

Peter O'Connor

Managing Director & Facilitator, Performance Partners Ltd.

peter@performancepartners.ie

Summary

Facilitating In the training & development environment for 20+ years. Providing solutions within Leadership, Management, Sales, Customer Services & Teams Development since 2000.

Providing surveys and processes for looking at Employee Passion, Team Alignment and Trust Building for Leaders.

Substantial experience helping business professionals in many industries.

Working with leaders & teams that want to be more successful. Using "best in class" tools for development & hiring and retaining key sales achievers. A wide personal knowledge base. My style is facilitative. A quiet but determined style when working with people, using approaches and methods you, as a client, will relate to.

I can also help you in developing your leaders, managers and teams and my approach is business result oriented for you, the client. Are you interested in building a customer focused culture? I can help? A coffee or a phone chat costs nothing ! I might even buy the coffee.

There's quite a few freebies at the website [performancepartners\(dot\).ie](http://performancepartners(dot).ie) that might help you or someone you know, Including a free "Employee Passion Survey", SkillMap profiles & a free booklet "The Exam Study Survival Guide - Helping people to realise their potential at exam time". If you want to download a PDF version of the booklet for no-charge, you can do so, by emailing me for a link, peter@performancepartners.ie

Specialties

Employee Passion, Sales Hiring tools, Performance Management, One on One Leadership, Self Leadership. Sales & Customer Focused Culture and Service training solutions, DiSC Behavioural solutions, Behavioural training & competency development. Building businesses & Sales professionals, with sales service and team ethos/expertise. Interpersonal skills development, Team Alignment and Executive Coaching.

Experience

Managing Director at Performance Partners Ltd.,

March 2011 - Present (1 year 8 months)

Facilitating leadership development, people management, sales, service, employee passion, Trust, team alignment, productivity and effectiveness through partnering with people at relevant business levels. It can be senior/middle managers, sales managers and frontline sales and service people driving sustainable growth.

I partner to develop and deploy ONLY targeted training solutions that fit your organisation's business requirements and need for flexible implementation. It is NOT a one-size-fits-all approach. You can access free resources now www.performancepartners.ie

1 recommendation available upon request

Associate at Blanchard International Ireland

March 2005 - February 2011 (6 years)

Practical one on one and self leadership, performance management, & help with sales (people) leadership and impact for Business executives. Resources, tools, solutions from Ken Blanchard Ireland.

Managing Partner at DNA DiSCovering Natural Abilities

February 2005 - January 2011 (6 years)

Organisational, Management, Teams, Sales & Individuals. Helping develop their interpersonal & management skills using DiSC. Do more with less resources. Get the most from people. Interpersonal skills, leadership and management, sales and customer service programmes to get & keep customers, and make profit. Peter is a Master DiSC Trainer.

5 recommendations available upon request

Managing Director at Exceed Development

January 2001 - December 2005 (5 years)

Independent training consultant and executive coach. Range of clients. Developing management and leadership capabilities, sales teams.

Development Director at Aspect-Zarion Solutions

July 1998 - December 2000 (2 years 6 months)

Peter worked as a Director of Aspect, focused on the financial services sector. Aspect worked with large Bank Assurance companies in streamlining processes and implementing workflow solutions.

Managing Director at Work Stations Training

January 1990 - May 1998 (8 years 5 months)

Peter was the Founder & MD of an IT Training institute, that built up (with an excellent team) over 8 years when the company was bought out. It became Calyx Training. Was also on the board of a large IT services business with 55 employees and TO of £25 M.

1 recommendation available upon request

Support-Service-Training at TW

1982 - 1990 (8 years)

Was in the training department & support/client services - training on accounts systems and with business applications

Skills & Expertise

Leadership Development

Helping People Managers
Performance Management
Sales Management
Selling Skills Training
Sales Coaching
Customer Service Skills
Behavioural Change
Personality Profiling
DISC
Managing Employees
Time Management
Stress Management
Sales Skills Training
Team Leadership
Teamwork
Executive Coaching
People Management
Personal Development
Organizational Development
Change Management
Team Building
Emotional Intelligence
Talent Management
Management Consulting
Employee Engagement
Negotiation
Management Development
Account Management
Staff Development
Customer Relations
Training Delivery
Psychometrics
Executive Development
Career Development
Consultancy
Recruitment/Retention
Start-ups
Team Management
Organizational Change

Education

Christian Brothers College, Misc institutes, NUI.

Graduate of Rathmines College., Many Diplomas & Qualifications over many years., 1968 - 1977

Activities and Societies: Member Irish Institute of Training & Development & Institute of Leadership & Management.

All related to business management, training & development & personal development. Also, sports associations.

Christian Brothers College

1965 - 1977

Christian Brothers College

1964 - 1976

Interests

Leadership & people management, Sales & Customer Service development, building relationships, Sport, Music, Fun, My Kids, Reading, Holistic approaches to people, Humour and life.

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7 people have recommended Peter

"Peter is excellent at building commitment into his initiatives and translating ideas into workable solutions. He engages in productive work sessions and his feedback and plans of action are solid. He has the ability to recognise developing problems and knows how to handle them. He is outcome-focused, conscientious and transparent about where you stand – the type of communication that fostered trust, clarity and the achievement of our goals. I would recommend Peter and his company to any company looking to achieve great things."

