**MICHAEL DANCE BA Ed (hons), PGCE, MIfL**

Singapore

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**Profile**

Highly experienced, qualified Learning and Development Consultant / Manager, having managed, designed and delivered learning programmes across all levels to implement sustained change, including carrying out assessment and validation activities.

Combines a proven track record for setting up new training solutions and initiatives, building international links, curriculum design, evaluation and quality assurance with high level communication, interpersonal and organisational skills. An enthusiast who leads and motivates, recognised as an expert practitioner with a passion for helping people progress and maximise their potential through blended learning and the use of MBTI.

**skills and attributeS**

**Communication –** Analysed and designed in-house communication programmes for employees and those changing roles, ensuring learning requirements are achieved either through direct delivery or a blended learning approach. Maintain and review processes to ensure they meet with organisational requirements and trends, updating and redesigning existing material as necessary.

**Training Needs Analysis –** Undertake skills gap analysis, working with senior stakeholders to implement identified learning requirements across the entire organisation, as well as conducting individual needs analysis, meeting with staff and managers to develop required interventions for transformational change. Instigated international partnerships, working with senior leaders to identify and address their needs taking into account cultural, political and religious sensitivities.

**Training Design, Delivery, Evaluation –** Design and deliver company-wide material to both large and small groups ensuring training has maximum effective impact, including the evaluation of programmes and conducting cost benefit analysis. Deliver learning and change management solutions using a range of methodologies and techniques such as facilitation of experiential learning, presentation, coaching, 70-20-10 model and e-learning to create a blended learning approach. Adept at the delivery of soft skills, team building, equality and diversity, management and leadership.

**Management and Assessment –** Manage, build and maintain partnerships with external providers. Manage and develop staff of all levels, including identifying future Talent. Address performance as required across the organisation, using effective leadership techniques to foster trust and empowerment. Competent in using a range of assessment methods including the internal quality assurance of programmes and awards for certification in recognised qualifications.

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| **caCAreer History** |

**Learning and Development Manager/Consultant, Assessor and IQA 2017 – to date**

**National Crime Agency**

Accountable for the design, delivery and evaluation of a range of programs for both experienced and new staff. Prior to this I was the Learning Manager responsible for the implementation of the initial officer training programme, overseeing 7 members of staff directly and 45 indirectly. Key functions for both roles included.

* Conduct training needs analysis, consult with key stake holders to identify trends and appropriate learning interventions through the use of recognised methodologies to create effective change solutions.

## Manage & deliver classroom-based sessions using action-based and experiential learning, including soft skills training (Change Management, Communication, Assertiveness etc.), to enable cultural change to be embedded.

## Develop and identify Talent across the Leadership Teams through facilitated sessions and the use of psychological tools such as Myers Briggs

* Train, assess, coach and develop new and experienced members of the organisation, enabling them to progress to achieving a recognised qualification.
* Monitor and performance manage staff, developing effective strategies or implementing formal processes as necessary.
* Maintain an understanding of current educational trends through working with external agencies, other government organisations for which I held enhanced security clearance and attending CPD activities.

***Achievements***

* Managed the redesign of the entire initial training programme for new staff, enabling it to be delivered in a more blended approach and cost effectively. Programme won two awards (see below)
* Designed and delivered an international Coaching and Mentoring course, taking into consideration cultural, political and religious differences.
* Initiated and subsequently completed Myers Briggs Type Indicator reports and feedback sessions with the senior leadership team and staff from various departments which resulted in a significant improvement in team cohesion and performance.
* Worked with the University of the West of England to design and implement a Foundation Degree for Policing
* Established international partnerships with overseas organisations resulting in greater collaboration.
* Designed and delivered a professional development course within a restricted timescale which led to recognition and praise for the delivery methods and outcomes by the Senior Leadership Team.
* Successfully managed the Internal Quality Assurance (IQA) process for recognised external qualifications gaining an ‘Excellent’ grading by the awarding body.

**CAreer History**

**Learning and Development Consultant, Assessor and IQA 2004 – 2017**

**Avon and Somerset Constabulary**

Part of a small team responsible for the CPD of all staff (c 1500) whilst also delivering training at various management levels across all Departments, including the on-boarding programme for new employees. From 2004 to 2007 part of a project team for the complete redesign of the initial police training programme, specifically responsible for the curriculum design and the review of the qualification structure.

**Staff Development Officer: 2002 – 2004**

Responsible for managing and delivering the continuing professional development of new and experienced trainers and assessors. This included assessing new trainers against formal qualifications and ensuring all staff met and continued to deliver the required organisational expectations through effective coaching and mentoring.

**Previous to this I had a variety of operational roles in Policing.**

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| **qualifications** |

BA (2:1 Hons) in Education

Post Graduate Certificate in Education: M Level (Distinction)

Certificate in Teaching – Lifelong Learning Level 4

MBTI Practitioner Parts 1 & 2

Mediation Practitioner

Leading the Internal QA of Assessment Processes (QCF)

V1 – Internal Verification award

Evaluation Skills

**Additional Professional Qualifications**

Diversity, Community & Race Relations, qualified Trainer of Trainers and Assessor of Trainers

Training and Curriculum Design

Training Development Officer Award

NVQ Assessor Awards (D32 & D33)

NVQ Level 3 – Training, Development and Coaching Award

**Links to evidence –Training Awards**

[National Crime Agency – Festival of Learning](https://www.festivaloflearning.org.uk/award-winners/national-crime-agency/)

[2020 Recipients | Princess Royal Training Awards](https://www.princessroyaltrainingawards.com/2020-recipients/)

**Recently Qualified as Private Pilot Licence holder**