

Testimonials – Bridget Clapham

Barts Health NHS Trust

Many thanks for the work you have done to support our senior nursing staff across the Trust.

The last three years have been particularly challenging for everyone personally and professionally. I was very aware that our valued senior nursing team needed the head space to pause and reflect on themselves, focus on their wellbeing, and consider the impact they have on those around them and their teams. As a coach you were able to listen to my concerns and those of the senior nurses and develop a bespoke evidence-based Wellbeing Leadership Programme for the senior nursing team incorporating Mindfulness.

You have been organised and professional throughout, maintaining contact with regular updates, and vitally building trusting relationships with the senior nursing team over a sustained period. The 1:1 initial coaching offered to participants; the programme itself, and the 'what's app' updates/social media prompts have all been highly valued.

In a world where the pace is fast and expectations high, you've 'been with' our senior team, guiding them on to the next phase of their leadership journey.

The reflective summary evaluations completed at the end of the programme clearly demonstrate the degree of learning and positive differences that the programme has made.

I would also like to say how much I have personally valued our conversations throughout this time, your listening ear, guiding words and positive encouragement, along with the work you do, has been hugely valued. Your kindness in recognising the complexity in which we operate regarding time and often financial constraints has been so appreciated.

Kath Evans (she/her) 2023

Director of Children's Nursing/Chair of the Children's Board, Barts Health, @NHSBartsHealth
Nursing & Academic Fellow, School of Health Sciences, City University, @CityUniNursing
Babies, Children & Young People's Clinical Lead, North East London Integrated Care System, @NELHCP
Participation Clinical Champion for NHS England, London BCYP Transformation Programme
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Senior nurse NHS – post pandemic

"I was lucky enough to find Bridget at a time when the skills of "being steady" were hard to find - the midst of Covid.

Bridget supported me with the perfect illustration of what is compassionate leadership, to follow and develop a keeping in touch and keeping steady plan for nurses redeployed during Covid. Bridget developed a Mindfulness technique for health care professionals to use in the midst of the chaos, together we promoted this for staff.

Since the covid years, Bridget has continued to support me both professionally and personally - exploring new ways of thinking and processing the interactions between life and work as well as the emotions behind situations. Working together has helped me understand and practice Mindfulness and self-compassion which are key to resilience and all there are central to compassionate leadership.

I will be forever grateful for finding Bridget and the skills she has empowered me with to be steady".

Angela Cole Wright

Lead Nutrition Nurse Mid and South Essex NHS Foundation Trust 2023

Boehringer Ingelheim Pharmaceuticals

Bridget worked with Boehringer Ingelheim for 12 years. During that time she became established as a highly professional and valuable extension to the internal development team.

Her particular strengths lie in the following areas:

Business focus – Bridget focuses on the business results and subsequent interventions that will deliver value to the business. This includes being able to take a holistic view of the various supports which need to be in place to make any interventions fully effective. Bridget is very capable of taking a desired business outcome and designing; delivering and following up on the appropriate development interventions to deliver that outcome

Customisation – Bridget always ensures that her programmes meet the real needs of her customer groups. This means that she holds the business outcomes in mind, but also works at an individual level with her customers to ensure that every individual takes away something of value to them

Interpersonal style – Bridget has a very warm and caring style which comes across in her dealings with people. The people who work with her genuinely feel that she is there to support them and cares about them as an individual. Because of this Bridget is capable of working with a wide range of people from Directors through to shop-floor workers

Coaching and change management – Bridget has an impressive repertoire of skills and techniques which support coaching and rapid change. I feel that this is a unique strength. She is also an excellent facilitator in both small and larger groups

Part of the team – Bridget has always worked closely with the internal development team to ensure that what she does is integrated and to appear as part of 'one team' to our customer groups

I have every faith that Bridget will be successful in whatever projects or interventions she works on and it is a real pleasure to work with her.

Gwendoline Tregunno

***Ex. Head of Learning and Development
Boehringer Ingelheim UK***

Tesco Academy.

Bridget was commended by Catherine Glickman, HR Director and received a Values Award by the Tesco Academy for her work in coaching a number of senior Tesco Leaders.

She was congratulated for the proactive and effective way in which she works and gets such positive results in a way that quickly adds value to both the individual and the Tesco business as a whole.

City firm (confidentiality prevents disclosure)

I am still using the techniques you taught me! My team won consultancy of the year for our innovative projects in operational risk and we built and have signed up customers on a cloud application for mortgage applications. Really appreciate your coaching input!

City Director July 2017.

Reflections of a corporate coaching client - Director within a global business

This man's confidence was at an all-time low, stress levels high and there were serious performance issues resulting in a negative appraisal for this Director whose global responsibilities and accountabilities had vastly increased due to a colleague's ill health. With permission.

My reflections on being coached by Bridget and the impact of her coaching: -

"You arrived at a low point in my career when I needed help most.

Without your guidance, helping me prioritise, choose my state and letting me appreciate the nuggets of goodness that there were each day, I could easily have folded and gone off to find a role somewhere else.

You helped me to grow back into myself, rebuild my confidence and perform as a Leader to the best of my abilities under very trying circumstances.

The serenity of the space you offered me to reflect, restore and rejuvenate my spirit really did help me to survive and ensured that the business was not left in the lurch.

It has been a long journey, but I have my power back and I am consciously going forward making the best choices I can.

Once again, I thank you for your support, your challenge, and your commitment to help me be the best I can be."

Senior Director with a Global Role (name withheld but permission granted to use this reflection)

AXA Wealth.

