



Consultancy services to the Corporate and Financial Services Industry

history

Joanne Brooks commenced Ripple Results in 2006. Prior to that Joanne worked for 24 years in the financial services area, including 7 years with one of Australia's largest publicly listed finance brokers

Why the name "Ripple Results"

Ripple – you start with a something small (skill, knowledge, and understanding) and develop the skill or knowledge infinitely.

"Ripple" is also the name of the family farm in Tasmania!

Results – as the tag line says "results not just solutions" meaning that many can provide the solution but how many can actually achieve the results desired?



mission statement

To be the provider of result driven solutions in the corporate and financial services sector by way of delivery of training & assessment, facilitation and certification services.

services

Ripple Results provides the following services:-

- ✘ Facilitation Services
- ✘ Training & Assessment Services
- ✘ Certification Services
- ✘ Program Development & Delivery
- ✘ MBTI accreditation

Joanne holds the following qualifications:-

- ✘ Cert IV (TAA40104) Assessment and Workplace Training)
- ✘ Diploma (FNS5504) of Financial Services (Finance / Mortgage Broking Management)
- ✘ Commercial Practices and Accounting certificates
- ✘ MBTI

The Finance industry will need to ensure their staff and groups are trained to meet minimum requirements - regulation is around the corner.

For those organisations who want to exceed expectations and go beyond minimum requirements, ongoing professional development in all areas (technical skills, people and client skills) is critical.

Joanne Brooks

P O Box 4095

Forest Lake Qld 4078

Ph 0434 602 024

F 07 3806 6127

joanne@ripplesresults.com.au

www.ripplesresults.com.au

results not just solutions

facilitation, training & assessment services



As a qualified trainer and assessor, Joanne provides facilitation, training and assessment services to the Lending and Finance Broker sector as well as companies such as:-

- ✘ Sugar International Ltd
- ✘ Origin HR
- ✘ Total Management Options Australasia Pty Ltd
- ✘ DeakinPrime a division of Deakin University,
- ✘ FARSTA
- ✘ The Finance Brokers Association of Australia (FBAA)
- ✘ The Finance and Mortgage Industry Certification Association (FAMICA)
- ✘ The Corporate Compass

program development & delivery

Joanne has many years developing technical and soft skills training to meet the finance sector requirements :-

- ✘ Building businesses by building people
- ✘ Leadership
- ✘ Sales
- ✘ Customer Services Programs
- ✘ Team Work Programs
- ✘ Communication in the workforce
- ✘ Residential lending – introductory to complex level
- ✘ Commercial Lending – introductory to complex level
- ✘ Plant & Equipment Lending – introductory to complex level
- ✘ Understanding and analysing Financial statements

Whether your training needs are met by delivery one of the above programs or Ripple Results creates a program to meet your specific needs we will work with you to ensure you receive the most effective and results driven program.

certification services

With regulation looming for the Finance Broker sector Joanne is registered assessor with Finance and Mortgage Industry Certification Association (FAMICA).

Criteria for certification cover the following areas: -

- ✘ **Knowledge and understanding** – involving technical areas, organisational activities and context, and the industry as a whole.
- ✘ **Applied skills** – involving the skills applied to workplace activities undertaken as a part of the job.
- ✘ **Personal attributes** – covering such skill areas as working in teams, dealing with clients, using technology and managing information.

Applicants are able to gain immediate recognition of their involvement in the industry through the FAMICA CPFIB certification.

MBTI programs

With assistance of The Corporate Compass[#] we bring alive the Myers Briggs Type Indicator philosophy enabling you and your team to truly understand one another and create a true synergy (where 1 + 1 = 3).

For more information on The Corporate Compass visit their web site at :-
www.thecorporatecompass.com.au