

### **Sarah Cook**

Sarah Cook is a founder member of The Stairway Consultancy. She has a wealth of consultancy experience specialising in leadership development, executive coaching, service excellence and culture change. Prior to this Sarah worked for Unilever and as Head of Customer Care for a retail consultancy.

Sarah is passionate about excellent service. She regularly speaks at conferences on leadership, customer experience and culture change. She is also a business author and is published by CIPD, Gower, Fenman, Croner, Echelon and Kogan Page.

Sarah has an M.A. in Modern Languages from Cambridge University and also an MBA. She is a Fellow of the Chartered Institute of Personnel Development and a Chartered Marketeer. Sarah is a licensed user of a wide range of psychometric diagnostic tools and an accredited executive coach.

Sarah loves travelling and is actively involved in fundraising for her local community. She is a keen walker and enjoys living near the River Thames.

### **Sylvia Ainley**

Sylvia has a wide experience of consultancy, facilitation and executive coaching. She has worked for Stairway Consultancy since 2002 and in that time has been involved in the project management, design, delivery and evaluation of successful global learning and development programmes.

Prior to joining Stairway, Sylvia held line management and training positions for a number of organizations including The National Trust and Post Office Counters.

Sylvia is an NLP practitioner, a licensed Motivational Coach and an accredited user of the Myers Briggs Type Indicator, Strengths Deployment Inventory, Prism Personal Profiling and the Bar-On EQ-i Instrument.

Sylvia is a keen swimmer and coastal walker. She enjoys theatre and travel. She has a large extended family – all boys.

### **Hilary Coldicott**

Hilary has over fifteen years' experience in the world of consultancy, facilitation and training, specialising in the areas of leadership and management development.

Before Stairway, Hilary worked for British Airways for 10 years. Hilary has wide experience of designing and delivering a diverse range of leadership and management development workshops as well as facilitating customer service and teambuilding interventions.

Hilary has a BA Hons in European Studies, a Diploma in Management Studies and a Diploma in Sports Psychology. She is a licensed executive coach and an accredited practitioner of a wide range of diagnostic tools.

Hilary has 2 sons. She is interested in all sports and enjoys running. She has climbed Mount Kilimanjaro and run in the London Marathon.

### **David Hughes**

David is a communications specialist with over 30 years' experience in designing and delivering award winning development programmes. David began his career in advertising before moving into digital productions.

David has designed and delivered a wide number of development programmes including e-learning and audio and visual programmes.

David enjoys golf and practising his languages. He is interested in film and the theatre.

**We would be delighted to speak to you about our experience. Please do contact us on [info@thestairway.co.uk](mailto:info@thestairway.co.uk) or 00 44 (0) 7831 309739**

## **Stairway Management Team**

Written by Sarah Cook

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