

Pat Stanley



Facilitator, Mentor and Personal Development Trainer Queensland, NSW, SA and VIC
Pat subscribes to the action learning principles of adult learning. She says" if training is to be conducted, then it has to be informative, interesting, enjoyable but most importantly it has to link back to the workplace". With this in mind, she calls upon her work and life experiences to anchor learning elements.

"Every Business should have a Pat" I wasn't bored all day"

"The best courses I've attended"

"Excellent! Very enlightening and worthwhile"

With over 30 years of operational Management experience in a wide range of businesses; her background is diverse and varied. She has worked with the Dept. of Corrective Services and Attorney Generals Dept. in NSW and as a General Manager for a Security Corporation in SA. Pat also has extensive experience in Call Centre Leadership, Management and Outbound and Inbound Sales. Pat has gained her Call Centre knowledge through working with the SITEL Corporation and American Express.

For the Past Fifteen years, Pat has resided in Queensland where she has been conducting Training for both government and Private Industry at all levels of Management and Front Line

Industry Qualifications

- Management and Supervision Birmingham University England
- NSW Government Internal Courses in Psychology & Human Behaviour & Emergency Response Situation Certificates; Advanced Cert Business studies Granville TAFE NSW
- Dip Contact Centre BSB50307
- Forecasting and workforce Management
- Dip Management BSB51107
- Dip Business BSB50207
- Prince2 Foundation
- Prince2 Practitioner
- Cert IV TAE40110 Training & Assessment TAEEL411 LL&N
- NLP Practitioner
- NLP Coach
- What makes people tick accreditation
- Certificate IV in Mediation CHC42312

Member of

Australian Institute of Professional Facilitators

Key Competencies and Focus

- Leadership
- High Performing Teams
- Positive Psychology
- Emotional Intelligence
- Mindfulness and Stress Reduction
- Strategy, Planning, Change and Transition