

### Testimony from Paddy Nugent: Assistant Director for Business Development NHSBT

"Richard has worked with me and with the NHSBT team now for a number of years. Richard joined the team as one of a number of consultants working within a national development programme. It was very clear that in Richard's case we had someone who was really special and had the rare talent of being able to cut through the corporate jargon and look people in the eye and ask the real questions - without upsetting them!

Richard is probably the best coach I have come across in my career - he understands the theory - but is able to put it in to practice with an unassuming ease. Because of this Richard is highly regarded in all sectors of the organisation - he is able to executive coach senior managers, engage with front line staff, co-ordinate teams across huge geographic areas - and still keep his sense of humour.

Richard's real "unique selling point" is however his insistence on sticking to some straightforward values of honesty, integrity and respect. In numerous meetings and forums Richard will always hold a base line of values - this steadfastness holds him in high esteem in my estimation and with many of my senior colleagues within NHSBT. This does not of course mean that Richard is a soft touch - quite the opposite. Richard has helped me root out poor performance in quite a rigorous way - he is the first one to celebrate successes but is happy to pin down individuals who perform poorly. Richard has been a real asset as an objective commentator for directors within NHSBT - his comments on very sensitive issues have been used right at the top of the organisation to develop strategy and appoint senior people.

Richard is also a first class project manager - and can manage projects and programmes with an easy efficiency.

Richard was instrumental in helping us pull together a major national conference. Richard acted in a quiet efficient manner to ensure the event was carefully co-ordinated and that appropriate challenge to both me and my team ensured we ended up with a first class event.

It has been a real pleasure to work with Richard.