



**LECTURER & TRAINER IN COACHING**

KAIZEN, LEARNING FROM EXPERIENCE, AND PROJECT MANAGEMENT



# Submitted by

Submitted By

Arnold Ngum Chiy

MSc Leadership and Management BA (Hons) Account and Finance, ISO 9001 Lead Auditor Kaizen Facilitator

Role

CEO – Mindset Global Ltd

Phone

00447411 581150

Email

Arnold.chiy@mindsetsocialcare.co.uk



# Overview



I am an accomplished leader, trainer, and continuous improvement specialist with over 15 years of experience across the military, healthcare, and private sectors. I propose to deliver engaging and practical lectures or training sessions in **Coaching, Kaizen, Learning from Experience, and Project Management**—tailored for educational or professional learning institutions.



# Expertise & Credentials

4



## Project Management – AWE (2024–Present)

- ❑ Leading training, framework development, and onboarding programmes for over 6,000 workers
- ❑ Drafting, rolling out, and embedding process frameworks across technical and operational teams

## CEO, Mindset Global Ltd (2017–Present)

- ❑ Scaled company to 85 staff and £2M annual turnover
- ❑ Implemented Lean operations and growth strategies

## Continuous Improvement Change Manager – Royal Air Force - (2010– 2024)

- ❑ Led Kaizen events, innovation workshops for process improvement, system redesign, bi-monthly audits using Quality Management (ISO 9001)

## Academic Background:

- ❑ MSc Management & Leadership (Nottingham Trent University)
- ❑ Diploma Change Management (Brighton University)
- ❑ BA (Hons) Accounting & Finance (Anglia Ruskin University)

## Certifications:

- ❑ ISO 9001 Lead Auditor | Coaching Certificate | Defence Work Trainer| Kaizen Facilitator



# Training Topics Offered

5

**Coaching For Performance:** GROW Model, Peer Coaching, Feedback Methods

**Kaizen & Continuous Improvement:** Lean Tools, 6S, PDCA, Problem-solving (Fishborn, RCA, DMAIC Etc)



**Learning From Experience:** Reflective Practice, Case-based Learning, Story-driven Insights

**Project Management:** Agile, Linear, Risk, Stakeholder Engagement, Framework Implementation

# Delivery Style

6

1

Practical, Scenario-based Learning In Person  
And Online

3

Actionable Tools And Follow-up Mentoring

2

Group Work, Simulations, Coaching Practice

I welcome the opportunity to collaborate as A lecturer or consultant,  
bringing transformational value to your learners and organisation.



Opportunities don't happen.  
We create them



Arnold Chiy Training & Development delivers hands-on, community-based training led by professionals with real-world experience in care, military, and regulatory sectors. Founded by Arnold Chiy—care leader, ex-military trainer, and CQC inspector—we specialise in First Aid, Team Building, Change Management, and Staff Development. With over 20 years' experience, our mission is to empower people through practical, affordable training that builds safer, more confident communities.



# Contact & Follow-Up

8

We will be honoured to present this live or meet with the club committee to finalise the plan.



## Arnold Chiy

 [Arnold.chiy@mindsetsocialcare.co.uk](mailto:Arnold.chiy@mindsetsocialcare.co.uk)

 00447411581150

[www.linkedin.com/in/arnold-chiy](http://www.linkedin.com/in/arnold-chiy)

[www.mindsetglobal.co.uk](http://www.mindsetglobal.co.uk)

[www.mindsetlearning.co.uk](http://www.mindsetlearning.co.uk)