



Andy Firth

BA (Hons), PGDip, NVQ4

Client Relationship Manager

Andy joined Roffey Park in September 2005, following almost 7 years with a successful L&D consultancy. He works with clients across the public, private and not-for-profit sectors on building skill and confidence in leadership and management, strategic thinking in complexity, change, personal effectiveness and resilience, group/team working and facilitation, as well as facilitating team development.

He has particular responsibility for Roffey Park's two open programmes on facilitation – the Art of Facilitation and Practical Facilitation Skills, and has designed and run in-house facilitation skills programmes for a wide range of clients, including BT, Kerry Foods, UNICEF UK, Nando's Chicken, Balfour Beatty, Oxford University Press, and Harsco Metals and Minerals, among others.

Andy has a pragmatic approach to working with people and groups, identifying learning needs and outcomes and then flexing delivery style and content to best meet them. He believes in challenging individuals to take responsibility for their situation and for getting their needs met, and supporting them as they develop the wherewithal to do so.

Qualified as a coach since 2000, Andy has a background in customer service management (both doing it and training it) and in journalism. He brings this experience to bear in his work. He works with people from across the management spectrum from top team and board to frontline and supervisory.

Andy has a strong reputation in client account management, working closely and collaboratively with his client partners to design, deliver, evaluate and develop the optimum programmes with them. His relational and professional approach has led to clients working with Roffey Park for years, staying in touch and returning with repeat business. Several of his clients have remained active with Roffey in one way or another for over a decade.

Over the years, as well as those identified above, Andy's clients have included: Highways England, AXA Liabilities Managers, Mansell Construction, the National Offender Management Service, HM Prison Service, Action on Hearing Loss, the Prudential, Lexmark EMEA, Said Business School, BBC, NHS organisations, British Council in the UK and overseas, Telegraph Newspapers, CNN, the MoD, West Sussex County Council, and various central and local government organisations.