



**Frank Yarsley**  
ILP Fellow

### Experience Summary

**Frank Yarsley** is a successful facilitator, trainer, coach and consultant with over 15 years of experience working with both private and public sector clients. His experience covers the fields of manufacturing, financial services, sales and marketing, construction, information technology and telecommunications.

He has a passion for working with groups and individuals to ensure change. He has an ability to be theoretical and conceptual when required and also work at an operational level to ensure things are implemented.

After being employed in a number of diverse business roles, programmer/chemist, technical writer, team leader, project admin/manager, account manager, software salesman, manager - learning development, Frank set up business with his partner in 1993. Since that time Frank has worked with a diverse range of business people such as CEOs, Directors, Managers, Business owners and the many and varied staff that ensure services are provided.

### Areas of Expertise

- Facilitation of workshops
- Training development and delivery
- Process facilitation, documentation and implementation
- Coaching / mentoring
- Consulting & organisational development (Change Management)

### Industry Experience

- Federal, State & Local Government
- Corporate
- Manufacturing
- Construction
- Information, communication and technology
- Sales and marketing

### University, Training & Industry Qualifications

- Graduate Certificate in Neuro Linguistic Programming (NLP)
- Graduate Diploma of Computer Science
- Bachelor of Science (Hons)
- Bachelor of Education
- ILPF (fellow Institute for Learning Practitioners)

**Career Achievements**

My most memorable facilitation event was when I developed an interactive workshop for 55 "World4Kids" store managers (the month before World4Kids went live). It used a Circus theme and provided a message on the skill of Rostering. This workshop ran the night before the managers participated in a Rostering application course.

Working with staff seconded into large Financial projects to prepare them as trainers of modules within the application. Normally these staff come into the Skills training day less than interested and by the end of it they have expanded their comfort zone and their awareness of the what, when, how and why of delivering information...

Following through a major change for a key sales section of a corporate business » from the initial management need, through business requirements, to specifications, to initial manual changes, to selection and configuration of the application, to training of the staff, to implementation of the application with incorporated workflow. I had the opportunity to participate in each section taking on different roles » analyst, change agent, course designer, trainer.

**Testimonials**

**His positive**, 'nothing is too difficult' approach has helped resolve countless issues in a timely and professional manner.

*May 2004 Brian Matulin GM Information Systems (Austar).*

**Frank always delivers the results** on our projects and is a valued member of our extended team. Train the Trainer is such a critical aspect of preparing an individual for the role we will ask them to undertake in our projects that we entrust this task to a safe pair of hands. Frank inspires his class to be best they can be and lays the foundations for us to build confident, effective trainers who grow both personally and professionally from this positive experience. Thanks Frank, and look forward to working with you again.

*June 2008 Erica Lee, Jigsaw Services Team Leader - Readiness*

**The project development team** of Frank Yarsley (project manager)... Their reliability and commitment to delivery, coupled with a willingness to continually strive for the best solutions (taking into account long-term objectives and developing opportunities) has ensured the success of our project's first phase. Over and above his comprehensive project management skills, Frank has displayed a strong commitment to ensuring an effective and open line of communication between the project team and myself. Through his inclusive and client-focused approach he developed a solid understanding of the needs and expectations of myself, the Steering Committee, and of the project's many stakeholders. This depth of understanding was critical when determining the most appropriate responses to the unforeseen 'challenges' that inevitably arise in any large project. Frank's high order analytical skills and methodical approach was also invaluable in developing and implementing this complex project. This team was required to coordinate and draw upon the skills of numerous groups of people throughout the University in order to deliver the optimal solution. The level of teamwork displayed by this small group has been impressive, as has their commitment to the task at hand. The standard of documentation and reporting has been outstanding.

September 2001 Ken Richardson Research Information Manager (*Responsible for the Research Solutions project.*)