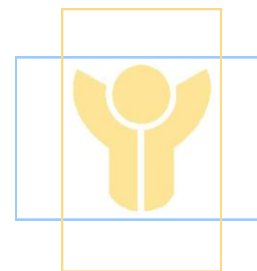


# Lucy Dimes

Managing Director, Group & Openreach Service Operations at BT



“Richard is an exceptional individual with superb leadership development and coaching skills.

As one of the founding partners of Mancroft International he has developed and refined the high

impact 'Winning Edge' programme which I have now run with 6 different teams in BT

(so probably around 100 people) - and pretty much all of them have rated the programme as

outstanding, and in many cases life changing. Whilst the programme focuses holistically on the

individual, the work and team benefits are immense.”

**Top qualities:** Personable, Expert, Good Value

**Testimonial Date:** July 28, 2010

**Received Via:** LinkedIn

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