



## Linda Pappas

Linda is an experienced training consultant who has worked in the training industry for eight years. Linda has great focus on research, developing and delivering training so that organisations ensure that they get the best out of their people and their business.

Her experience lies heavily in customer based training, focussing on written and oral communication skills and customer service skills.

Linda's enthusiasm for training and development, her collaborative training style, along with her experience and training skills provides for high learning outcomes with people achieving their potential.

Linda's friendly and approachable manner, sense of humour, accompanied with the use of adult learning principles, ensures training is an enjoyable learning experience.

### Linda can assist your business in the following areas:

- Customer Service Skills
- Telephone Excellence
- Train Small Groups
- Stress Management
- Certificate IV in Workplace Training and Assessment
- Time Management
- Sales Skills
- Effective Communication Skills
- Presenting with Confidence
- Business Writing Skills
- Conflict Resolution
- Negotiation Skills
- Stress Management
- Instructional/Curriculum Design
- Selling Over the Phone

### Qualifications and Accreditations

- Bachelor of Arts – LaTrobe University
- Certificate IV in Assessment and Workplace Training – Melbourne University
- Certificate III, Call Centre Operations – Morgan & Banks
- Certificate of Proficiency in English – University of Cambridge Local Examinations Syndicate

### Professional Memberships

- AITD (Australian Institute of Training and Development)



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