



Michelle Naylor

Michelle is a seasoned General Manager with more than 25 years in the Transport and Logistics industry. Her expertise lies in turning around businesses that are under performing either financially or because they don't have the right talent in place.

Michelle began her career in executive search where she quickly came to realise that the best performing businesses were those who had taken the time to find the right people for the right roles, at the right time in their careers.

Michelle has an impressive track record of recruiting and building high performing teams. In fact it was her commitment to developing a female leadership team, uncommon in the Transport and Logistics industry, which saw her become a finalist in the FTA Everywoman in Transport and Logistics Awards 2013.

In 2014, Michelle was sent to one of the company's largest member businesses to devise and implement a turnaround strategy after they reported losses in excess of £300k per year and believed to be weeks away from being placed into administration. The objectives were twofold; to reduce the debt exposure to Palletways and to make significant business changes from a financial, operational and commercial perspective. Nine months later, this business is still trading and the exposure to Palletways is now zero.

Michelle's time at Regus saw her frequently dispatched to under-performing business centres, where her task was to identify the areas of concern and work with the leadership teams to implement her turnaround plans. Clearly, a sensitive environment in which to operate, Michelle's natural empathy meant she could affect significant change and improvement while maintaining and even increasing staff engagement levels.

An experienced and values-led leader, Michelle is as comfortable devising the overall business strategy as she is in the delivery of the plan. She has led teams in sales, operations and commercial and has managed P&L's with turnover in excess of £8m.

Passionate about creating a progressive, highly innovative, empowered and performance driven culture, Michelle's teams work hard to make life simpler for their customers. It is this creativity, customer centricity and drive for excellence that she embeds in the DNA of the people she works alongside and the companies she joins.

Outside of work, Michelle is a committed fundraiser for MacMillan and Marie Curie and an enthusiastic runner who is currently in training for the Cape Town Half Marathon in April 2017