



Riette Trollip

Culture, Organisational and Leadership Development, Project Management

London, UK

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Links

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Languages

English (Fluent)

About

Dynamic, versatile, enthusiastic and pro-active Professional with a natural ability to assess and understand the bigger picture. Highly intuitive, operational and assertive, with abundant experience being diplomatic and discreet. Proven track record interacting and liaising across-the-board, in the global professional, private and public sector.

Reliable, Resilient and Hardworking. Solid work ethics with the ability to manage expectations, build relationships and work well across functions.

Confident in consulting, facilitating, and coaching at senior level. Proven track record working collaboratively with senior leaders, industry specialists and thought leaders in design and delivery of various organisational culture, and leadership development programmes, learning and training solutions, product, and project design, implementation and management.

Experienced operating in high-performing, client-facing, growth-orientated, strategic in house and consulting teams, working on people related engagements across multiple global industries.

Strategies designed to drive culture change, enhance senior leadership development, performance, retention, engagement, and succession programmes.

Emphasis and focus on organizational culture & effectiveness, best practice, diversity and inclusion, engagement and change programmes. Creating high-performance, growth-oriented organizations that meet strategic and operational goals.

Top Talents, as per Gallup's StrengthsFinder; Strategic, Activator, Woo, Focus, Learner

BRANDS WORKED WITH

- Cappfinity
- CEB, now Gartner
- Corinth Medical Services Ltd
- First Quantum Minerals
- Heidrick & Struggles
- London Fire Brigade
- Momentum
- Penshurst Place
- Saint Christopher's Hospice

Experience



● Group and Leadership Development, Project Manager

First Quantum Minerals | Jun 2022 - Aug 2022

Group and Leadership Development – 3000 + Global Leaders

Lead on design and implementation of OD & Talent strategy with focus on leadership performance, learning and development. Framework, design, build, and implementation of customised products and solutions as well as redesign of internal LMS

Researched, designed, and implemented a leadership development strategy and programme for FQM's university to increase leadership capability throughout the business and drive engagement and cultural change

Collaborated and consulted with external organisations, industry and thought leaders on content design and delivery

Talent management – E2E, implementation of strategy, custom designed programme and products including LMS, F2F coaching & blended solutions

Implemented performance assessment and analysis, succession planning, key personnel retention mechanisms

In-depth knowledge of leadership and organisational development & transformation, behavioural change, DE&I, performance management, latest trends and models, frameworks, tools and solutions

Product/ Project Management

Detailed product & project mapping, working with respective leads and stakeholders

End to end management, from briefing to post implementation reviews with Directors, HR and Executives

Co-ordinated all external third-party work streams, design, development, implementation, UAT, IT, UX & UI etc.

Managed key milestones for each project timeline, managing suppliers and co-ordinating stakeholders

Mapping of project plans, processes, dependencies and risks, reporting etc.

Identified efficiencies and processes to improvements covering speed of delivery, effectiveness, and quality



● Senior Project Manager

Cappfinity | Aug 2022 - Jan 2023

End-to-end scoping, designing and delivering of Talent Acquisition and Management projects

Strategically aligning capability to business objectives and values

Accounts worked on: Dyson Institute, Cognizant, Fidelity, NHBC, M&S etc. etc.

Account management with key stakeholders, clients and account directors

Project & financial management, implementing processes and best practice

Product design, development, System integrations, UX, UI, UAT, ATS & third-party suppliers, etc. etc.

Reporting & feedback



● Leadership Development Advisor

London Fire Brigade | Jun 2022 - Aug 2022

Position: Leadership Development Advisor

- Design and Strategic alignment of brigade leadership framework and programmes with culture change objectives

- Scoping, designing, commissioning and delivery of the Brigade's leadership development programmes

- Assessing various training and developments options including the underlying leadership models and theories and making recommendations

- Working in partnership with the broader People Team to ensure delivery of all relevant projects, including performance, change and transformation

- Represent People Services as the lead contact for the National Fire Chiefs Council (NFCC) Initiatives.

- Communications, draft monthly articles for publication in Managers Update & reinforcement

- Conducting organisation skills gap analysis, to identify leadership development opportunities accurately.

- Working collaboratively and flexibly across the whole range of leadership development and the wider Cultural Change and People Services teams.

- Create a learning culture through building coaching skills in talent, managers and leaders

- Deliver powerful and impactful leadership and management development solutions including the design and embedding of leadership conferences, lunch and learn sessions etc. etc.



● Organisational Development & Culture, Project Manager

Heidrick & Struggles | Oct 2021 - May 2022

End-to-end management and execution of Culture Shaping, Organisational design, Leadership development and continuous engagement

projects and deliveries.

Project scoping, planning, execution, financials etc. including delivery of programmes for global organisations i.e. British Standards Institute, Swiss Precision Diagnostics, Dutch MOD, ISTARI, etc. etc.

Facilitated calls with teams and stakeholders, Scoping, planning, mobilisation, progress updates, RAG reports, Project maps and plans, debriefs, Items, actions, managing expectations and deliverables.

Constructed engagement letters, contracts and statements of work
Oversee management of overall project financials, tracking of profitability, hours etc.

Draft client communications, design content, decks, mobilisation, programme delivery, client briefing, debriefing

Partner with relevant functional areas and teams to ensure successful delivery of programmes, face-to-face, virtual, training, coaching, transfer of competence, facilitation etc.

Run various client surveys and polls, manage communications and insights etc.

Client Culture Site LMS (software) configuration, building and management post-delivery to ensure successful transfer of competence as well as accurate access and management of learning management system



● Organizational Development – Project Manager

CEB, now Gartner | Nov 2019 - Feb 2020

End to end management of multiple Talent Projects, based on Prince 2 and Agile methodology in consulting capacity for APAC region clients

Large and ongoing cross functional projects that ran from 3 month's up to and over a year

Scoped, advised and customised project requirements, deliverables, strategy, Matrix, timeline, risk etc.

Planned, created and drove design, from evaluation and performance criteria to operational readiness including working with IT, integration and enablement teams whilst facilitating reviews and approvals, to ensure end user experience outcome is positive

Set up Projects on appropriate platforms, according to specifications, incl. customisation of competencies

Drafted all communications relevant to specifics of project

Update all stakeholders on progress, mitigate and escalate project risks where necessary, manage financials, invoicing and reconciliations

Extract, analyse data, compile and send reports & summary at end of project, debrief meetings etc.

Liaise professionally on all levels, including Top Management, CEO's, MD's, HR Managers, various relevant stakeholders and teams

Key Assessments and Projects:

ER & Engagement, Transformation & Change Management, OPQ, VNI Reasoning, MFS (Multi Feedback Assessments), HiPo (High Potential Assessments), Development Coach, Enterprise Leaderships etc.



● Events Manager (Temp, Part-Time)

Penshurst Place | Jan 2016 - Oct 2016

Management, Recruitment, Onboarding, Training, Payroll, Operations, Reporting for High End Weddings and Events at Lord and Lady DeLisle's Manor House

● Medical Secretary for

Corinth Medical Services Ltd | Mar 2004 - Aug 2004

● Education Administrator & Office Manager

Saint Christopher's Hospice | Sep 2003 - Dec 2003

position) Position: Education Administrator & Office Manager



- **Financial, Credit Control Team Leader**

Momentum | Dec 1998 - Feb 2003

Position: Financial, Credit Control Team Leader