



# Biography of the Training Consultant

## Lucy Nicholls

### Qualifications

- 2017 - ICF accredited trainer
- 2012 - Cambridge/RSA DELTA
- 2010 - Cambridge TKT: CLIL
- 2004 - Cambridge/RSA CELTA, Leeds Metropolitan University
- 1992 - BA (Honours) History, University of Newcastle upon Tyne

### Profile

Lucy graduated from the University of Newcastle upon Tyne in 1992 with a BA Honours in History. After a brief period working in Vanuatu, SW Pacific with Australian Aid, she returned to the UK and began a career in financial services with the Hambro group. Here she gained client confidence in the competitive environment of financial services and achieved professional qualifications from the Chartered Institute of Insurance.

Choosing to transfer her skills, she moved into marketing and event management in the non-profit sector in London, UK. She worked for a number of high profile organisations such as Marie Curie Cancer Care, Diabetes UK, Save the Children and Help the Aged. Highlights include organising an event at St James's Palace and managing the National HUG campaign in 2005.

Following her personal ambition, Lucy relocated to Italy in 2006, where she began working as a Business English teacher. She delivered business training programmes to high profile international and Italian companies, as well as state organisations, and the Italian armed services, completing her Diploma in 2012 (specialising in Business English).

In October 2012 Lucy joined the British Council in Sri Lanka to further develop her career. She was seconded to the GIZ Performance Improvement Programme (PIP) based in Trincomalee, delivering highly specialised courses to public servants in the Northern and Eastern provinces.

When the project was completed Lucy was appointed Academic Coordinator to assist establishing the newly opened British Council centre in Jaffna in January 2014.

On return to Colombo, in 2016 Lucy was promoted to Professional Training Coordinator and is responsible for managing the team of Professional trainers, as well as ensuring academic excellence for all Professional training delivery, and branding and course development both internally and externally. Lucy initiated the drive to bring the British Council's ground breaking Intercultural Fluency training to Sri Lanka, and is part of a team of accredited trainers to deliver a series of courses that enable organisations to improve understanding and communication across cultures. She is also responsible for teacher training, and is a local DELTA tutor, as well as delivering teacher training TKT courses when possible.

She has recently been appointed as the lead for Sri Lanka's Diversity and Equality committee in the South Asian region and works with teams across the organisation to ensure the principles of British Council are mainstreamed.

When she is not in the office she loves travelling around the Northern and Eastern provinces in her VW Beetle, taking photographs, meeting people, and marvelling at Sri Lanka's outstanding diversity.

**International training experience:** Italy, Sri Lanka

**Previous clients include:** The Sri Lanka Army, MAS Holdings, ANSELL Lanka Maldives Monetary Authority, E-Builders, Sri Lankan Telecom, Attorney General's Department, Legal Draftsman, IBB – Voice of America, Sri Lankan Navy, Auriga, ENEL, Arcelor – Mittal, BOSCH, INPS, IKEA, Natuzzi, Banca di San Poalo, FIAT, European funded Sardinia Speaks English, Bari University, UN Peace Keeping Troops and the Italian Air Force.