

NICOLA GOODCHILD

Corporate Drama/Actor Facilitator CV



Playing Age – 30's – Early 40's **Spotlight PIN** 0481-6755-8529

Roleplay strengths – Consistency, flexibility, quality of feedback, very naturalistic in both scripted and improvised scenarios, wide range of accents and 'status'- from senior management to asylum seeking minor. Highly skilled in 'emotional' scenarios.

*****Update Sept 16 – started a year long commitment to 26 TfL Managers to be their Skills Coach*****

Roleplay Companies and Clients include –

Interact – For about 15 years, I have worked with Interact for many clients. Most recently, a year long roll out for *TfL* staff, training to be Managers. We used Forum Theatre and breakouts to facilitate the learning. I worked as an actor/facilitator on this job. I have regularly worked with the *Foreign and Commonwealth Office*, on graduate, middle and senior management level Assessment and Development Centres. As these roleplays had a direct bearing on promotion, consistency was all. Ongoing in 2016 – fascinating telephone handling skills job for the *FCO* in which Consular Office staff from around the world call me and practice dealing with a customer's call. The training comes from them flexing their style towards someone with the opposite personality preferences to them. So I do the *same* scenario on the phone upto 8 times back to back over 3 hours in completely different personality styles similar to MBTI or INSIGHTS. 10 minutes of verbal feedback then onto the next one.

Resound Training – Forum Theatre presentation with GP receptionist team in Essex to train them around best practice in customer service scenarios. Also, a different scenario with Ambulance Service admin teams to fine tune their interactions with stakeholders/paramedics.

Park Sims Associates – Dealing with Difficult Situations experiential learning day. The clients, Red Kite Housing Association often have to deal with very upset/angry tenants, so we 'realplayed' actual situations they have encountered. After running scenarios as an angry bereaved child of a tenant, 2 status wielding/ unhelpful colleagues, and a confused single mother, all the delegates I worked with felt much more confident about how to handle such a situation again.

Resonance Training– On a fast track course to develop staff from ethnic minorities in the Civil Service, I was required to play the Minister for Health. Candidates who, on behalf of the Ministry for Health, were preparing to present their new policy document on the future management of obesity in the UK, were surprised with a pre - presentation 'briefing' with the Minister. I had to question them on their arguments and spring a couple of new facts on them to see how they handled them under pressure.

Active Image Roleplay – I am trained in Portraying Mental Health Conditions for the Actor, after doing a 2 day course created by Active Images and the Maudsley Simulation Centre. I have worked with *Maudsley Hospital's* psychiatrists in intensive 'crammer' days as they practiced doing OSCE's for final stage exams. I have presented with Hypermania, Bipolar disorder, Post Natal Depression and Bereavement. Several courses on Medically Unexplained Symptoms too, which brings clinical and psychiatric teams together.

Using a different scenario, I was required to roleplay a Croatian lap dancer with cystitis opposite Senior Teaching staff, at *Guy's Hospital*, who themselves were roleplaying as Junior students...! Interesting Training the Trainer

exercise, as it was quite exposing for the volunteer roleplayers, most of whom were professors and G.P.'s.

ProActive Roleplay - This project was part of *British American Tobacco's* Corporate Social Responsibility programme, and required of its actors, an unprecedentedly high standard of research, analysis and implementation. We played various representatives from NGO's in dialogue sessions with the heads of CSR from across the world. A very stimulating exercise due to the high level of challenge and negotiation required. 'In role' small talk at a formal dinner was no picnic though, especially as my real husband and I were on the same table, and by chance, both used Cuba, our honeymoon destination, as topics of conversation with different people!

Rolecall - As part of a staff training exercise for *The Home Office*, I was required to roleplay the part of foreign nationals requesting marriage status due to marrying a Briton. The programme was for staff to implement their learning about correct interviewing procedure in a safe environment. I then added a wary yet opinionated asylum seeking Muslim minor to my canon, which was very interesting for both the staff and me.

For *The Society of Apothecaries*, I have taken part in actual OSCE oral exams in Genito-Urinary Medicine with specialism in HIV/AIDS. Due to the one-after-another repetition of these OSCE 'stations', consistency and focussed feedback was very important in the playing of a nurse with a 'needle stick' injury, seeking advice from an STD clinic.

Corporate Drama – Mark Huggins – For *Axa Insurance*, I helped deliver forum theatre presentations to introduce a new framework of competencies to call centre leaders.

For *Vodafone*, a course entitled *Influencing with Impact* required 'realplaying' actual colleagues who the delegates had to deal with on a daily basis, using MBTI as a tool for influencing people. For the record, I am an ENFJ.

Other interesting engagements in the past-

For *Guys Hospital* – A Consultation roleplay filmed for assessment purposes. Although this was an actor/med student set up, all three people involved were actors. I played the roleplay *exactly* the same...gesture for gesture, with two actor 'med students'. One was Asian, one Caucasian. The exercise was to see if examiners would be swayed by race in borderline cases. Very interesting.

Lloyds Estate Agencies – Dry run for Managers about to make their staff redundant. This involved playing actual people due to have their car keys and laptops taken from them just before the Easter break. "She'll probably cry, so can you do that?"

As well as my roleplay and acting work, I have also had 7 years experience with an inside view of the corporate world as a consultant for two companies.

With **MovePlan Ltd**. I have worked as a corporate relocation consultant where my responsibilities included supervision of move sites and removal contractors, pre-departure briefing presentations to groups up to 70 strong, and status reporting at project meetings. Also liaison with Project Directors, Senior Partners, Building Managers, Security and Facilities Depts., and Police and Traffic Depts.

Clients included *PwC, Sainsburys HQ, GSK, ICI*, and various international trading banks.

For **DADCC** – Data and Archival Damage Control Centre, I have assisted in the field of Forensic Disaster Management. This has involved the salvage, stabilisation, mounting and re-cataloguing of fire damaged original artwork, as well as the salvage and restoration of highly confidential marine damaged case evidence. Also, de-contamination and restoration of the contents of the Blue Peter Time Capsule..! Clients included *Dorling Kindersley, Customs and Excise, BBC TV, Isle of Man Constabulary*.

Finally, in the past 11 years, I have been developing, amongst others, my skills in negotiation, time management, conflict resolution, delivering difficult messages, managing expectations, improvisation, communication, and

meltdown management as a mother to two boys...

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