

**NAME:** Margaret Ramsey

**TITLE:** Senior Consultant - Executive Education, Investigations, Mediation & Training

**PRACTICE AREA:** Executive Education, Investigations, Mediation & Training



**EDUCATION:** MA Mediation & Conflict Intervention, H. Dip Personnel Management, BA French & English, Fellow Chartered Institute of Personnel & Development [FCIPD]

**PROFILE:** Margaret Ramsay is a senior HR practitioner with 30 years management experience of strategic HRM in Ireland and the UK. She has operational experience at the most senior level of all aspects of HRM and HRD, including staff development, employee relations, HR services, recruitment and selection and performance management.

Margaret is a Fellow of the Chartered Institute of Personnel and Development (CIPD) and a certified member of the Mediators Institute of Ireland (MII). She has recently completed a Masters in Mediation and Conflict Intervention at NUIM. Margaret also has a Post Graduate Higher Diploma in Personnel Management, a Certificate in Coaching, a FETAC Certificate in Training and Development and a FETAC Certificate in Advocacy.

As Head of Personnel at UCD (1996- 2007) Margaret was responsible for the introduction of a number of strategic HR initiatives against the background of a major organisational reform programme. These initiatives included the development and introduction of the University's first institution-wide performance management system (PMDS); the design of a leadership programme for senior managers, in collaboration with Cranfield University, and latterly a major review of the HR function to ensure the ongoing delivery of high quality HR services and management expertise to support the new university structure and strategic goals.

Throughout her career Margaret has also been involved in the design and delivery of a wide range of development programmes. She introduced the first staff development programme at UCD and, together with colleagues from the eight other Irish universities, established the Irish Universities Training Network (IUTN) in order to channel EU and national development funds into the training of university staff. This network was highly successful in securing funding, piloting innovative new programmes and initiating collaboration across the sector.

Margaret also introduced the first Dignity and Respect Policy to UCD and was pioneering in the development and implementation of the Contact person model based on collaboration with Queen's University Belfast. This model has now been adopted by a large number of organisations throughout Ireland.

Margaret's particular areas of interest and expertise include supporting, coaching and developing line

managers to meet the challenges of managing people, conflict resolution and mediation, team development, interpersonal skills and communications, equality and diversity, and dignity and respect at work. She has in depth knowledge of drafting company policies and procedures in a wide range of HR related areas and developing training and awareness programmes to ensure their effective implementation. She has a commitment to mediation as an invaluable HR intervention and integral part of HR processes. A particular area of interest and research at the moment is the conflict positive organisation. Having being involved in the development and implementation of policies and procedures relating to Dignity and Work, and seen first-hand how conflict can impact negatively on organisations, she has become interested and engaged in building conflict competencies at individual and organisational level and in how, particularly in challenging times, conflict management skills can make organisations more robust and staff more productive, more fulfilled at work and more adaptable to change.

Margaret is an Associate of the Institute of Public Administration and has worked intensively in the provision of recruitment and selection training in a wide variety of public sector organisations, drawing on her knowledge and expertise in large recruitment programmes in the local government and university sectors and her career-long involvement in designing and presenting training programmes to ensure that all staff complied with organisational and sectoral guidelines and with standard models of best practice.