

How can we achieve people- first transformational change in the transport sector?

Webinar speaker bios



Dorcas Ariyo-Francis
Women in Transport



Diane Gibson
Highways England



Kathy Wilson-Ellis
WSP



Catherine Barnett-Jaafar
Turner & Townsend

Dorcas Ariyo-Francis

Women in Transport

Fellow CMI

Senior Consultant – CPC

Project Services Ltd.



Dorcas has over 20 years' experience leading transformation projects in the housing, rail and education sectors. She has managed and developed senior level stakeholder relationships and proactively delivered difficult messages to TOC and ROSCO MDs plus CEOs of Small Medium Enterprises (SMEs).

Dorcas relishes any opportunity to communicate and collaborate creatively with other professionals. Recent events have highlighted the importance of ensuring that there are established lines of communication within business areas. She believes that the opportunity for organizations to demonstrate transformational leadership has never been more pressing and urgent, that it is now.

She is excited and expectant about how organizations will respond!!

Diane Gibson

Highways England



I am Diane Gibson, married with 3 grown up children.

I have spent all my career to date in transport in its various guises, firstly working in HR before moving into business development and then change and transformation roles. I am a member of CIHT and have a Post Graduate qualification in Human Resource Management.

I am currently the Head of transformation for Operations in Highways England and am leading a transformation programme, Operational excellence 2025, which will ensure that we deliver on our Roads Period 2 challenges as well as establishing a solid foundation to meet the ask of future road period settlements.

Kathy Wilson-Ellis

WSP



Kathy has over sixteen years' service in Greater Manchester Police which is where Kathy's love for Human Factors began, understanding why people commit crime, what external factors influence their psychology and physiology and their behaviours which results in her ability to influence behaviour change.

Since leaving the Police, Kathy has worked for more than twelve years in Highways England, most recently in the strategic road safety department. Kathy is recognised as an expert in the National UK Road Safety Arena.

Throughout Kathy's career Human Factors has been a golden thread, this relates to factors such as environmental, organisational or human health and characteristics that influence behaviours. This is the key to ensuring successful problem solving by providing intelligence insight in the root cause that can then be used to ensure the intervention, for example, delivered is the right solution.

Kathy joined WSP in 2019 as an Associate to utilise her extensive experience across the public sector and to build the human factor capabilities within the organisation.

Catherine Barnett-Jaafar Turner & Townsend



Associate Director, Turner & Townsend; Head of Organisational Effectiveness

Catherine leads Turner & Townsend's Organisational Effectiveness team, focusing on the realisation of Target Operating Models through a major programme organisation's people model and strategy.

Her understanding of the major programme commercial environment and appreciation of market dynamics means she is exceptionally strong at helping clients build a sustainable people model across an organisation's supplier ecosystem, delivering 'integrated' client organisations. With 15 years of experience in the Capital Programme sector, Catherine helps clients realise true organisational effectiveness and an operating approach that is achievable, but which appropriately challenges the client to create the right level of step change in performance.