

Curriculum Vitae of Eleanor Shakiba



“think learn? succeed”

“Smart training for clever people”

PERSONAL DETAILS

Name: Eleanor SHAKIBA
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EDUCATION

TERTIARY:

- 2009: Graduate Diploma of Counselling, Australian College of Applied Psychology
- 1994: Graduate Certificate in Adult Education (Training), UTS
- 1990: Bachelor of Arts, University of Sydney

OTHER:

- 2005: Management Team Roles Indicator accreditation
- 2003: Cert IV in Training and Assessment
- 2001: Master Practitioner of Neuro Linguistic Programming certification
- 1999: Practitioner of Neuro Linguistic Programming (NLP) certification
- 1997: Myers-Briggs Type Indicator accreditation

PROFESSIONAL EXPERTISE

FACILITATION: Team-building, strategic planning, focus groups, change management, mediation and dispute resolution, TQM/TQS processes, experiential learning techniques

TRAINING: Assertiveness, conflict resolution, communication and presentation skills, professional development of trainers, performance management, career development, personal effectiveness, recruitment strategies, change management, Neuro Linguistic Programming, management development

COACHING: Leadership coaching, goal setting, MBTI profiling, personnel counselling, career planning, NLP strategies, mentoring

PRESENTING: Public speaking, corporate storytelling, motivational speaking

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WORK HISTORY

2006 and ongoing Director and Lead Facilitator

Metamorphosis Consulting/ Think Learn Succeed

DUTIES:

- Provision of needs analysis services to clients
- Design and delivery of learning and development projects on a consultancy basis
- Delivery of coaching services
- Workshop design and facilitation
- Marketing and public relations
- Budget management
- Company set-up, management and administration

2003 – 2005

1. Assistant Manager, Staff Development (part-time)

Staff Support and Development Unit, University of Sydney

DUTIES:

In 2003 I elected to work four days per week in the role I have held since 1999. My duties remained the same as those outlined for 1999-2003 (below) with my training load being reduced by 1/5.

ACHIEVEMENTS:

- Leadership of project responsible for implementation of competency based training program for University staff
- Design and delivery of eight competency-based management training modules (articulating into Cert IV in Business)
- Design and delivery of customised training sessions for nine University work teams

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WORK HISTORY continued

2. Training Consultant (part-time)

CLIENTS INCLUDED:

Centre For Continuing Education (University of Sydney), JMA Consulting, Hope Healthcare, Office of Employment Advocate, Macquarie Bank, Department of Corrective Services, Department of Community Services

DUTIES:

- Needs analysis
- Design and delivery of customised training sessions
- Program evaluation and reporting outcomes to clients
- Business management

PROGRAMS INCLUDED:

- Advanced Facilitation Skills For Trainers
- New Perspectives On Conflict Resolution
- Communication Excellence With NLP
- Managing Performance
- Presenting and Facilitating With NLP
- Giving and Receiving Feedback

1999 - 2003: Senior Facilitator Staff Development (full-time)

Staff Support and Development Unit (SSDU),
University of Sydney

DUTIES:

- Determining organisational training needs and priorities
- Designing, co-ordinating and evaluating training programs and internal consultancy activities
- Marketing training and consultancy services
- Leadership coaching
- Managing training and administration teams
- Sourcing and briefing training consultants

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WORK HISTORY continued

1990 - 1996: Supervisor, Loan Enquiries
Fisher Library

DUTIES:

- Supervising seven customer service staff and coordinating team workflows
- Negotiating solutions to customer complaints
- Training circulation staff

ACHIEVEMENTS:

- Design and implementation of the library's TQS strategy
- Training of 200 staff during implementation of new computer system

1986 - 1990: Artistic Director
Magic Story Players Theatre Troupe

DUTIES:

- Writing and directing plays for performance in schools and preschools
- Marketing and publicity
- Tour scheduling and management

ACHIEVEMENTS:

- Start-up and management of the troupe
- Writing and direction of six original plays a year
- Accreditation to perform in schools