



Dennis Hall
ILP Fellow

Experience Summary

Dennis Hall has extensive experience in:

- Delivering presentations - Sales, educational and motivational. To diverse audiences as small as 6 up to as many as 500. Able to keep it simple and achieve nominated outcomes.
- Training - Workshops, seminars, groups or one on one's. Maintains interest and provides participants with "Take away" tools.
- Key-Note Speaking - Conferences, seminars or as workplace "info talks" (direct, to the point, or as subtle reinforcement)
- Negotiation - Contracts, agreements, local and international
- Mediation, Dispute and Conflict Resolution

Areas of Expertise

- Sales, Marketing
- Negotiation
- Conflict resolution
- Customer service – turning transactions into experiences
- Presentation skills –beginner/intermediate/advanced
- Change management
- Communications, Internet marketing and E commerce
- Team building

Industry Experience

- Banking and Finance
- Small business, Information technology, Tourism/hospitality
- Training/facilitation, Publishing, Retailing

University & Industry Qualifications

- MBA in Marketing Management
- Certificate IV in Assessment and Workplace Training (upgrading to TAA)

Career Achievements

- In conjunction the Australian Institute of Management, delivered communication coaching for Suncorp managers (in Banking, Finance and Insurance areas) as part of their communication and visioning program. (2007)
- Development of seminar training materials on the topics of communication, presentation skills, conflict resolution, change management and customer service, as well as delivery of courses for Business Seminars Australia (2006)
- Inaugural coaching team member for Suncorp/Metway's communications coaching team for organisation managers (2005/6 ongoing).
- Development of courseware/training materials for the Australian Institute of Management on the topics of "Recommend Products and Services", "Understanding your E-Business Potential", "Undertake Marketing Activities", "Negotiation Skills" and "Advanced Negotiation Skills" (2004-6)

Career Achievements**Cont'd**

- Delivery team member for the Department of Communities and Disability Services Queensland code of conduct initiative – over 4000 staff participated over a 6 month period (2005). Development of "Train the Trainer" module for BDO Kendalls/Department of State Development (2003)
- Delivery of Queensland Government Department of State Development's E-business up-skilling seminar series (presentations to over 400 S.M.E.'s in key regional areas of Queensland) as a key component of the Federal Government's "Networking the Nation" initiative (2003).
- Establishment of the Australian Institute of Management's "Negotiator's Forum" – a networking initiative designed to give members the opportunity to develop negotiation skills in an informal learning environment. Including formulation and delivery of up to 6 forums per year (up to 60 members present at forums - 1999).
- Delivery of the Department of Tourism Sport and Racing's Volunteer training program (Sports Marketing and Sponsorship) on the Sunshine Coast (1995).
- Pre-opening and opening of the Twin Waters Resort on Queensland's Sunshine Coast. Responsible for formulation and implementation of the marketing program, recruitment of sales team and reservations team, development of sales training and reporting systems (nationally 1990)
- Establishment of Prime Pacific Apartment's "Prime Agency" concept to the Australian and New Zealand retail travel agency networks, including agency training programs (Prime Pacific is a marketing support company representing a number solo operator apartment properties on the Gold Coast, Cairns and Port Douglas. 1988)
- Establishment in Victoria and Tasmania of the Jetset Travel Centre network through identification and procurement of suitable agency partners, followed by delivery of agency training in support of network (1987)

Testimonials

- On behalf of the Information Industries Bureau I wish to express my gratitude for the successful "Partnering 101" seminar that you presented for us. Feedback for the event was very positive with more than 80% of participants indicating that the presentation was excellent/very good. All participants noted that their expectations for the event were met. "Paul Russell, Director, Information Industries Bureau (Qld Dept of State Development, Trade and Innovation)."
- Dennis undertook a number of client training delivery projects for us during 2003 and the feedback we received was nothing short of exceptional. Thanks Dennis. "Alan Anderson, Director, Organisational Consulting, BDO Kendalls."
- I have worked with Dennis on a number of training projects and am always very pleased with his professional approach and contribution to result. "David Cavanagh, Principal, Number One Position."
- Dennis has assisted us many times on a number of web related projects. He is a great communicator and his ability to turn complex issues into simple to follow outlines is uncanny. "Paul Wrigley, Principal, Web Impress."