



Andrew Sidwell

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Andrew Sidwell is an associate programme developer and facilitator for Egyii focusing on learning and development solutions for front line service/ sales teams and management.

Andrew's experience and expertise in organisational learning spans over 15 years and three continents. His past experience includes working in the UK and Singapore for SITEL Corporation, one of the world's largest contact centre companies. He played a key role in the development and implementation of contact centre best practice performance management, training, and quality assurance for SITEL Asia Pacific.

He was then engaged by Scicom, an Asian based contact centre outsourcing company, to establish a team of leading contact centre professionals to deliver learning and development solutions across the Asia Pacific region.

His areas of expertise include designing, developing and implementing learning strategies for front line service and sales teams and management that extend learning beyond the classroom experience and into the workplace to achieve sustainable behavioural change.

He has also designed and delivered operational and people gap analysis solutions, leadership and coaching mastery workshops to drive sustainable improvements in performance and behavioural change.

Using industry experience and proven learning methodologies, he designs course content that appeals to all learning styles and delivers with passion and energy to create an exciting and enjoyable learning atmosphere that gets learners engaged.

"Fresh thinking and new learning are needed if we are to avoid responding to today's problems with yesterday's solutions while tomorrow's challenges engulf us." Dillworth.

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