



Lucy Marles
ILP Member
CLP

Experience Summary

With 20 years experience in recruitment and training, Lucy is passionate about helping people to learn and develop, both personally and professionally. Lucy has worked with both public and private organizations and is effective in gaining an understanding of your goals & vision and tailoring facilitation style and training content to suit your needs.

Facilitating with a style that is highly interactive, engaging & empowering and with an accreditation in NLP for Facilitators, Lucy blends targeted learning with fun and activities that ensure workshop participants feel that they have been part of the learning journey and their experience and opinions valued.

Areas of Expertise

- Development and Facilitation of :
 - Recruitment and Selection Techniques (behavioural based techniques, assessment administration, selection decisions)
 - Leadership
 - Customer Service
 - Sales
 - Stress Management
 - Positive Self Talk
 - Induction & Engagement for new Employees
 - Time Management
- Conference development and facilitation
- Team Building (incorporating Majors Personality Type Indicator)
- Job Analysis
- Position Description & Competency Dictionary Design
- Outplacement
- Administration and Interpretation of Interstrength Profiles:
 - Interaction Style
 - Temperment Style
 - Majors PTI

Industry Experience

- Banking and Finance
- Logistics - Transport
- Professional Services (blue & white collar)
- Government – Local and State

University, Training & Industry Qualifications

- Certified Learning and Development Practitioner
- Certification IV in Assessment and Workplace Training
- NLP for Facilitators
- Accredited Interstrength Certification
- Certificate in 4MAT Method for Facilitation and Professional Presentations

Career Achievements

- Certified Learning & Development Practitioner
- Conference development & facilitation
- Over 20 years experience in the area of Recruitment and Training

Testimonials

- Today's workshop was highly informative and I will be able to apply the skills I learnt today, due to Lucy's practical approach.
- I did not think I had anything further to learn about Stress Management, before attending Lucy's workshop. I found I still had more to learn and it was very beneficial.
- Lucy is an excellent facilitator who makes learning easy and fun. More importantly the information shared was easy to apply back in the workplace.