



Anna Mastwyk

For the past 12 years, Anna has worked as a consultant and trainer specialising in providing competency-based training and assessment in industry. Her background is diverse, having worked in both the public and private sectors. She facilitates training and assessment in Front Line Management, Service Excellence, Small Business Management, Business Administration and Telecommunications.

As a training consultant, Anna liaises with training and personnel managers across a wide range of organisations. She is committed to working with clients to identify training needs and works toward providing solutions in line with the competencies and performance criteria required.

Anna's qualifications are based both on academic achievement and practical experience. She is a highly motivated person with excellent communications skills and initiative, evident in her delivery style. She encourages a friendly and flexible learning environment with a strong emphasis on the transfer of learning into the workplace.

Anna can assist your business in the following areas:

- Influencing and Negotiation Skills
- Organisational Skills
- Business Writing
- Effective Communication Skills
- Customer Service Skills
- Team Building
- Conflict Resolution
- Telephone Excellence
- Presenting with Confidence
- Essential Sales Skills
- Selling over the Phone
- Certificate IV in Assessment & Workplace Training

Qualifications and Accreditations

- Bachelor of Arts - Monash University
- Diploma in Business - Human Resource Development - Deakin University
- Certificate IV in Assessment and Workplace Training - Melbourne University
- Diploma in Business - Front Line Management - Gensis

Professional Memberships

- The Forum for Professional Development of Trainers & Assessors



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