

APCOT

Introducing.....



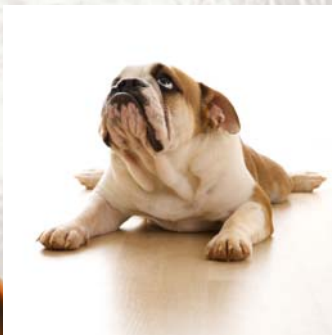
Gillian joined APCOT as a part-time facilitator in November 2009. She has worked in learning and development in the private sector in South Africa for twenty years where she established and maintained learning frameworks across a broad range of business areas: for example, Customer Service, Retail and Field Sales, Marketing, Finance, SAP, Supply Chain Logistics, Technical, and Manufacturing. Much of Gillian's work was done on a project basis, calling for close relationships with Business Management, all the HR streams and external stakeholders.

Gillian's role in a global organisation meant that global collaboration and the implementation of global values and standards were part of her responsibilities. Training in such a context provided wonderful opportunities to gain a broad perspective on the global organisation whilst simultaneously taking national requirements into account.

As one might expect, Gillian witnessed several rounds of major change in the workplace during these years. Changes that have made the role of trainers even more critical to economic growth. Factors such as the impact of globalisation, restructuring, the introduction of new technology and new workplace legislation continue to have a significant impact on training and have increased the need for training specialists to work closely with business. The training function is its most effective when trainers are part of OD initiatives, from the strategising stage through to the measurement phase. The organisation that has a workforce competent in relevant skills, knowledge and attributes has a powerful competitive advantage.

Of course learners' needs cannot be separated from those of business; they too should be supported and counselled through change. And specific dynamics such as greater cultural and linguistic diversity, a welcome reality in the workplace, demand excellent leadership from trainers.

All in all? The current environment is a very exciting one for trainers, rich in chances for them to contribute to company and national development.



What is Gillian's LEARNAVORE animal?

Gillian's LEARNAVORE animal is the bulldog. She too is patient and has perseverance. Like the friendly bulldog, she thrives in an encouraging learning environment. She believes in a thoughtful approach, doing the job right first time, but with an eye always on chances to improve performance and process.

Gillian's areas of expertise include:

Training needs analysis
Designing and implementing training for learners of diverse cultural and linguistic backgrounds
Development of policy, process and procedures.

Qualifications:

Certificate IV in Training and Assessment
D Litt Phil Applied Linguistics

Suite 203/202 Jells Road
Wheeler's Hill. 3150
Victoria Australia
admin@apcot.com.au

PH 1300 685 270
Ph (Int'l) 61 3 9561 1650
Fax 61 3 8456 6419
www.apcot.com.au

Feed the LEARNAVORE!