



John Callaghan

07818 453127

j.callaghan@ntlworld.com

www.thejohncallaghan.wordpress.com

Skype: [thejohncallaghan](#)

11 Tower Grove Leeds LS12 3SF UK

- **Organisational development**
- **Communications, marketing and engagement**
- **Knowledge management and service improvement**

I find engaging and creative ways to help people, organisations and partnerships discover opportunities, and remove barriers, in their systems, processes, relationships and networks. I help them join up governance, strategy and operations, to each other, and to a bigger picture.

I bring clear thinking, constructive challenge and sound judgement, drawing on wide senior management and consultancy experience in the NHS, government, national agencies, local government, partnerships, and arts, community and voluntary groups.

I'm now looking for new opportunities to use and extend my unusual mix of expertise and experience. I want to work with people who enjoy doing things well and want to make a difference, whether in the public, private or third sectors.

I'm always happy to have an informal, confidential conversation to explore an idea or a problem, with no further commitments on either side. If I can't help I may well know someone who can.

Sample services offered

Organisational development

- Analysing future requirements, developing and implementing strategies
- Design, specification and review of interventions
- Culture change: practical, creative and low cost
- Facilitation of conversations across boundaries or around difficult issues
- Team building and group work
- Board development events
- Developing leadership competencies and assessments
- Coaching and mentoring
- Sourcing, commissioning and managing specialist consultants, trainers and other suppliers
- Programme and project management
- Business process redesign
- Training design, management and delivery

Knowledge management

- Securing strategic alignment and senior buy-in
- Identify priority requirements for knowledge & assured / evidence based knowledge sources
- Governance, structures, technologies and processes to support two way flows of knowledge between teams, customers and partners
- Developing intranets/extranets/strategic web portals
- Supporting Board/ team Knowledge Champions
- Securing ownership of new practices
- Mapping knowledge assets
- Integration across platforms/repositories
- Development of taxonomies
- SharePoint Administration
- Current awareness services via rss and social media

Communications, marketing and engagement

- Developing and implementing strategies to meet corporate requirements
- Communications within partnerships, consortia and multi-agency entities: governance, structures, processes
- Stakeholder mapping, audience segmentation/analysis
- Brand development and compliance
- Campaign planning and management
- Creative sparks and imaginative leaps
- Editorial: commissioning content, managing contributors, proofing, sub-editing
- Writing: copy, newsletters, releases, briefings, reports, annual reports, scripts
- Integration across platforms
- Specifying, buying and managing design, print, media, distribution web development, event management
- Web content management
- Presenting complex/sensitive material to mixed audiences
- Event planning and management

Service improvement

- Securing strategic alignment and senior buy-in
- Whole system and evidence-based improvement methodologies
- Service reviews and evaluations
- Peer review events
- Process mapping and value-stream analysis
- Engaging users/customers and staff in co-design and co-production of improvements