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# Eileen Heywood

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## EDUCATIONAL QUALIFICATIONS

**B.A.** (Politics), University of Queensland, Brisbane, (completed 1988).  
**M.A.** (Womens' Studies), Griffith University, Brisbane, (completed 1994).

## RECENT PROFESSIONAL EXPERIENCE

**Senior Consultant**, Mellish and Associates  
(November 1997 - Current)

**Practice Manager**, Mellish and Associates  
(November 1997 – November 1998)

**Senior Partner**, Heywood Consulting  
(November 1996 - Current)

**Director**, Yoga for Now  
(September 2000 – Current)

### Program Designer and Facilitator

**Mentoring Programs** 2005 and 2006 for Mental Health Tribunal, Queensland Women in the Public Service, Department of State Development Trade and Innovation, Queensland Rail, Queensland Transport, Department of Justice and Attorney General

**Education Qld** - Norman Park State School – Team Building 2006

**Public Sector Management Program 2005**

**Disability Services Qld** – Team Building, Mentoring Skills 2005

**Queensland Rail**, Women in Business Program, Development workshops and Mentoring program, 2004, 2005, 2006

**Queensland Health Pathology Service**, Advanced Facilitation Skills, Negotiation Skills 2005

**Queensland Oral Health Service** – Customer Service Skills, Stress Management Skills, Worklife Balance 2003, 2004 & 2005

**Gold Coast Health District Service**, Following programs: Managing Client Aggression; Coaching and On the Job Training Skills; Managing Occupational Violence; Client Contact Skills; Providing Patient Services; East Meets West: An Holistic Approach to Stress Management. (May 1998 - 2003)

**National Native Title Tribunal**, Qld Team, Policy and Team Development Workshop, December 1999

**South Coast Public Health Unit**, Policy Planning Workshop, November 1999

**Energex**, Brisbane, Call Centre Team Leader Training including Change Management, Strategic Planning, Team Leadership November–December 1998  
Southern Cross University, Lismore Campus, Mentoring Program for Indigenous Staff

**(March – September 1998)**

**Brisbane Learning Net**, Appreciative Inquiry Program  
August 1998

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## Research Consultant

(October 1995 - Present)

**The Premiers Council for Women**, Queensland Government, Women and Work in Queensland Report (Nov 2000 – Current)  
QUT, The Division of Research and Advancement, Gardens Point Campus (1999)  
**Byron Employment and Training**, Byron Shire Council, NSW (1997)  
**Sunspirit Oils Pty Ltd**, Byron Bay (1997)  
**Thursday Plantation**, Ballina (1997)  
**Faculty of Education**, Work and Training, Southern Cross University (1996)  
**QUT Equity Section and the Oodgeroo Unit**, QUT, Gardens Point. (1996)  
**QUT, The Academy of the Arts**, Kelvin Grove Campus (1996)

**Co-ordinator**, Life Skills Program, Ecosystems Management P/L, Samford, Qld. (March 1995 - October 1995)

**Senior Research Assistant**, Academic Staff Development Unit, QUT Gardens Point. (July 1993 - March 1994)

**Research Assistant and Acting Co-ordinator**, Women in Management Program, The Leadership Unit, QUT Kelvin Grove. (Sept 1992 - July 1993)

**Research Assistant**, The Key Centre in Strategic Management, Faculty of Business, QUT Gardens Point Campus, Brisbane, Qld. (Sept 1991 - Sept 1992)

## PROFESSIONAL DEVELOPMENT

**2004** International Appreciative Inquiry Conference, Miami  
**2003** Dynamic presentation Skills, Crystal Waters  
**2002** Facilitation Skills utilising Appreciative Inquiry  
**2000** International Yoga Teachers Association, Teacher Training Course  
**1999** Astanga Yoga Training, Mysore, South India  
**1998** Workplace Assessor, ACE, Alstonville.  
**1997** Train The Trainer, ACE, Alstonville.  
**1996** Introduction to the Internet, Telecottage, Mullumbimby.  
Creative Writing, The Writing School, Bondi, Sydney.  
**1994** Working with Community Groups, Jill Jordan, Maleny, Qld.  
**1992-3** M.A. degree, Griffith University, Brisbane  
Title: ***The Impact of Senior Women on Organisational Culture: My toes are in the Water but can you feel the Ripples?***  
**1992** Getting Published (Queensland University of Technology (QUT) Staff Development).  
Nudist (Qualitative Analysis Software System), (QUT) Staff Development).  
Public Speaking.  
Statistical Package for The Social Sciences (SPSS)  
**1990** Coursework Component, M.Pub.Ad, University of Queensland, Brisbane.  
**1988** B.A. (Politics) University of Queensland, Brisbane.

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## SKILLS

### **Consultation, Program Development, Mentoring and Facilitation**

- The design, delivery and evaluation of effective corporate training programs, workshops and focus groups from client briefs and in consultation with key stakeholders.
- Utilisation of an Appreciative Inquiry approach

### **Training**

- Training and evaluating individuals and groups from a diverse range of backgrounds in issues of personal and professional development.

### **Research: Data collection techniques**

- Developing research instruments;
- Developing, pre-testing and refining questionnaires;
- Developing questionnaires to facilitate computer aided analysis;
- Developing and coordinating mailing lists to obtain questionnaire responses; and
- Developing, pre-testing, refining and implementing both face to face and telephone interview schedules.

### **Research: Data Analysis**

- Manually coding responses from interview schedules, telephone surveys and comments section of questionnaires; and
- Analysing questionnaire data (SPSS).
- Developing relationships and inferences from data analysis; and
- Preparing final reports.

### **Project Development and Organisation**

- Development of time lines/work schedule for research projects; and
- Organising and overseeing research projects to meet deadlines.

### **Literature Searches and literature Reviews**

- Conducting literature searches manually and using on-line databases; and
- Conducting searches of historical documents using microfilm.