

**Peter Knowles JP, Chartered MCIPD
Business Development Director**



Peter is a member of BT Workstyle and cover Business Development, Consultancy and Managed Solutions for Flexible Working.

Activities include specification, design, development and delivery of:

- Flexible working launch seminars and workshops including development and definition of objectives, appropriate training needs analysis, appropriate and varied use of learning styles, techniques, activities and feedback mechanisms to meet the objectives of the event.
- Role, team and individual workstyle analysis including recommendations on appropriate workstyle, facilities, accommodation and best practice in the implementation of flexible working practices.
- Face to face interviews with senior management and project stake holders.
- Facilitation of workshop events, focus / discussion groups and accommodation planning sessions.
- Management information reporting mechanisms in support of flexible working projects including, monitoring of feedback from flexible working pilots, key indicators and objective performance analysis, highlights, concerns and corrective action reports.

Before joining the team Peter was responsible for People and Business Development in BT's Major Business (MB), BT Retail Division. He facilitated the formulation of Business Strategy and Action Plans of BT Customers and their Account teams. Over the years he has personally moderated 700 plus Customers' & Internal workshops, across all sectors within MB and BT Retail. Also, he has in the past successfully project managed the campaign making MB an "Investor in People" and supported the development and the implementation of the Balanced Business Scorecard in MB and its business units.

Previous Experience and External Interests

Apart from the experience mentioned above he has considerable knowledge and practice within the Human Relations field having worked for over 10 years in all parts of this area and has completed his CIPD degree and is a long term Member of the Chartered Institute of Personnel & Development. He also enjoys Golf and plays as often as his young family will let him. Finally Peter has taken the Judicial Oath and is now a Chairman on the Croydon Magistracy Bench which he has sat on for the past five years.