



Dr Phil Bardzil CPsychol

Psychologica Ltd

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PhD Occupational Psychology

AFBPsS Full Member Division of Occupational Psychology

AFBPsS Special Group for Coaching

Registered Practitioner Health & Care Professions Council

Register of Coaches for Senior Executives (NWLA)

Personal Statement

A Chartered Occupational Psychologist with considerable experience in a wide range of workplace issues and interventions, including: stress management; bullying in the workplace; recruitment issues; psychometric assessment (including personality, aptitude and ability measurement); outplacement issues; and so on. His main focus is on leadership development and programme design, executive and career coaching, training and development workshop facilitation, action learning, board facilitation, staff selection and development, organisational development and service quality improvement. Phil has worked extensively in both public and private sector organisations of all sizes, ranging from SMEs to multi-nationals. Recent clients include numerous NHS CCGs and provider organisations; Met Office; DEFRA; DWP; GM, various Police forces; Cooperative Bank; Brother UK; L'Oréal. He has helped to design and deliver numerous Assessment and Development Centres for NHS and other leaders, as well as subsequent development interventions. Phil works with individuals, boards, teams, departments and whole organisations. He is listed on a number of regional and national coaching registers for executive coaching.

Prior to his career in consultancy, Phil has been an organisational leader himself and board member of a subsidiary of a multi-national company. This has provided direct experience of leadership challenges, such as strategy formation and executive decision making, as well as people management. Phil also has direct experience of research, having been Co-Director, and fund-holder, of a Research Centre in Organisational Psychology within Manchester Business School (University of Manchester). Currently he is working in partnership with Lancaster University, developing trainings in 'psychological safety' (funded by AQuA). Phil's PhD focused on leadership characteristics and their impact on climate and quality outcomes. He has published various scientific papers and presented at numerous international conferences on this and other related subjects. Phil has also designed a suite of psychometric instruments, based on his own model for OD (The Psychologica Model™). These include 360°Analyses, Strength Surveys, Staff Engagement and Customer Satisfaction surveys as well as tools for leadership development; all hosted on a powerful online, cloud based, platform.

Strengths

With strong interpersonal skills, and described as a 'good communicator', Phil quickly creates rapport with clients, allowing in-depth work. He is also articulate and rational, managing complexity and helping clients develop strategic direction in challenging and uncertain environments. Phil takes a 'positive psychology' strengths-based approach, which is highly outcomes focused. He will explore the 'difficult questions', creating balance between challenge and support, enabling clients to recognise blockers and move out of comfort zones. Broad professional and life experience gives him confidence to facilitate at senior levels in challenging situations. His holistic approach addresses strategic, emotional, inter-personal, and operational aspects of clients' roles, helping them to understand the two-way flow of their style and behaviour on colleagues, the broader climate, overall performance and, ultimately, patient experiences. This is largely based on values aligned with those of the NHS and service user needs.

Continuous Professional Development Activity

- Ongoing supervision through co-coaching with colleagues who are psychologists, consultants and coaches (Julia Sandford *CPsychol*, Janice Clare *certified supervisor*, Shelly Rubinstein *CPsychol*).
- Regularly attends webinars, workshops and conferences run by the British Psychological Society (BPS), CIPD, Association for Coaching and other specialist interest groups.
- Recently Quality Assured by NWLA (Boo Coaching) for the regional coaching register
- Psychologica has a clear GDPR policy and Phil adheres to the follow professional codes of ethics:
 - The BPS Code of Ethics
 - European Mentoring and Coaching Council coach mentoring standards
 - Association for Coaching Code of Ethics and Good Practice

Career History

Dates	Job Role and Organisation	Key Achievements
2000 - present	Chartered Occupational Psychologist, Managing Director. Psychologica Ltd	Managing own consultancy providing Leadership Development, Group Facilitation, Executive and Career Coaching. Developing and marketing psychometric instruments for leadership development and as aids to coaches and facilitators.
2008 - 2016	Chartered Occupational Psychologist, Principal Consultant. Impact Consulting Psychologists Ltd	Led on, or participated in, numerous projects involving Board and Executive Development. Facilitated workshops supported leaders in development of vision, values, strategies and plans and in resolving interpersonal conflict. Designed and delivered Assessment and Development Centres. (<i>Part time as Associate</i>)
2005 - 2008	Chairman. Solid Earth	Co-founder and chairman of a voluntary sector organisation which raised funds for Medicines San Frontiers and provided support for refugees. Organised numerous events, including concerts and festivals. Promoted skills and activities amongst young people of Manchester. (<i>Part time while writing up PhD</i>)
2000 - 2005	Co-Director. Centre for Organisational Psychology. Manchester Business School. University of Manchester	Various research positions in UMIST and Manchester Business School – as associate and/or fund-holder – researching impact of leadership style on service quality. Published findings and gathered data for PhD. Also lecturing (MBA and Organisational Psychology modules)
1982 - 2000	Managing Director. Inside Art & Design Ltd	Built up and eventually sold own business in design and manufacture. Board level, business and leadership experience

