
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

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.

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.