



SEVEN
PSYCHOLOGY AT WORK

Patricia Abbott

Associate Psychologist/Assessor

Qualifications

- BSc Hons Psychology, MSc in Occupational Psychology,
- Chartered Occupational Psychologist BPS
- Accredited Member of the Association for Coaching
- Member of the British Psychological Society
- Registered Practitioner in Occupational Psychology with the Health Professionals Council (HPC)
- Registered Psychometric Test User (BPS) level A & Intermediate Level B
- Accredited to use MBTI, OPQ32, 16PF, WAVE, INSIGHTS, HOGAN, FIRO-B and bespoke instruments

Profile

Patricia is an experienced consultant and coach with over 15 years experience as an Occupational Psychologist. She has a real passion for coaching and development and has worked successfully with public and private sector organisations across Ireland and the UK.

Patricia has worked as an internal and external consultant, specialising in assessment and development centres, coaching senior managers, and facilitating leadership and management development programmes. The assessment and development work has included assessment centres, structured interviews, 360 degree feedback, psychometric profiling and coaching. Other experience has included employee, climate and customer surveys, designing large scale 360 degree feedback processes for both public and private sector organisations and designing competency frameworks. She is also experienced in HR issues such as recruitment and selection, grievance and disciplinary procedures, pay and rewards, performance appraisal, coaching, workplace stress and has provided management training in each of these areas.

Patricia's Assessment and Development Centre experience over the past 11 years has included designing centres, working as Lead Assessor, Assessor, Training assessors, Role Player and Coach in high-volume recruitment programmes (e.g. Selection into Bank Service centres) and bespoke centres to appoint or develop Junior, Middle and Senior Managers across Ireland and the UK.

Selected Assessment/ Development Centre Experience since 2006

- **BT, N Ireland** - involved in the design and was the lead assessor on a number of development centres with the purpose of developing the Senior Sales team during a period of major change. Involved role plays, group meetings, and psychometric assessment and feedback.
- **Ambulance Service, South Eastern Region (England)** - provided psychometric assessments for the shortlisted candidates and advised the interview panel on interview questions.



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- **Ford-Jaguar** - developed and managed the selection process for more senior positions using development centres which involved psychometrics, role play, group meetings and structured interviews.
- **Compaq** - designed and managed development centres for the Middle and Senior Managers, including role plays, group discussion, psychometric assessment and follow-on coaching.
- **HBOS** - lead assessor on regular, large volume assessment centres designed to select new customer service agents for the Bank.
- **BT Northern England** - assessor on development centres designed to select internal employees into new roles and departments within the organisation during a major redeployment process.

Other Assessment / Development Experience

- Delivered recruitment and selection training for Directors and Senior Managers in a leading bank.
- Designed and delivered selection interview training for Directors, Assistant Directors and Senior managers involved in competency based interviewing in the Health Service in NI during the RPA process.
- Involved in the selection of Finance Directors into a range of companies including a Building Society, Manufacturing Company in NI, and Construction & Engineering Company.
- Has extensive coaching experience; coaching CEOs, Directors and Managers within a wide range of companies/organisations.