Dr Steve Langhorn is Director of Langhorn Partnerships Ltd, a specialist consultancy that provides support in key areas of Sales Excellence.

He has spent his career working in the sales and service sector, initially working in Australia in retail sales and subsequently with Tesco and the Co-operative Group before moving to Whitbread plc. In his time at Whitbread Steve held senior roles in sales and operational management, also heading up the Divisional procurement operation before moving into change management.

It was in this time that he completed his MBA and then his doctoral thesis. This examined how the role of emotional competences in the B2C sales and service environment could positively impact performance, using statistical modelling techniques to predict superior work results.

For the last 10 years Steve has worked for Rentokil Initial plc working in change management before moving on to become the HR Director for the UK Division. Rentokil Initial realised that as a global operation in over 50 countries that its sales training and development infrastructure was not strong enough so in 2009, Steve became Global Sales Faculty Director developing the Rentokil Global Sales Faculty basically from a standing start to a point where there was a complete curriculum covering all roles and disciplines across the Group. His strategy involved the creation and development of core sales enablement processes, using new technology to enable a blended learning approach, and travelling the globe personally delivering much of the content. Having spent so much time working in different countries, Steve has a real awareness of the diversity and challenges of working with, and developing people in cross cultural groups.

In his time at Rentokil Initial, Steve instigated and managed a major piece of research to understand how personality traits could predict superior performance in sales people which was applied globally to the sales recruitment activity across the group. Such approaches are now only just entering mainstream sales recruitment processes. As part of this work Steve was made a visiting researcher at Goldsmiths University in London.
Steve is a great believer in the intrinsic potential of people, and focuses his work on developing individuals and teams, providing the key skills to enable optimum performance and supporting the development of key business processes that allow people to flourish.

He has spoken at many academic and professional events on subjects such as change management, emotional intelligence, human capital management and sales enablement.

Having spent his career in a range of senior roles from Sales, Operations, Commercial and HR/L&D roles alongside a thorough academic grounding in professional sales, he provides a unique insight into the delivery of performance in a real world environment which helps people put development interventions into a practical context.