



Specialisms

Felicity Dwyer is an experienced facilitator with particular expertise in supporting, training and developing managers of volunteers, and in developing and delivering soft skills training for staff and volunteers in voluntary organisations. She also takes on short consultancy projects linked to learning and development. Examples of training:

- Leading and Motivating Volunteers
- Teambuilding
- Managing Change
- Time Management
- Facilitation Skills
- Coaching Skills
- Listening and Befriending
- Stress Management

Work undertaken outside the voluntary sector

Felicity has trained managers of volunteers across the statutory sector, from NHS Trusts to the police and probation services. She has also delivered accredited management training programmes for local authority staff, and works occasionally in the private sector.

Geographical areas covered

Based in Hampshire, Felicity works primarily across London and the South of England, and can also take on work in the South West, West Midlands and South Wales.

Work experience

Felicity has been working as an independent consultant since October 2003, after leaving roles at NCVO and the Arts Council. She develops and delivers management training, including Volunteering England's Excellence in Volunteer Management (EVM) programme. She is an assessor for the Investing in Volunteers standard, and has worked on a variety of consultancy projects. These have ranged from training reviews through to researching and writing learning materials and good practice guides on topics including: leadership development, national occupational standards, training needs analysis and work experience placements. She has run teambuilding days for both voluntary sector and private organisations, and facilitated learning groups for managers of volunteers.

Qualifications

Felicity is a CIPD qualified trainer, holds an NVQ Level 4 in Management, an advanced coaching skills certificate from City University and is a member of the Chartered Management Institute. She is one of Volunteering England's licensed trainers.

Other information

Interests include theatre, dance and psychology. As well as her professional management and training qualifications, Felicity has been trained at a foundation level in drama and in person centred counselling

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