



YOUR FACILITATOR - JACQUELINE NAGLE CSP

Business Development, Communications
& Positioning Strategist

With a diverse career crossing professional services, mining services, civil construction, manufacturing, technical and industrial relations Jacqueline has used speaking-centric strategies extensively to launch, pivot and manage both growth and crisis across all of those organizations.

In addition to driving her own results, for 15 years Jacqueline has successfully trained consultants, professionals, business owners, executives and the C-Suite in speaking, sales, presenting, core messaging, negotiating and positioning, before turning her attention more specifically to the craft of speaking in early 2017. Since then Jacqueline has worked with 100's of emerging and established speakers, and owners of speaker driven businesses to cement positioning and drive growth, across Australia and the USA.

Jacqueline's mentoring and training has been delivered to some of Australia's major corporate brands including Tattersalls (The Lott) and Anglicare, her programs have been picked up by the Australian Institute of Sport Gold Medal Alumni Program in Canberra, and she has recently been awarded Certified Speaking Professional – a global designation held by only 12% of Professional Speakers.

JACQUELINE'S APPROACH

IDENTIFY Imperatives, key deliverables, the line in the sand

SURVEY The environment, key influences, key challenges and pressure test scenarios

POSITION Within the parameters, with identified imperatives and key deliverables in clear sight

ARTICULATE Clearly where we are now, where we need to get to, and how to get there; create movement and momentum

EXECUTE Implement the agreed strategy, maintain situational awareness and preparedness to pivot to reach identified imperatives

Her approach to strategy creation, project execution, mentoring and education – both deliberate and incidental – drives a truly collaborative approach which is anchored by unlocking a genuine love in people for what they do, fostering great curiosity, and layering it up with commercial savvy. In all of Jacqueline's work, the frameworks are strong, but the real world experience, and ability to work with everyone within her rooms to tailor approaches and drive individual results for all involved is unbeatable.

SIGNIFICANT ACHIEVEMENTS

- A career history encompassing personally securing in excess of \$20,000,000 in sales and contracts, and influencing \$M's more
- Delivering Sales, Influence and Persuasion training to the National Sales Team for Tattersalls over six months with significant measurable increases in performance – including lift from 0.8 to 3.1 out of 5 conversion rate in that time

- Current Appointment as Speaking/Facilitation Skills Mentor to the Gold Medal Alumni with the Australian Institute of Sport – guiding the communication skills development of Gold Medal Olympians and Gold Medal Producing Coaches, and becoming part of the core curriculum offer for Gold Medal Alumni professional development.
- Executive Communications Coach to C Suite Executives including CFO of a \$400M Mining Services Company, CEO of a \$50M Plastics Manufacturer, and Managing Director of a \$42M Mining Services Contractor
- The development, introduction, negotiation and implementation of 27 Enterprise Agreements in rapid growth mining and construction services businesses with a 100% success rate in diverse workforces, using this as the foundation to build a multiple Six-Figure boutique Industrial Relations Consultancy out of Regional Australia. Core to this success was to manage nuanced communication across the organisation, and to intensively mentor and coach C-Suite, Directors, and Founding Owners to ensure communications, positioning, and negotiations remained on track and as seamless as possible no matter the external, often volatile, environment.
- Step into General Manager's role of Family owned Recruitment Business in Central Queensland, completely reimagining and reshaping the business resulting in exponential business growth from \$4.2M to \$22.4M in 15 months. Be the Business Representative in all matters leading to the sale of that business to an ASX Listed Company, going on to deliver the 3 Year Net Projected Profit (and their Return on Investment) in 10 months, taking out all major quarterly awards across 29 branches in Q3 as part of the new organisation.
- Building the mentoring, skills development and frameworks to consistently train inexperienced consultants to build portfolios generating 7 figure annual revenues in less than 12 months, and multiple 7 figure annual revenues within two years. Those consultants often moving on to take up senior management roles with other organisations within the sector.
- Appointed as CEO to a Traffic Control Company working on all major motorway and highway infrastructure projects in South East Queensland; as a hostile installation responsible for primary contract turnaround and elevation of communications and safety, and contract performance improvement. On a change of government and halt in major infrastructure spending, completing the risk analysis and reshaping the business to be driven with a lean team under an operationally driven General Manager, making my role as CEO redundant in the process.
- Appointment as preferred human resources and industrial relations trainer to Gladstone Engineering Alliance, delivering an extensive education program to members, and generating more than \$500K in fee-based revenue to a boutique regionally based Industrial Relations Consultancy over an 18 month period.
- Use methodologies to lift member numbers (by more than 30x in some instances) and engagement for tourist organisations, chambers of commerce (which I launched), business development networks; the work which has created an ongoing legacy and is closest to Jacqueline's heart is as Founder of Busi Women Inc, A Not For Profit Business Womens Network in Yeppoon Queensland. This organisation had 7 financial members on establishment and within one year member numbers pushed past 160; a full calendar of events with interstate speakers and educators where 60-100 women would attend every event, a curated and full professional development program free to members, and the regions first ever Women's Business Conference, headlined by Michelle Bridges, with a two and a half day program, selling out at 180 delegates with approximately \$100,000 in publicity and \$25,000 in sponsorships – in a region where others were adamant it would not work.

