



Penny Delfs  
ILP Fellow

### Experience Summary

**Penny Delfs** has an immense enthusiasm for people, training, facilitation, mentoring and executive coaching. Penny now specialises in working with Middle to Senior Management in facilitating their outcomes - this includes training trainers and professional presenters in facilitation styles, presentations and advanced communication, including defining and refining well formed outcomes and thinking skills. Penny is also the National Trainer of Australia for AussieHost with Queensland Tourism Industry Council QTIC.

Penny has extensive experience in the Corporate Executive arena, commercialisation and Capital Raising. She also has successfully owned businesses in the travel, tourism and hospitality industries. She often appears as a key note speaker and regularly lectures on human communications and their development.

### Areas of Expertise

- Communication
- Customer Service
- Facilitation - Training
- Leadership
- Change Management
- Human Resource Development
- Coaching / Mentoring
- Commercialisation
- Capital Raising

### Industry Experience

- Tourism/Hospitality
- Local, State & Federal Government
- Retail
- HR Management
- Commercialisation
- Capital Raising

### University, Training & Industry Qualifications

- Certificate in Neuro Linguistic Programming
- Diploma of Business Management
- Company Directors Course AICD
- Certificate IV in Training & Workplace Assessment BSZ40198 (currently being upgraded to TAA)

**Career Achievements**

- National Trainer of Australia for AussieHost with Queensland Tourism Industry Council (QTIC)
- Development of seminars, presentations, training & facilitation for Commerce QLD, Brisbane Marketing, Department of State Development and Queensland Tourism Industry council including Australian Retail Traders Association, various TAFEs throughout Australia
- Successful completion of over \$500,000 worth of both state & federal funding applications including: Comet with AusIndustry, Techfast with Australian Institute of Commercialisation (AIC) grants with New Industry Development Program
- Have successfully held Company Directorships of both unlisted public company's and Proprietary Limited commercializing new technology
- Successful Capital Raising (pitching) presentations for seed capital
- Developing pitching, presentation skills for State & Federal Government departments
- Numerous Awards within the world of commercialization
- Best Regional Travel Agency with the AFTA awards for Tourism
- Successful in writing and winning over seven Tourism Awards
- Owning and working in HR and Business management over the last 20 years has given Pen some down to earth hands on experiences which have lead to a diverse range of skills.

**Testimonials**

- Passion was really the word of the day and didn't you pull that off. I can't thank you enough for your expert facilitation, your enthusiasm, energy and drive really inspired the group. So many of the group have commented on what a great course it was, one comment even went as far to say 'this old dog even learnt something new' Brisbane Marketing
- After speaking with the team, I am very jealous that I missed out on the fun and the informative day! Each person was very impressed with not only the things they learned but also your facilitation methods. A very successful day! Raptis Group
- QTIC are fortunate to have Penny as a trainer, she is truly exceptional and I have gained some fantastic knowledge from her. Suzi Pont