

Karen Betony

beesurenz@gmail.com

Professional Skills and Competencies:

Learning and organisational development skills:

- Able to apply theoretical and practical knowledge gained from completing a Post-Graduate Diploma in Health Professional Education to:
 - workplace training
 - educational design
 - developing an e-learning environment
 - written materials
- Have an excellent ability to see the 'big picture' and develop strategic approach to workplace training
- Work in conjunction with senior and middle management team, employees and education colleagues
- Able to create, assimilate, and convey technical material in a concise and easily understood, user-friendly format
- Develop policies and procedures, process maps and storyboards as required
- Extensive experience of designing, developing and delivering engaging training materials for both real and virtual environments
- Experienced user of a range of authoring tools and the Microsoft and Google suites
- Able to modify training material and delivery style to meet the needs of learners with varying skills, knowledge and experience levels
- Contribute to the development of training record databases, ensuring appropriate competency based training and refresher courses are completed meeting industry requirements

Interpersonal and Communication Skills:

- Strong interpersonal skills including advanced verbal, written and presentation abilities
- Able to engage with people at all levels and from all backgrounds
- Excellent networking and relationship building talents
- Active listener and fast learner, able to pick up new ideas and concepts
- Excellent telephone manner, efficient, respectful and diplomatic
- Strong public relations skills, always creating a positive corporate impression

Safety and Quality Management Competencies:

- Develop and implement safety and quality processes, procedures and policies ensuring compliance to all legalisation and standards
- Passionate leader and driver of a health, safety and quality culture within an organisation
- Able to gain the buy-in and cooperation of others to achieve the desired outcomes
- Have a strong knowledge of health and Safety legislation
- Excellent attention to detail combined with a drive for continuous improvement
- Advanced administrative skills, precise with data, information and systems

Leadership Skills:

- Coaching, training and mentoring staff to grow within their roles
- Enthusiastic and analytical approach with good problem-solving skills
- Always manages all resources in a productive and efficient manner
- An innovative and creative thinker, frequently presenting resourceful and useful ideas

Planning and Organisational Competencies:

- Ability to establish priorities, coordinating time and resources accordingly meeting all deadlines
- Well organised, with the ability to multi-task focusing on the achievement of results
- Superior service delivery skills always aiming to exceed expectations
- Can be counted on to go the 'extra mile' whenever it is required
- Flexible and accommodating adapting to changing demands and work place needs

Teamwork and Contribution Competencies:

- Friendly personality, positive and self-motivated inspiring fellow team members
- Passionate and very focused on delivering the required outcomes
- Values and fosters a positive workplace environment
- Confident and extremely capable of working independently and working well within a team
- A total appreciation of and sensitivity to different cultures and beliefs

Technology and Computer Skills:

- Very competent and confident with modern technology
- Strong keyboard and computer operating capabilities with a range of programmes and systems
- Good fault diagnostic and trouble-shooting skills
- Ability to learn new in-house computer systems quickly and apply the knowledge

Employment History:**November 2015 – to December 2017 (Fixed Term Contract)****CORE Education****Learning and development advisor**

- Responsible for developing, and now implementing, organisational strategy to create a culture of professional learning
- Developing and implementing a range of policies and processes to support workforce development including:
 - Robust evaluation process based on the New world Kirkpatrick Model
 - Monitoring the application of new learning to practice
 - Establishing a committee to ensure an open and consistent allocation of funds to support individual staff professional development
 - Incorporating L&D processes into a new HRIS
- Providing a range of learning and development support to staff and managers, with a strong focus on social and independent learning
- Applying web writing principles to a variety of content development including newsletters websites and intranet postings

- Design and deliver learning programmes in Moodle, including Health and Safety material and software simulations

October 2014 – November 2015

November 2017 - ongoing

Bee Sure Services

Independent contractor/Owner Operator; Learning and Organisational Development Specialist

- Providing a full range of learning and organisational development support across all commercial sectors
- Developing learning plans, researching and creating training materials, especially On the Job materials, for access across all media
- Planning and facilitating face to face and blended training sessions
- Working alongside organisational Subject Matter Experts to provide technical writing support and training material creation to businesses undergoing computer software implementation and process changes
- Providing expert input into the creation and review educational material across a range of businesses including health sector and commercial

2017 Contracts

- Writing tool box safety talks for a Canadian company
- Converting SME content to a storyboard in preparation for conversion to Articulate Storyline

2015 contracts

- Writer for the Open Polytechnic of New Zealand, re-writing a NZQA Level 4 module to include new material and re-design to suit on-line environment
- Reviewing learner guides and synchronizing with LMS content for Australian ITO
- Reviewed instructional design map for client implementing new computer software
- Writer for a national company completing Standard Operating Procedures and training materials to support implementation of new computer system
- Conducting regular independent nursing assessments on behalf of ACC
- Technical writing support and training material review for local branch of a multinational company, to update computer software user manual, update policies and create a wide range of processes and review induction programme to increase user friendliness and modify to suit on e-learning environment.

2007 to October 2014: Nurse

Maude Association

Clinical Nurse Educator - Informatics (2013 to October 2014)

Clinical Nurse Educator - Community Nursing (2007 to 2013)

- Responsible for managing the organisational E-learning portal, developing a range of e-learning tools for in-service education, increasing user engagement and reporting learning outcomes
- Contributing towards and working in conjunction with the CDHB Education Team sharing all e-learning materials
- Active member of project team implementing new electronic client management system
- Working alongside software developers and key stakeholders developing electronic nursing care record component of new system
- Carrying out structured testing of new system software and being the main point of contact for nurses regarding the use of the new system

- Facilitating the introduction of innovative point of care technology including clinical records and decision support tools
- Developing and delivering training materials and delivery strategies for the implementation of new software that meets learners' needs and minimises the impact on service delivery
- Acting as a role model for applying the Principles of the Treaty of Waitangi and reinforcing understanding of the impact of the Treaty on service delivery, engagement and outcomes
- Coordination, delivery and review of orientation programme for new staff, including New Entry to Practice graduates
- Working in conjunction with CPIT staff and nursing teams to coordinate and plan student nurse placements across the organisation
- Support staff undertaking post graduate study, professional development activity and PDRP
- Development of evaluation tools and managing evaluation processes, together with writing regular reports
- **Research nurse** (casual) (2010 – 2014) New Zealand Institute of Community Health Care
- **University Teacher** (2003-2006) University of Bradford, UK
- **District Nursing Sister** (1995-2003) Huddersfield Primary Care Trust, UK
- **Staff Nurse** (1988-1994) Various NHS Trusts West Yorkshire, UK

Qualifications:

Contented Enterprises Ltd

- Diploma in web writing (2016)

NZQA 4098

- Use Standards to Assess Candidate Performance (2008)

University of Bradford, United Kingdom

- Master of Science in Nursing, incorporating: PgDip. Health Professional Educator (2008)

University of Huddersfield, United Kingdom

- Bachelor of Science (Hons) in Professional Practice, Nursing (2003)

English National Board

- Registered General Nurse (1988)

Professional Activities:

- NZ Association for Training and Development (NZATD) Membership and National Exec member - ongoing
- NZATD Conference attendee October 2016
- Away with Words - The Semantic Sequel Christchurch Workshop September 2015