



## Ray MacGilp

Ray's training philosophy and approach could be best described as 'client centred', with a significant focus on tailoring material to meet the needs of the group.

His approach to the development and delivery of training programs is firmly based in adult learning principles and adding value to learners. Ray believes that learning needs a strong practical basis, and as a result he fills his programs with practical tools, models, tips and techniques, that have immediate application to the workplace.

Learning should also be an enjoyable experience, so Ray's programs are facilitated in a fun, dynamic and motivating style that accommodates all learning styles. Ray's style of presentation is less "chalk & talk" and more a facilitated discussion. He also has a love of drawing and cartooning which he uses to illustrate his sessions.

Ray has considerable experience in developing, delivering and evaluating training programs, from leadership & management development through to sales & customer service. These programs have been delivered to a variety of client groups in a range of industries. He continues to update his skills through formal programs and personal research, and holds a number of current accreditations.

At the heart of Ray's training philosophy and approach is his love of learning. Ray loves to see people grow and develop, to see those light bulbs go off, those aha" moments when the learners discover something new that really adds value to their lives.

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

- Training and Facilitation
- Coaching
- Performance Management
- Leadership Development
- Mentoring
- Learning Management Systems (LMS)
- Team Building
- Change Management
- Leadership & Management Development
- Coaching Skills
- Team Building
- Strategic Planning
- Project Management
- Communication and Interpersonal Skills
- Effective Presentations
- Conflict Resolution
- Negotiation Skills
- Learning Needs Analysis
- Instructional / Curriculum Design
- Professional Speaking
- Customer Service
- Time Management Change Management
- Developing training & development strategies and policy
- Communication and Interpersonal

### Qualifications and Accreditations

- Bachelor of Arts (Psych)
- NLP Practitioner & Coach
- DISC Behavioural Profiling
- Belbin Team Roles Analysis
- Managing Personal Growth (DDI)
- Workplace Trainer /Assessor (Certificate IV)



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