



Jon Morgan
ILP Fellow

Experience Summary

Jon Morgan is a specialist in training and facilitation with a highly practical and dynamic approach to skills development.

Jon has worked with over 25,000 managers and team members during the last 18 years, achieving consistently high results and positive feedback. Typical client feedback include:

Jon has developed a reputation for being:

Passionate about what he does

Personalised in accommodating individual styles & needs

Professional in his knowledge & delivery

Practical in examples & developing applied skills

Productive in meeting company needs & objectives

Jon keeps participants focussed, interested and inspired in a highly interactive and productive workshop environment. His philosophy is that ultimately "learning comes from doing" enabling participants to improve both competence and confidence.

Areas of Expertise

- Leadership
- Team Development
- Communication & Customer Service
- Time & Stress Management
- Conflict Resolution & Assertion Skills
- Change Management
- Marketing Principles & Strategic Planning
- Train the Trainer

Industry Experience

Jon has worked in almost all areas of industry in both the public and private sectors including manufacturing, tourism, health, transport, education, wholesale & retail, professional services, financial services, and telecommunications.

University, Training & Industry Qualifications

- **Advanced** Masters in Management
- **Degree** in Marketing
- **Certificate IV** in Assessment & Training
- **Myers-Briggs** (MBTI) accredited

Career Achievements

- Aust. Institute of Management "Most Popular Facilitator 2001"
- Facilitating Workshops for 25,000 Managers & Staff throughout Aust.
- "A Little Book of Golden Rules" Published in Aust, Great Britain & Spain
- Winner of Aust. Consultants Competition & Service Excellence Award
- Consistently high feedback rating from participants

Testimonials

- "Management is about people. The practical training delivered by Jon supported our organisations philosophy of empowerment, by providing a relaxed environment conducive to learning and allowing our people to see first hand what effective management was all about. I was absolutely delighted." Sheraton Mirage, Gold Coast.
- "We felt privileged to have Jon facilitate many of the programs in our Certificate of Business Management Practices. Jon gained a high level of acceptance from the group by being empathetic, approachable and flexible in meeting their individual needs." Home & Community Care Resource Unit, Qld Health.
- "...a very dynamic instructor who was approachable and reassuring."
- "...I was absolutely delighted by the practical training delivered by Jon."
- "A totally professional presentation in EVERY aspect."
- "Highly participatory, resulting in productive and highly effective training workshops."
- " We felt privileged to have Jon facilitate many of the programs in our *Certificate of Business Management Practices*.....empathetic, approachable and flexible."
- "Jon's knowledge of the content and past experience was valuable and inspiring."
- " Excellent, 10 out of 10, with immediate application in our day-to-day work."
- " I honestly would have to say that Jon is the best trainer I have experienced in numerous personal and professional development courses."