

Facilitator – Dr Stewart Hase

Education and Professional Qualifications:

- Registered Psychologist
- PhD, Organisational Psychology; Southern Cross University
- Master of Arts (Honours), Psychology; University of New England
- Graduate Diploma in Psychology; University of New England
- Bachelor of Arts, Education and Psychology; University of New South Wales
- TAE40110 Certificate IV Training and Assessment;

Memberships / Professional activities:

- Member of the Australian Psychological Society
- Member of the Australian Vocational Education Training Research Association
- Member of Action Research Action Learning

Relevant Experience

Dr Stewart Hase is a registered psychologist with considerable experience in training and facilitation of learning programs spanning 35 years. He has an international reputation in the field of learning, particularly with respect to facilitation and experiential techniques in place of didactic teaching. Stewart has written several scientific articles and book chapters on the topic, as well as co-authoring two books about self-determined learning. Overall, he has written over 130 scientific papers in the area of organisational psychology.

Stewart has also worked in clinical settings, which gives him considerable specialized insight into human communication and helping people change. He is an expert in influencing people. His workshops mostly include a focus on enhancing the customer experience whether it is for senior managers, team leaders and teams.

He has also conducted workshops for a large number of public and private sector organisations on topics such as leadership, change management, teamwork, employee engagement, enhancing training programs, organisational effectiveness, communication skills, negotiation, conflict management, coaching and psychology for managers. As well as learning programs, Stewart facilitates strategic planning workshops and is an experienced coach who brings to his coaching his skills as a therapist. Some specific tasks Stewart has completed include:

- Team development programs with Suncorp since 2004 and to the current date.
- Working with the European Commission in Brussels in 2014 to assist with the development of learning skills among trainers and leadership skills for senior managers.
- Facilitating training in negotiation and communication skills for the NSW Government;
- Facilitating change management skills for a large Commonwealth Public Service department;
- Facilitating leadership development for Exxon Mobil internationally,
- Facilitating leadership development for the Department of Defence;



- Conducting team development training for a department in the Tasmanian Government;
- Facilitating communication and coaching skills for a major bank and a mining company; and
- Delivering strategic leadership training for Esso in PNG.

Professional Briefs:

Enhancing the Customer Experience Stewart has conducted workshops on customer satisfaction and dealing with different aspects of the customer experience since the early 1990s. He has also taught this topic in an MBA program.

Communication and Influence This has been the focus of most of Stewart's workshops for many years working with leaders and teams in the public and private sector. He is an expert in the area of advanced communication and, particularly, dealing with challenging circumstances.

Effective Workplaces - Stewart has assisted individuals and workplaces to increase their capability and go beyond just being competent, by developing effective processes within the workplace that make them more adaptable and flexible.

Action Research, Action Learning and Organisational Development - Stewart has an international reputation in the use of action learning and action research as a means to assist organisations to use effective processes to develop organisational effectiveness (see below)

Executive and Management Coaching - Stewart uses his psychotherapeutic skills in working with managers and executives in the public and private sector. Stewart also assists organisations in conflict management and provides mediation when required. He also conducts conflict management, negotiation, stress management and psychology for managers' workshops.

Personality Profiling - Stewart has high-level skills in using a wide range of psychological tests for recruitment, skills assessment performance review, personal development, and team building.

Leadership Development - Stewart has conducted many leadership development programs from half-day workshops to complex programs involving action learning in the workplace over several months. He has also taught leadership at a postgraduate level and has supervised doctoral theses in the area.

Team Development - Stewart has conducted many workshops with teams assisting them to become more effective and high performing such as knowledge management improvement, developing communities of practice, and action learning.