A SELECTION OF WHAT OTHERS SAY

John Ward, Retail State Manager, Tattersalls

"Jacqueline has delivered Sales, Influence and Negotiation Training to The Lott, which includes the Queensland team. Before our initial training I spoke about wanting to move from a very transactional team to a transformational team. Within just a couple of months of the initial training I watched the confidence levels of the team go through the roof. Between the first and second days of training – six months – we are now able to quickly identify viable leads, to close the right people, and we've learnt to be patient. We've more than doubled the new sites of our closest peer; it's a record for us, and our conversion rates in terms of results went from 0.8 out of 5 leads to 3.1 out of 5 leads"

Stephen O'Dwyer, Previously CEO, Altus Traffic

"Jacqueline was CEO of a competitive business and I worked closely with her during the transition of a significant contract. Often transition environments can become hostile and stressful, Jacqueline's tremendous professionalism and dedication to the process, was fundamental in it being executed well for both parties. It was refreshing to work with a dedicated business leader focused on outcomes that were best for all concerned"

Derek O'Connell, CEO, Consolidated Plastics

"Jacqueline's advice is without peer, both from a perspective of 'the facts' and from a strategic viewpoint...her advice to us always represents 'best-fit solution' for our business rather than simply resolve one matter at the expense of another."

Suzi Christensen, CEO, Anglicare CQ

"Jacqueline worked with us to design & deliver tailor made training workshops for our senior leadership team. Her knowledge of contemporary best practice underpinned the content, however it was Jacqueline's ability to make the sessions relevant to our business with interactive activities based on our work that our team really benefited from. Her superb style ensured the training was embedded for the long term."

Deanne Barbary, Global Head of Operations at Hudson

"I have worked with Jacqueline on and off for around 15 years. She is a talented and inspirational leader who can be relied upon to deliver results. Jacqueline has deep expertise and capability in a number of areas including strategy development and execution, leadership, project management and sales. I have absolutely no hesitation in recommending her"

John Dickson, Previously CFO, G&S Engineering

"Jacqueline has the rare ability to understand and interrogate within the organism of the corporate entity, enabling her to contextualize requirements and deliver relevant solutions. She is highly strategic and tactical, which enables rapid execution to deliver desired results"

Russell Fairbanks, (Now) State Executive Manager, Chandler McLeod Group

"I have no hesitation in recommending Jacqueline for any client facing or consulting role. Jacqueline builds rapport quickly and easily, going out of her way to understand the key business issues before identifying appropriate solutions. You can work with Jacqueline with absolute confidence that she will deliver what she has promised"

Rob Caughey, Business Coaching Franchise Owner, Previously interchangeable Client & Mentor

"I have been associated in a professional manner with Jacqueline for the past 10 years, in which time I have worked with her on many projects. Jacqueline has always demonstrated her ability to deliver client results above agreed outcomes through her industry knowledge and diligent work ethics. Jacqueline is committed and loyal to her clients and work colleagues whilst being true to her own values. I would have no hesitation in recommending Jacqueline to any business owner"

Dave Hensley, Operations Manager, EZI Communications

"Jacqueline was engaged to bring human resources, quality, tendering and sales systems into alignment with the growth the business has experienced and has continued to work closely with us as a result of her ability to consistently deliver to outcomes... within compressed timeframes...The personal attributes Jacqueline brings to the table make her an absolute asset in any client and supplier facing situations. Able to accurately articulate the key drivers in a complex technical business environment, she understands business and financial impacts and can 'cut to the chase' quickly, even when complex issues may obscure the outcome"

Michael Stack, Real Estate Executive, Sunshine Coast (Previous Board Member)

"Jacqueline Nagle brings to the table consistent reliable and well thought out strategies that will not only enhance your business and your people but make you step outside it forcing you to take a microscopic audit of your detailed policy and procedures along with identifying your immediate to long term goals and plans. A must have consultant regardless of the size of your business."

Grant Herbert, SEI Coach and Facilitator

"Having had the pleasure of being a speaker at the Busi Women Inc Conference a couple of years ago, I witnessed Jacqueline in her element. She held the room with every word she spoke and showed outstanding servant leadership qualities in working alongside a talented team of volunteers. Jacqueline made my time on the Capricorn Coast very memorable indeed. I look forward to any opportunity to work with her in the future"

Jacqui Larkin, Busi Women Member

"Jacqueline was the founding President and a driving force in forming Busi Women Inc, a well designed, supportive and welcoming Organisation. It is through Jacqueline's passion, sense of giving and willingness to share her knowledge that I and many other fortunate Women, gained access to numerous professional and personal development opportunities. I am aware that every Organisation or Company that Jacqueline has had influence on or involvement in, has developed onward to a position of strength and success. Jacqueline has strongly contributed to a legacy here on the Capricorn Coast which supports so many women on many levels"