

**Nicola Dann**

Nicola has extensive and varied experience across a range of consulting projects. Prior to working with The Service Spirit, Nicola's consultancy work involved facilitating team building and strategic planning forums, as well as facilitation of peer learning circles in not-for-profit agencies. She has also provided professional supervision and coaching to speech pathologists, case managers, psychologists and counsellors, along with coaching to frontline managers in these environments.

1. What's your background?

My original training was as a health professional. Since 1987, I have been working as a speech pathologist initially in rehabilitation and then later specialising in working with people with Acquired Brain Injuries. More recently I moved from a frontline manager role in a hospital setting to management in the community sector. It was there that I was able to pursue my passion for and undergo further training in professional supervision, and coaching as well as develop group facilitation skills. I began working as a consultant in 2007, providing coaching for individuals and facilitation services for groups in the community, child-care, health and education sectors. I began working with The Service Spirit in early 2010.

2. What's your role in The Service Spirit?

Together with the facilitation team, I work as a facilitator to deliver training around leadership development and building high performance teams.

3. Why do you do the work you do?

I enjoy working with groups, believing that the synergy of groupwork is powerful and see my role as one of facilitating people's learning. I am a big believer in the ongoing work that is required to develop and maintain self-awareness, and that this underpins all great leadership and management.

4. How do you best add value?

I like to create positive environments for people to learn, integrate and apply the information they are provided with in our courses. Having a therapy background, I have a good ability to assist participants to translate theories into practical actions that can be used easily in the workplace. As a speech pathologist, I have a particular interest in work-place behaviour and communication, and the language we use.

5. What makes you proud of the work you do?

I am proud of the fact that I embraced the stimulating learning curve involved in transitioning from being a health professional manager to a facilitator and coach. I hope that my ability to create opportunities for people to reflect and to encourage people to view situations optimistically will enhance the high-quality programs that the Service Spirit delivers.

Nicola has a Bachelor of Applied Science in Speech Pathology and a Master of Arts in Applied Linguistics. In 2007, she completed a Diploma of Facilitatory Management with the Groupwork Institute of Australia and since has completed facilitation and supervision training with this RTO.