"Bridget has delivered for me time after time. I've worked with her as a NLP guru ... I've hired her as an NLP Trainer ... and I've hired her as a Coach for one of my team. With each interaction she has lived and breathed personal development, personal integrity & true emotional intelligence.

When I first worked with Bridget, I was head of sales training for a large life assurance company & as such came across many individuals that promised, but never quite delivered.

Bridget's personal approach & gently challenging approach always ensured maximum return of investment, in both time & money.

I consider myself fortunate for our paths to have crossed & would always recommend Bridget for all of the above interventions."

Top qualities: Great Results, Expert, High Integrity

Simon Woolnough Director of Business Partnerships AXA Wealth

Oxford Deanery GP Registrar Leadership Development

Bridget has provided teaching on Leadership for Leaders in General Practice across Oxford Deanery. The GPs have appreciated the opportunity to think about their practice and their environment in a new way. Bridget addresses both the learners' needs and the commissioner's priorities.

Her personal and professional approach ensures that all learners leave the workshops better informed and, with new skills, better prepared to cope with the challenges in health provision.

Dr Marion Lynch: - Associate Dean, Oxford Deanery

AXA Life

I have worked with Bridget for many years now, with a number of her hats on ...

My first encounter with Bridget was when she was assisting a Paul McKenna NLP Practitioner Training.

As a head of Sales Training for a large international company, I come across many external consultants – most of whom I have little time for, but Bridget was different. I requested Bridget's assistance on one of the exercises, and there was no looking back – I sought her out at every opportunity thereafter! Her empathy and ability to communicate with me struck me instantly. This led to our second encounter ...

I had a team of professional trainers, of whom 6 wanted to know more about NLP & using it specifically in the Coaching Process.

Bridget built a 2-day workshop programme bespoke around our needs – which was **delivered highly professionally**. This involved 1:1s before the programme, stand up delivery to a group of senior professionals and support after it for all the delegates ... again, Bridget's knowledge, empathy & communication skills were brought to the fore.

Lastly, I have used Bridget's capabilities to bring about some **serious change-work** with one of my Account Managers ... to great effect. This individual was hugely lacking in self confidence ... and constantly putting himself down ... not great for a salesman. Bridget has met this person 3 times F2F, and stays in contact with phone support.

Her innovative approach has seen a massive improvement with my Account Manager ... who previously sought many "mainstream therapies" in the past e.g. cognitive therapy (to absolutely no effect). He has thoroughly benefited from this 1:1 change work and I would have no hesitation in using Bridget again if the situation arises.

In summary ... I'm a big fan of Bridget! She's risen to every challenge I've asked from her ... effects change on a 1:1 basis & in group work.

Put simply ... she does what she says on the tin ... and as I fee-paying customer, I can't ask for more than that!

Simon Woolnough. Former Head of Sales Training. AXA Life.

Cancer Research UK

Bridget designed and ran the "Balancing Performance and Pressure at Work" programme over two years within CRUK. The programme gave managers and staff from throughout the charity, ways to manage themselves more resourcefully to cope with pressure and prevent harmful stress.

Comments were that the programme that she ran was useful, applicable, relevant, fun, positive, empowering and, for many individuals actually life changing. Thank you!!!

Learning and Development Manager Cancer Research UK

"Bridget worked with Cancer Research UK delivering training. I went on her managing pressure at work and work life balance course which was an inspiration.

Now 3 years later I still follow the principles we discussed.

She has an amazing gift. I would recommend her work and the benefits of exploring this side of training which can have subtle yet profound effects."

Mary Ryan
Patient Liaison Manager at Cancer Research UK

Sacla' UK ; The Italian food people!

Bridget has been working with us here at Sacla' UK for over ten years now.

She has worked positively with me and with senior members of the team as an executive coach and has also run fabulous and valuable Masterclass workshops for the whole team.

We at Sacla like the way that Bridget quickly got to know us as people and as a company and aligned her way of working with our ethos and way of being!

We are passionate about what we do and only choose to work with suppliers who share our passion for quality and excellence! She is able to understand our particular business needs and works with energy and enthusiasm to help us all to tap into and increase our potential.

She has great insight into situations that involve both personal leadership development and business issues. Often as a coach, she asks just the right questions or makes a comment at just the right moment to create the "lightbulb moment"!! She works with flexibility and often with humour and will go the extra mile to deliver valuable and excellent training and coaching solutions.

Coaching and development with Bridget is fun and an enjoyable experience. She is always solution focussed and is able to help individuals and teams celebrate their strengths and successes and work towards overcoming problems and building skills that will help achieve the Business Vision.

Clare Blampied. Managing Director Sacla UK

Squadron Leader John Peters Rtd. (Gulf War Veteran and former Course Leader Aston MBA)

Bridget Clapham came to my attention when she was supporting a Paul McKenna NLP practitioner's course.

She stood head and shoulders above the other 30-40 facilitators through her pragmatic, knowledgeable insight and approach. I have subsequently worked with her.

Her skill as a facilitator and coach at being able to unlock potential and develop solutions is notable, and I could not recommend her highly enough.

**Squadron Leader John Peters. BSc MBA MRAsS RAF Rtd
Former Course Director, Aston University Executive MBA**

Boehringer Ingelheim Pharmaceuticals UK

Working with Bridget is a great experience which I have drawn upon over several years.

I have found that working with her is a valuable and worthwhile investment in my personal growth.

She empowers you to use your own resources to deal with situations and develop skills and strategies for the future.

**Sandra Lee
Former Director of Manufacturing at BI.**

Paul McKenna. Personal Change Leader and Author

“Bridget Clapham is a very professional practitioner. She uses high level skills in NLP and Coaching and has a talent for enabling people to make positive changes in their personal and professional lives.”

Paul McKenna
