



ERIN RILEY
Associate Consultant

Professional experience

Erin recently joined *Interaction* following a successful 24-year career in learning, development and management consulting in government and in the private sector. In her most recent role, Erin managed a small Canberra-based management consultancy company and designed and delivered programs and services to clients.

Erin has extensive experience designing and delivering leadership and management programs for both public and private sector clients, including diploma to graduate qualification programs. She has undertaken training needs analysis, project management and RTO management and compliance. She is also a highly experienced executive coach and mentor.

In her previous career, Erin was a vocational lecturer and program coordinator in the areas of hotel management and learning and development. She also worked as a human resources coordinator and marketing/sales officer.

Consulting expertise

Erin designs and delivers learning and development programs for staff at all levels across a range of subject areas, facilitates team building and planning workshops, and provides executive coaching. She is a highly regarded facilitator who has excellent interpersonal and communication skills.

Her areas of specialisation include:

- strategic planning
- leadership development
- performance management
- team development
- emotional intelligence/self-awareness/resilience
- organisation culture
- customer service
- presentation and facilitation
- executive coaching.

Erin is passionate about enhancing the capability and confidence of individuals to achieve their potential.

Professional qualifications

- Graduate Diploma in Management Learning
- Graduate Certificate in Tertiary Teaching and Learning
- Advanced Diploma of Management
- Diploma of Training and Design
- Diploma of Business
- Diploma of Hospitality (Management)
- Certificate IV in Training and Assessment
- Certificate IV in Government
- NLP Practitioner and Coach certification
- Herrmann Brain Dominance Instrument (HBDI) certification
- Emotional Intelligence/Engagement and Motivation accredited facilitator
- Team Management Systems (TMS) accredited facilitator
- Customer Service Institute of Australia accredited manager