

Profile of – Richard Harvey CAEI Steering Group Member

Richard integrates the principles of Applied EI into all his assignments as a consultant, coach and trainer in the field of Organisational Development (O.D.) and as Managing Director of Confluent Limited (www.confluent-consulting.co.uk.)

There has been a gradual inevitability in his career journey towards life in the human development domain, although the path has certainly taken in a breadth of exposure to a variety of organisational experiences and roles along the way.

Career assessments at both 18 and 21 indicated that Retail Management would be an obvious career for someone with such a people-centred approach and engaging communicative style and following this advice he was successful at securing one of the lucrative Management Training Scheme places with Marks and Spencer. Gut-feel at the time suggested that the H.R. Management stream was best suited but as there were no men on the scheme at that time (how far we have come!) he took the less brave option of Finance & Retail Operations Management instead.

During a 12 year career with M&S Richard progressed through Operational Roles across many major stores in the UK. He also undertook a number of Divisional and Head Office roles connected with I.T. Systems Implementation, Training & Development and Store Policy which gradually moved him more into the HR domain. This career shift culminated in securing a key position as part of the central Change Team for UK Stores when M&S was first attempting to respond to the effects of radical change in the retail environment in the late 1990's. By then he had started an MBA and became increasingly drawn to the overriding importance of understanding Organisational Behaviour & Psychology in order to effect sustainable performance – in effect he was living through a real-time case study day to day with M&S whilst developing a greater appreciation for the importance of drawing on empirical evidence to successfully influence the organisational changes desired.

Looking back he sees the Retail environment as a terrific grounding in organisational life. Exposure to a very dynamic and diverse environment equips people with a huge range of interpersonal and technical skills and today he appreciates that his broad retail background combined with his MBA and engaging style helps him to relate quickly to almost any organisational situation a client may experience.

After leaving M&S in 2001 Richard has worked on a variety of O.D interventions with a wide range of private and public sector clients including Jaguar UK; New Look; London Borough of Havering; City & Guilds and YO! Sushi. He particularly enjoys working 1-1 as a corporate coach at Executive and Director level as he feels this work can have a major impact not only with the individual but on the effectiveness of the organisation as a whole.

Growing up in Devon he has always tried to keep as close to the coast as is workable and now lives 2 minutes walk from the beach in Bournemouth. His spare time is filled trying to have as much fun as possible with friends and family and engaging in a range of fitness related activities including kickboxing, squash, swimming and surfing.



Richard is passionate about Applied EI, undertaking the Certificate in Applied EI in 2004 and gaining accreditation in ie and te to add to his accreditation in FIRO B. Richard is a key member of the CAEI steering group and will shortly be helping to develop and launch the membership programme for EI practitioners and affiliates.

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