Specialist Skills and Knowledge

Dr Philip Bardzil (MSc, C.Psychol, PhD) is a Chartered Occupational Psychologist (Reg No: 075668) with considerable experience in developing individuals at the most senior levels and with a range of professional skills (including research design, statistical analysis, report writing, etc). He is a Full Member of the Division of Occupational Psychology (BPS) and member of the Special Group for Coaching within the British Psychological Society; and is also a Member of the Association for Coaching (Reg No: PJB0309M) and registered by the Health Professions Council (PYL02234). Phil is qualified to administer a wide range of psychometric instruments (including OPQ32, Wave, MBTI, Psychologica and various 360 competency tools (Inc. HLM)). In addition, he has developed a number of psychometric instruments of his own, based on his research and consulting experience, and has published a number of scientific papers and book chapters and presented at numerous international conferences (specifically in the areas of emotional intelligence and leadership style and their impact on quality of services delivered).

Publications

- Bardzil, P.J, Lewis, B, Robertson, I.T. 2000. Understanding Service Quality: Modelling the Service Experience. *Service Quality in the New Economy: Interdisciplinary and International Dimensions*. New York. International Service Quality Association
- Bardzil, P.J, Lewis, B, Robertson, I.T. 2002. Modelling and Measuring Key Determinants of the Service Experience. *Quality in Service: Crossing Borders*. Victoria BC. University of Victoria Faculty of Business.
- Bardzil, P. J., & Slaski, M. 2003. Emotional Intelligence: fundamental competencies for enhanced service provision. *Managing Service Quality*, 13(2): 97-104.
- Bardzil, P., & Cartwright, S. 2004. *Exploring the role of emotional recognition as an antecedent of service quality*. Paper presented at the British Academy of Management Annual Conference, St. Andrews, Scotland.
- Bardzil, P.J. 2007. Modelling the Service Experience: The Role of Psychological Factors as Antecedents of Customers', Staff & Organisational Perceptions and Behaviours. *Manchester Business School*. Manchester. University Manchester
- Bardzil, P.J. 2015. A Unifying Model for Occupational Psychology? *Occupational Psychology Matters*. Journal of Division of Occupational Psychology, British Psychological Society. No 26. June. pp. 10-14.
- Bardzil, P.J. 2018. A One-Stop Approach for Coaches? Development of an Integrated Psychological Model, *Coaching Perspectives*. The Association for Coaching Global Magazine, Issue 17, April, pp. 35-37.

Qualifications (academic and vocational)

- 1996 BSc Hons (First Class) Psychology
- 1997 MSc Organisational Psychology
- 1997 Levels A and B qualifications in Psychometric Testing (16 PF)
- 1998 Level B qualification in Psychometric Testing (Personality Type)
- 1998 Level B qualification (Firo-B, OPQ32)
- 2006 Chartered Occupational Psychologist. CPsycol
- 2008 PhD Occupational Psychology

Membership of Professional Bodies

- Member British Psychological Society (075668)
- Full Member of Division of Occupational Psychology
- Member Special Group for Coaching Psychology in British Psychological Society
- Member of Association for Coaching (PJB0309M)
- Registered Practitioner Psychologist with Health Professions Council (PYL02234)
- Steering Committee member: Advancing Quality Alliance (AQuA). Psychological Safety Project
- Coaching Registers: NHS Leadership Academy; NHS England; NHS NW Leadership Academy

Intellectual Property

Dr Philip Bardzil is the originator and IP holder of the following psychological products:

- The Psychologica Model™
- Psychologica Project Management Platform (cloud-based survey and report generating tool)
- Psychologica *Perspectives 360*™ (range of 360 survey products and reports)
- Psychologica *Skills Spectrum* (strengths surveys and PDP reports)
- Psychologica *Links*™ (staff engagement and customer satisfaction surveys)
- *Achieving Aspirations*™ (coaching/workshop tool - strategic direction)
- *Aim to Agree*™ (coaching/workshop tool – managing difficult conversations)
- Psychologica *Spirals*™ (coaching/workshop tool – resilience and managing negativity)
- Psychologica *Interactions* (coaching/workshop tool – managing interpersonal dynamics)
- ‘All About Me’ coaching cards (coaching tool – identifying ‘behaviour drivers’)