



**Julie Watson**  
ILP Member

### Experience Summary

Julie's broad experience - in both England and Australia - as both an internal resource and external provider - across a wide range of topics and projects - and with the full range from professionals and senior management to junior administrators - gives her the flexibility to find a solution that genuinely meets your needs, rather than merely providing an 'off-the-shelf' training product.

To this she adds a desire and passion to work with people and bring out the best in them together with a practical approach based on an understanding of your organisational objectives.

### Areas of Expertise

- Assertiveness
- Change Management
- Communication
- Conflict Management
- Dealing with difficult people
- Delegation
- Excellent customer service
- Giving & Receiving Feedback
- IT & Telecommunications Systems
- Networking skills
- Presentation skills
- Supervision
- Time Management
- Various public sector (open courses)
- Financial Services
- Automotive
- Telecommunications

### Industry Experience

### University, Training & Industry Qualifications

- Diploma of Management (2008)
- Certificate IV Training & Assessment (2007)
- NLP Practitioner (2006)
- Certificate in Training Practice (2002) (UK equivalent to Certificate IV Training & Assessment)

### Career Achievements

- Working with the *Institute of Management* to design and deliver a bespoke soft skills and management development package for WorldCom Customer Services.
- Coaching team members in training delivery, facilitation skills, evaluation and business communications.
- Development and implementation of training strategy for company relocation from London to Reading.
- Review of organisational development for customer service department, which linked to recruitment, induction, ongoing training and the management of staff.

### Testimonials

- "Julie was fantastic" Public Sector time management course, Brisbane
- "I picked up some ideas and wrote myself a list to try and improve my current work schedule." Public Sector time management course, Brisbane
- "Julie was brilliant", delegate, Volkswagen UK training course, *Successful Working Relationships*
- "Excellent trainer. I was not looking forward to today, but Julie made the day most enjoyable", delegate, Volkswagen UK training Course, *Communication skills*