

To whom it may concern

Re: Marilyn Smyth

Marilyn has been working with TDS for about six years. During that time she has been involved in delivering a variety of training and development to a wide range of staff across Camden and children, schools and families staff in particular.

Delegates have included senior, middle and aspiring managers as well as non-managers. Much of the training is accredited and she has worked closely with the TDS accreditation centre to achieve successful results.

Examples of the training include:

- ILM Level 2: Team Leading
- Operational Excellence
- Employment Law
- Customer Service
- Bullying and Harassment
- Developing Leadership

Marilyn's courses are well-attended and extremely positively evaluated. A quote from a recent course delegate:

'Marilyn Smyth I found to be an excellent trainer, she made all the learning activities fun to do and we learnt so much from doing these and listening to her adapt real life stories to all the modules she taught this made them easier to understand. I wish the Camden training courses I have been on in the past did this because it's makes your understanding of a subject so much easier and also helps you to feel more confident in your learning, asking questions and questioning what you are being taught.'

She is a valued trainer who prepares well, uses excellent materials, highly organised and supportive to delegates. She has built good relationships with staff in the TDS.

We highly recommend Marilyn.



Gillian Tilbrook
Head of CSF Training and Development Service

