

Lisa M Billingham

**Author | Inspirational Speaker | Learning & Development Facilitator |
Workshop Leader**

"Helping people discover confidence, purpose and possibility through the power of words."

📍 West Midlands | 🚗 Full UK Driving Licence



ABOUT ME

I believe everyone has a story worth telling.

For over twenty years I've helped people, businesses and communities grow through communication, connection and learning. My career has taken me from managing national client accounts worth over £1.2 million to becoming an independently published author, inspirational speaker and workshop facilitator.

Since publishing *Katie – A New Chapter* in 2020, I have dedicated my work to inspiring confidence, resilience and authentic living through storytelling. My books, workshops and keynote talks have reached schools, businesses, charities, prisons and public sector organisations, encouraging people to believe in themselves and embrace new possibilities.

Whether I'm facilitating a creative writing workshop, delivering a keynote speech or building relationships with clients, my passion remains the same—helping people recognise their potential and write their own next chapter.

WHAT I BRING

People Development

Creating engaging learning experiences that inspire confidence, creativity and personal growth.

Inspiring Communication

Confident keynote speaker, workshop facilitator and presenter who connects with audiences through authentic storytelling.

Commercial Experience

Over twenty years' experience in business development, relationship management and customer service across the corporate and public sectors.

Creative Thinking

Published author, workshop designer and experienced communicator who brings fresh ideas and practical solutions.

CAREER HIGHLIGHTS

- ✓ Published author of **eight books**
 - ✓ Keynote speaker on confidence, resilience, wellbeing and authentic leadership
 - ✓ Designed and delivered workshops for schools, charities, businesses, prisons and public sector organisations
 - ✓ Managed client portfolios exceeding **£1.2 million**
 - ✓ Former Volunteer Associate Writer helping children build confidence through writing
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CORE EXPERTISE

Learning & Development | Workshop Facilitation | Public Speaking | Creative Writing
Business Development | Relationship Management | Stakeholder Engagement
Coaching & Mentoring | Customer Experience | Community Engagement
Leadership Support | Project Coordination | Team Building | Communication | Wellbeing

PROFESSIONAL EXPERIENCE

Self-Employed

Author | Inspirational Speaker | Workshop Facilitator

2020 – Present

Helping people and organisations build confidence through storytelling, learning and personal development.

Highlights include:

- Published eight books.
 - Delivered keynote talks and workshops across education, charities, businesses and the public sector.
 - Designed engaging learning experiences focused on confidence, resilience, wellbeing and authentic leadership.
 - Built and managed a successful personal brand and business.
 - Worked collaboratively with schools, prisons, government organisations and community groups.
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Earlier Professional Experience

Business Development Manager – Interserve

Managed national accounts worth over **£400,000**, exceeded annual sales targets by **25%** and developed long-term relationships with major corporate clients including HSBC and First Data.

National Accounts Co-ordinator – Interserve

Managed client portfolios exceeding **£1.2 million**, ensuring exceptional customer service, operational excellence and stakeholder satisfaction.

Wellbeing Coach – Precious Gems Wellbeing

Delivered coaching and wellbeing sessions for individuals, groups and workplaces.

Mainline Holiday Representative – TUI

Provided exceptional customer care, resolving complex issues while creating positive customer experiences.

Interim PA & Business Support Manager – City Academy Birmingham

Supported senior leadership with operational management, governance, administration and team coordination.

Community & Charity Roles

Volunteer Reader – Bookmark Reading Charity

Associate Writer – Writing West Midlands

Trustee & Fundraising Team Leader – Samaritans

QUALIFICATIONS

Currently Studying Editing and Proofreading (2026)

Currently Studying British Sign Language (2026)

Preparing to Work in Schools (2024)

Wellbeing Life Coach (2015)

Crystal Therapist (2015)

IOSH Managing Safely (2013)

CMI Level 3 First Line Management (2011)

NVQ Level 3 Business Administration (2009)

NVQ Level 3 Customer Service (2007)

BTEC National Diploma in Business & Finance (1992)

10 GCSEs including English Language, English Literature and Mathematics (1990)

A LITTLE MORE ABOUT ME

When I'm not writing, you'll usually find me reading, walking, enjoying live music, visiting the theatre, studying or dancing. I believe creativity, curiosity and kindness are at the heart of both personal and professional growth.

My mission is simple:

To help people discover confidence, tell their story and believe that every new chapter is full of possibility.