



**Len Hackenbroch**  
*Associate*

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## BACKGROUND

Len's specialism is getting users to extract the maximum value from existing and new systems. With a degree in Business Information Systems, solid experience in all aspects of learning and development, and (almost) infinite patience, Len is the ideal resource for helping users actually understand what they are meant to be doing.

Len blends system training with the correct adoption of a firm's processes, either working with new systems or ways of working, or reinforcing existing best practice.

## SKILLS

Len's specific skills include

- Training needs analysis
- Course development
- Process & system documentation
- eLearning
- Training delivery

Len has delivered work either personally or through teams of trainers in just about all possible training environments, including classroom-based, one-to-one and floor-walking.

## EXPERIENCE

Len has extensive experience working with a number of top 50 professional firms including EY and Mazars, as well as several large corporates including Marks & Spencer, Tesco and Kingfisher