reinforcement	Transco
Natural resource management planning in refugee camps	United Nations High Commissioner for Refugees
Using action learning approaches in security training	
Refugee registration procedures and system training (with workshops)	
Customer care for dealership parts staff	Volvo Truck & Bus

### Consultancy and analysis

Improving the quality of user documentation	Dolphin Computer Access
How to increase the use of open learning	HM Customs & Excise
Climate Change Levy training requirements	

Organisational and training needs for business banking managers	Lloyds TSB
Call centre staff training requirements	Marks & Spencer Direct
Improving use of procurement guidance	Office of the Deputy Prime Minister
Competency assessment of financial services sales staff	Prudential Assurance
Training needs for community and voluntary sector workers to support Local Area Agreements in the East Midlands	Regeneration East Midlands
Mental Health (Care and Treatment) (Scotland) Act, 2003 training needs	Scottish Executive
Sales assistants in filling stations training requirements	Total Elf Fina
Occupational health and safety	University for Industry
Dealership parts staff training requirements	Volvo Truck & Bus
How to improve understanding of health systems issues	World Health Organisation

## Particular successes

Has been invited to speak on various training subjects at a number of conferences, including:

- "Using storytelling to enhance e-learning", E-Learning Network, July 2007
- "Now prove that it's working", British Learning Association Annual Conference, March 2004
- "Where e-HR meets e-learning", E-Learning Network, July 2003

Books published:

- "Understanding Culture, Improving Performance", Gower, to be published late 2009
- "E-HR", Gower, 2003
- "How to design and post information on a corporate intranet", Gower, 1997.

Journal and magazine articles:

- "How much training do you waste?", QL, Summer, 2004, Issue No 4
- "Redesigning HR", Personnel Today, May, 2004
- "Communicating technological change", Internal Communications, Sept, 2004
- "Appraisal of Training Needs of Part-time Staff in a College of Further Education", Journal of Further & Higher Education, Spring, 1989.

Shortlisted for awards:

- Outstanding Contribution to the Training Industry at 2003 and 2006 WOLCE Awards.
- Excellence in the Production of Learning Content at the eLearning Network Awards, 2007

## Career summary

Learning Design Consultant	Self-employed	Since 1997
Senior Training Consultant	ACT Consultants Ltd, Sheffield	1991- 1997
Open Learning Development Officer	Open Learning Development Unit, British Steel, Sheffield	1987 - 1991
Lecturer (I) in Science	South Fields College of Further Education, Leicester	1985 - 1987
Senior Instructor in Engineering Technology	Gambia Technical Training Institute, The Gambia	1981 - 1984
Lecturer in Mechanical Engineering Technology	Mechanical Engineering College, Atbara, The Sudan	1977 - 1979
Mechanical Engineer	GEC Reactor Equipment Ltd, Leicester	1973 - 1977

## Qualifications

### Professional

Learning to Teach On-Line	Open College
Management in Organisations	Open University, Pass with distinction
Certificate in Open Learning Delivery	Open College
Advanced Diploma in Educational Management	Open University

### Educational

MSc in Technology & Development	Imperial College, London
BSc in Mechanical Engineering	University College London