— **Mark Egan**, was Peter's client - Chairman & Founder www.SureSkills.com

"I have had the pleasure of working with Peter O Connor over the past few years and have couldn't recommend him highly enough. He is a trainer and consultant of high integrity and impeccable credentials. He has worked with me through several organisations and I would have no hesitation in recommending him."

— **Ian Dodson**, was Peter's client - Joint Managing Director, www.DigitalMarketingInstitute.ie

"I have worked with Peter O'Connor as a business associate since 1994. At that time, Peter was Founder and owner of Work Stations Training, a highly successful training and consulting business. We conducted business in my role as Business Manager in Microsoft. As the director of the DiSC (solutions) distribution company in Ireland, Peter has been facilitating highly effective behavioural marketing sessions for our Digital marketing Diploma participants, using the DiSC. Peter's facilitative training style and delivery lends itself to enjoyable, yet effective training."

— **Anthony Quigley, MD, Digital Marketing Institute**, was with another company when working with Peter Microsoft - Joint Managing Director, www.DigitalMarketingInstitute.ie

"I have worked closely with Peter through thinkPeople over the past four years. He has provided consultancy advice on the use of psychometric tools to support the design and delivery of bespoke training and development solutions for our clients. Peter has always sought to understand our needs and quickly turned around solutions to support our needs. In addition, I have attended training delivered by Peter, in his inimitable style he creates a relaxed but effective learning learning experience."

— **Emer Hinphey**, was Peter's client - Think People Consulting.

"I am happy to recommend Peter and his colleagues, having used their service now for a number of years. The service provided is core to the success of my business as it gives me access to a suite of proven tools to

facilitate the growth and development of my clients. Peter is a natural teacher and provides an excellent back up support service. I view Peter more as a partner to my business than a service provider."

— **Nial O Reilly**, was Peter's client - Ignite Strategic Coaching

"Peter is a true professional always concerned that his client receives his full attention and benefits from his expertise. He has consistently obtained excellent results when working with my students."

— **Andrew McLaughlin**, was Peter's client - Senior Faculty, Irish Management Institute www.imi.ie

"Peter was Managing Director at Work Stations Training for a period of 8 years and brought the company literally from a start-up situation to a point where Work Stations Training was recognised as a successful organisation with a reputation for quality of training services. Peter's qualities of perseverance, hard work and people skills were to the fore in his development of the business and it is a credit to him the heights of success he achieved with Work Stations Training."

— **John Bergin**, *Managing Director, Work Stations Computer Group*, managed Peter at Work Stations Training - Now Managing Director, www.IT Force.ie

[Contact Peter at 012402255](tel:012402255) or [087-833 7107](tel:087-8337107) or peter@performancepartners.ie

Sample full consulting reference from a recent client, for Peter is on the next page.

Ref: HR/ES

Date: 12th September 2012

To whom it may concern

Re: Peter O'Connor



Merrion Hall
Strand Road
Sandymount
Dublin 4
Ph: 00 353 1 661 5344
Fax: 00 353 1 661 5249
DX 873
www.osg.ie

As an integral part of our growth plan at OSG we decided to commission the services of Peter. We had received excellent recommendations of the work done by Peter under the aegis of Performance Partners.

From our very first meeting onward Peter has demonstrated that he a consummate professional, highly qualified and extensively experienced in developing practitioners. In our close working in the scoping phase of what we were wishing to do and what we wanted him to design and to deliver it was wholly apparent that Peter has extraordinary capacity to empathise – to get round to the client's side of the circle and to see things from the client's perspective.

We are a lean enterprise, endorsed by Enterprise Ireland in terms of state support for our business strategy to double in size and turnover, to be continuously competitive and to succeed in diverse markets both nationally and internationally. It was therefore a big piece that we were tasking Peter to take on: to design and to implement a bespoke management development programme for every manager and team leader in OSG. There were significant demands and more than a few constraints imposed on him. We wanted the entire management development endeavour seamlessly woven into our lean principles and lean practices culture, following upon our total business reorganisation that had arisen from a fundamental business review, and to be integral to our performance management system that was in the final stages of design and due to be implemented within weeks of the completion of the management programme. No mean task.

Peter rose to the challenge. The programme that he delivered was frankly outstanding. His commitment was above and beyond what I expected as the project sponsor. He worked tirelessly to engage with each and every individual passing through the programme. The feedback from attendees was fulsome and founded in personal and professional benefit of one-to-one and small group counselling. I was not surprised by this feedback. It served to confirm what I myself had come to recognise: Peter is an individual blessed with a relationship building array of qualities – sensible, sensitive, skilful, long-listening, and rounded off with a keen, quiet sense of fun.

It will be apparent that I hold Peter O'Connor in high esteem – personally and professionally. He has all that any institution would need – indeed very much more - to introduce, or to breathe new life into an existing programme for, the development of managers, most particularly within the context of lean thinking and lean tools application. Within a very short time of contacting and commissioning him, Peter will demonstrate the wisdom of the decision to do so.

I recommend Peter, and his talents, to you unreservedly.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'ES', is written over a light blue horizontal line.

Professor Eric Shepherd
BA, MSc, PhD, AFBPsS, FCMI, FCIPD, FRSA
Chartered Scientist
Chartered Forensic Psychologist
Chartered Counselling Psychologist
Director, OSG Academy; Head of Internal Services