



**David Mettam**  
**Interact Development Ltd**  
6 Trentham Avenue  
Heaton Mersey  
Stockport  
SK4 3QD

Telephone: 0161 443 1420  
Mobile: 07801 414950  
Facsimile: 0870 705 8684  
E-mail:  
dave@interact-development.com

## **SUMMARY**

Strength based Personal, Management, Team and Organisation Development

## **PROFILE**

Dave provides a comprehensive consultancy service that focuses on Organisation, Business, Team and Personal Development, strongly supported by research and assessment. Wherever possible he uses strengths based and talent management solutions, including the discovery, measurement and development of core communication and decision-making competencies that are at the leading edge and build on his degree in Management Sciences. Prior to setting up Interact Development Limited in 1987 Dave held a number of development roles in British Leyland, British Gas, ICL, and ICI Pharmaceuticals.

## **PERSONAL SPECIALISMS**

Business Strategy and Planning: Management Decision Making. Organisational Development, Change Management, Organisation Structures,  
Human Resources Management: Management Development, Psychometric Assessment, Recruitment & Selection, Performance Appraisal, Performance Management, HR Strategy/Policies, Culture/Attitude Surveys, Conflict Analysis, Career Counselling/ Outplacement, Job Descriptions/Role Definition, Training & Development, Training Needs Analysis, Training Plans, Training Courses.  
Operations Management: Implementation of Change, Performance Improvement, Production Layouts, Project Planning / Management  
Quality Management: Problem Solving Techniques, Business Process Improvement, Total Quality Management (TQM), Business Excellence (EFQM),

## **ADVISORY ROLES**

Coach, Consultant, Facilitator, Mentor, Trainer.

## **INDUSTRY EXPERIENCE**

Manufacturing, Engineering, Electrical Engineering, Pharmaceutical, Petro-Chemical, Power, Banking, Retail, Academic, SMEs.

## **ORGANISATION SIZE EXPERIENCE**

Employees: (Ford 283k), Pfizer (98k), MSD (68k), Britannia BS (5k) ICI Pharms (4.5k), SMEs

## **QUALIFICATIONS AND TRAINING**

- UMIST 1965-1968: BSc Hons Management Science specialising in Marketing and Behavioural Science. Also industrial psychology, economics, accounting, cybernetics.
- Saville and Holdsworth: BPS Level B Intermediate in Psychometric Testing
- Psytech: Conversion to 16PF and MBTI. Thomas International: PPA (DiSC)
- Action Profilers International: Action Profile® Practitioner level I

## **PROFESSIONAL MEMBERSHIPS**

Chartered Institute of Personnel and Development: Chartered FCIPD (since 1973)  
Chair, Manchester Branch 2005-2007  
Chartered Management Institute: MCMI (since 1973).  
British Association of Research Quality Assurance: Associate (since 1987).

## **OVERSEAS EXPERIENCE (All as Consultant)**

Pfizer (Europe/Scandinavia/US – Operational Excellence Programme), ICI (Europe – Negotiation Programme), Biocode (US – Consultancy), Sanofi-Synthelabo (France)

## **CAREER SUMMARY**

### **1987-Present Interact Development Ltd Director**

- Development + delivery of Business Excellence Programme in 8 European countries (Pfizer)
- Successful implementation of a continuous improvement project in a university research MSc programme in Industry. (University of Bradford and Ford Motor Company).
- Course Director for IET (Negotiation), and BARQA (Toolkit for Positive Change).
- Concurrent psychometric study to determine the core capabilities for success in pub restaurant chain (Three star managers with the identified core competencies were still 'performing' five years later – all other 28 managers in the original study had 'moved on'). (Boddingtons)
- Team presentation coaching at board level, for annual briefings in a company with £200m T/O. Approaches were successfully applied to national sales promotion road-shows. (STC)
- Development / implementation of assessment centres - recruitment. (ICI, NHS Directorate)
- Development and implemented a three day Financial Sales Programme (Britannia BS)
- Assessment for recruitment (IT, Sales, Graduates).
- Over 800 staff through 3 day "Career Workshops" (ICI Pharmaceuticals).

### **(1987-1990) Sheppard Moscow Ltd Associate**

- Open programmes + in-company both 'solo' and with SML consultants. Positive Power and influence, Consultancy Skills, Self Presentation. (ICI, Digital, BP, Lloyds Bank)

### **1982-1987 ICI Pharmaceuticals Training and OD Consultant**

- Change Consultancy, Management Training, Career Guidance, Project Management.
- In addition to role as an internal Training and OD consultant in ICI Pharmaceuticals project managed the refurbishment of a training centre - Building phase (with a critical path of 12 weeks) was completed on time in 7 weeks and within budget. Space utilisation >160%)
- Successful training implementation of a new digital telephone system, with >4k extensions.

### **1980-1982 ICL Education and Training Manager (Systems)**

- Management of education and training for implementation of new major systems (MRP) into 5 plants

### **1978-1980 ICL Training and Development Manager**

- Managed training department (8 staff 40 apprentices £200,000 training budget) during period of rapid change, manufacturing site split to two new locations

### **1973-1978 Northwest Gas Management Tutor (Mere College)**

- NW mgt courses + Trainer Training and O&M Team Leaders Course for BGC (12 Regions)

### **1972-1973 Proctor and Gamble Retail Salesman**

- 112% target Section T/O £250,000

### **1968-1972 British Leyland Work Study Engineer**

- Implementation of 'Daywork' in a unionised piecework environment. Cost reduction, Work Measurement, Method Study, Plant Layout.
- Quality Control systems on the shop floor (Power units)