



Norma Shorey
39 Fairview Heights, St. George
norma@consultcatalyst.com
246-242-6866

Norma Shorey, M.Sc., CMC, is the Managing Director of Catalyst Consultants. A specialist in change management and organisational development, Norma has over 30 years of experience working with individuals in both the public and private sector throughout the Caribbean and Internationally. Norma is a skilled facilitator and trainer in participatory methodologies and has a passion for working with people, *helping people to be more effective in organisations, and assisting organisations to be more effective with their people.* Her broad experience at international and regional levels has developed her sensitivity to different cultures and situations, adding a unique perspective to her work.

Norma is committed to working with individuals, groups and organisations who seek to reach their full potential. Programmes are designed to meet the specific needs of the particular target group or company, and are often linked to wider organisational change and strategic development initiatives.

Norma's expertise includes:

- **Design and implementation of organisational development interventions such as:**
 - ◆ *Change Management* – to support leaders and teams in approaching change positively and proactively
 - ◆ *Strategic Planning* - building consensus on goals and priorities for organisational renewal
 - ◆ *Process Facilitation* – assisting organisations to achieve expected outcomes from retreats/workshops/conferences
- **Customised training design and delivery including:**
 - ◆ *Leadership, Management and Supervisory Development* – for the development of skills and approaches for leading, managing and working more effectively with people
 - ◆ *Team Building* - aimed at building collaborative working relationships
 - ◆ *Training of Trainers Skills* – to enrich presentation delivery and facilitation
 - ◆ *Customer Service / Service Excellence* – to increase effectiveness with internal and external customers
 - ◆ *Communication and Negotiation Skills* – for building successful working relationships with stakeholders
- **Sustainable development activities including:**
 - ◆ *Social and Gender Analysis* – enhancing gender sensitivity in programme design and implementation
 - ◆ *Programme Assessment and Evaluation* – with special attention to the impact on people
 - ◆ *Civil Society Participation* – enhancing programmes which enhance community empowerment

Norma holds a Bachelor of Arts Degree from the U.W.I (BA Hons.) and a Masters in Social Development (M.Sc.) from Howard University, Washington D.C. Ms. Shorey is an internationally *Certified Management Consultant (CMC)*. and has gained the credential "*Trained in the ISO 20700:2017 Guidelines for Management Consultancy Services by CMC-Global*". She holds a Certificate in *Organisation and Systems Change and Development* from the Gestalt Institute of Cleveland, USA, and has attained the C/NVQ Level 4 in both *Assessment*, and *Training and Development*. Her development experience has been further strengthened through participatory training methodologies, change management, project management, strategic planning and evaluation. Her background in gender enhances her work with organisations and communities.

She is the immediate past President of the Barbados Chapter of the Caribbean Institute for Management Consultants (CIMC), a member of the International Women's Forum (IWF), the Caribbean Facilitators Network (CFN) and the Human Resources Management Association of Barbados (HRMAB). She is a qualified administrator of the *Myers Briggs Type Indicator (MBTI)*, and of the Saville® competency-based assessments of Willis Towers Watson.

Norma has provided consultancy services for national, regional and international agencies including sectoral Ministries in Barbados and other Caribbean countries, the Caribbean Development Bank (CDB), Caribbean Export, University of the West Indies (UWI), Caribbean Centre for Development Administration (CARICAD), Caribbean Tourism Organisation (CTO), World Bank, Inter-American Development Bank (IDB), the International Labour Organisation (ILO), UN Agencies, and Bilateral aid agencies. A full CV can be submitted on request.