



Aileen Tan
ILP Fellow

Experience Summary

Aileen is an experienced consultant and executive coach in organisational behaviour and organisational development. In her facilitation and consulting role she works with clients to identify their strategic needs, assisting them to develop and implement strategies that will help to achieve their corporate goals and to enhance performance. Aileen understands the need to plan but more importantly the need to implement plans. She is especially effective in working with client in designing and implementing strategies in enhancing human resources management and development.

Aileen's greatest asset is her flexibility and ability to customise workshops according to her clients' specific requirements. She delights her audience with her energetic and interactive style, delivering her sessions in a fun and stimulating fashion.

Based in Brisbane, she also worked with clients in NSW, Victoria, Tasmania, Northern Territory, South Africa, China, Singapore, Malaysia and Fiji.

Areas of Expertise

Aileen is an international management consultant and facilitator, with expertise in human resources management, strategic planning, change management, negotiation, leadership and team development. In addition, Aileen is also an experienced Workplace Facilitator, Courseware designer, Assessor, and has led in numerous competency-based workshops for Queensland Rail, Main Road, Building Services Authority, Public Trustees of Queensland, BlueCare and RSL Care.

Building on her experience as a Human Resources Director, she coaches senior executives in workforce planning, training needs analysis, job and skill analysis, corporate training plan, performance management system, structural and job redesign.

Being multilingual, she is able to facilitate meetings and conduct training in English, Mandarin and Cantonese.

Aileen was commissioned to design, facilitate and assess the Diploma in Business program in Mandarin for a HME Manufacturing and Distribution Company. The workshops were held in Beijing between 2008 and 2009.

Industry Experience

Aileen has consulted to a wide range of industries such as:

- Aged Care & Community Care
- Building & Construction
- Energy Generation & Distribution
- Engineering
- Consultancy and professional services
- Healthcare, medical and hospitals
- Heavy Mobile Equipment
- Information Technology and Communications
- Manufacturing
- Mining & Resources
- Pharmaceutical
- Retail
- Tertiary education institutes

University, Training & Industry Qualifications

Her qualifications include:

- Bachelor of Business, Business Administration (with distinction) from RMIT Melbourne
- Certificate IV in Workplace Assessment & Training (TAA Upgrade pending)
- Diploma in Project Management (currently undertaking)
- Diploma in Business (seeking RPL)

Aileen is an accredited facilitator for :

- **Conflict Resolution Network** (Sydney),
- Values Education Network (Australasia Values Inventory)
- **DiSC** Personal Profile Systems
- **Myers Briggs Type Indicators (MBTI)**

Institute of Management Consultants (CMC Assessor)

Career Achievements

Aileen was the Human Resources & Training Manager of DACG, an international information *technology* consulting group. In that role, she was responsible for setting the strategic direction for the management and development of their people resources within the Asia Pacific rim. Her efforts resulted in attracting, developing and retaining top flight IT professionals through

- innovative recruitment and selection techniques based on assessment centre concepts
- competency-based induction and training programs
- integrated performance management system that is aligned with the corporate culture of reward for performance

Prior to her HR Management roles, Aileen was the Training Manager with the Australian Institute of Management and a Senior Management Consultant with Coopers & Lybrand. In both capacities, she led in projects involving

- strategic change management
- organisation review and work flow analysis
- job evaluation and redesign
- productivity and performance management
- skills audit and training needs analysis.

Testimonials

Aileen's enthusiasm, knowledge of her subject and wonderful story telling makes this one of my best learning experiences. An excellent three days Leadership program I will highly recommend.

Ellen Whittaker

Acting Director Clinical Service

North West Brisbane Private Hospital

Wayne, our CEO, was well satisfied with the manner in which the Strategic Planning Workshop was conducted. We have a clear opportunity to capitalise on the ideas and action plans that were put forward, following through with the action plans is one of our priorities. I have received many positive comments and I feel the consensus is that the discussions were open and frank and your guidance enhanced our ability to exchange view points in

a meaningful way. Working toward action plans provided an opportunity to realise our goals and objectives.

Lisa Treston

Human Resources Manager

DK Group

The participants loved your session on Leading Change! You bring such energy and enthusiasm to your work that even those who consider the session to be a refresher still get a lot from it because of your endless enthusiasm and energy.

Avril Grant

Manager, Client Quality Services, Information Technology Services QUT

More testimonials available on request.