

PROFILE: ROB STAPLES

As a Senior Facilitator with Accrete, Rob has responsibility for the design, development and delivery of leadership and management training. In addition, he has taken on significant administrative and management responsibilities within Accrete including reporting, client relationship management, program support and compliance.

In addition to a range of other courses, Rob has the carriage of the following programs:

- A contextualised *Certificate IV in Leadership and Management* delivered to the Department of the Attorney-General and Justice
- A public *Certificate IV in Leadership and Management*
- An ongoing, contextualised '*Emerging Leaders*' program delivered to the Department of Trade, Business and Innovation comprised of four modules each of two days' duration addressing the following topics:
 - o Managing Self
 - DiSC profiles; Communication; Emotional Intelligence; Decision Making; Managing Workloads; Client Relationships
 - o Managing Change
 - Change Management Principles; Performance Management
 - o Managing People
 - Strategic Directions; Team Dynamics; Customer Service
 - o Managing Operations
 - Strategic Planning; Problem Solving; Critical & Strategic Thinking
- A Leadership and Management tutorial series delivered to Power and Water Corporation staff comprised of 12 workshops

Rob is a DiSC Accredited Consultant and Facilitator who has previously been accredited in the Myers Briggs Type Indicator, Situational Leadership 2 and Interpersonal Managing Skills. He holds an Associate Diploma in Business (Management); a Diploma in Adult Education and a Certificate IV in Training and Assessment.

Rob has been involved in the design, development, delivery and assessment of learning and development programs and courses for more than fifteen years. He has been involved in all aspects of training including roles as a Trainer, Designer/Developer, Facilitator, Assessor, and Learning and Development Manager in both government and private organisations across Australia and South East Asia. Working in the Queensland Government in 2006 as a Project Manager and 2007 as a Change Manager he was nominated both years for the Premier's Excellence Awards in Government.