



Kimberley Hannagan

Consultant, Trainer, Facilitator, Mediator and Coach

Kimberley is a highly experienced and qualified coach, trainer, facilitator, mediator and conflict manager. She develops and delivers high quality, in-depth, research based training & coaching solutions for cultural change, restructuring & organisational change & development, communication, mediation, conflict management and process management fields.

Kimberley has lectured on MBA and other academic programmes and conducted training in workplaces over some 18+ years, and has a wide range of experience in both the Public and Private Sectors.

Her industry experience has enabled her to develop a practical hands-on approach to analysing and diagnosing workplace change, communications & conflict issues, processes, behaviours and culture.

She tailors experiences and feedback regularly recognises Kimberley's ability to connect learning principles with the specific workplace environment and experience.

These environments have included extensive work with both the Private & Public Sectors. Her Private Sector work includes ASX Top 200 and large corporate clients, as well as overseas entities such as Canon. Public Sector experience includes NSW Government, including the NSW Public Service Commission & NSW Department of Premier & Cabinet, & Federal Government such as DIAC (Department of Immigration and Citizenship) and DEEWR (Department of Education, Employment and Workplace Relations).

In addition, Kimberley has extensive experience in working with Aboriginal Culture, as well as running cultural awareness & development programs for Japanese delegates. She also has expertise in the highly regulated areas of Health, Aged Care and Education and is keenly aware of issues surrounding women in the workforce, probity and governance.

She has also worked on specific projects such as the Careers Advice Australia initiative mobilising community and industry involvement in events, workshops and projects and forming effective alliances and partnerships. Kimberley also has experience on the frontline of access for migrants in TAFE and Outreach Courses and as Program Manager in a Local Community Partnership.

Kimberley's areas of expertise include Organisational & Cultural Change, Cross Cultural/Organisational Communications, Emotional Intelligence, Negotiation, Specialist Communications Skills, Giving and Receiving [difficult] Feedback, Relationship & Influencing Skills, Analysing and Presenting Information, Assertiveness Training, Conflict Management Coaching, Emotional Intelligence Facilitation and Dealing with Difficult Personalities.

Kimberley is particularly sensitive to balancing the specific needs and interests of managers, their teams and individuals and takes pride in providing highly tailored experiences for each unique workplace, person or organization.

Complementing her previously mentioned expertise, Kimberley's experience working with Efficiency and Effectiveness training, L.E.A.N. principles (she is L.E.A.N. qualified) and Competitive Manufacturing makes her approach pragmatic and goal-oriented.

Having also taught Drama and Performance for some years, Kimberley understands the importance of embedding learning with experience and is highly conscious of the need to engage learners in presenting critical business and interpersonal skills in corporate, workplace and academic settings; feedback describes Kim's delivery style as energetic, engaging and empathetic.

Kimberley has lectured at UTS and Charles Sturt Universities, including MBA programs. She holds a Masters in Dispute Resolution, is MBTI accredited and has Level One Certification in Collaborative Practice (Law.) She also holds Certificate IV in Workplace Training and Assessment, a Bachelor of Arts and a Diploma in Education, and is accredited on the GeneSys suite of Psychometric Assessments, inc. The Leadership 360° assessment, and the Roche Martin 360° Emotional Intelligence assessment.

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