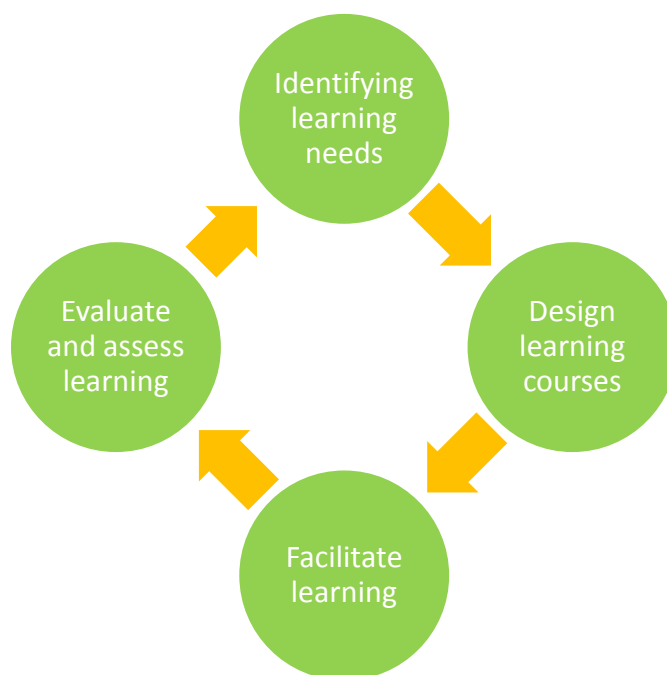


Douglas Racionzer

I qualified as a Training and Development professional in 1991 in England when I completed a Certificate in Training and Development at Thames Valley University.

My experience has been focussed on the entire process of adult learning from identifying learning needs, to designing learning courses, to writing learning materials, facilitating learning in groups and evaluating and assessing learning outcomes.



Over the years I have the following subject experience:

Course	Country	Materials produced	Additional materials	Number of courses delivered
• Social Values	UK and SA	Training materials published		61
• Tshelete cash handling	SA	Training manual written	Scale designed	26
• Focussed Quality Merchandising	SA	Training manual written		26
• Stock control and store-room management	SA			26
• Customer Care	SA	Training manual written		25
• Training the Trainers	UK and SA	Training manual published		25
• Lifting & Handling	UK and SA	Training manual published	Video produced	23
• Listening and communication skills	UK and SA	ABET materials published		23
• Time Management	UK and SA	Training manual published		16

• Business Gym	SA	Business training course and support	Course materials	13
• Shift Planning & Rota Design	UK and SA	Training manual published	Software developed	12
• Supervision	UK and SA	Training manual co-written		12
• Handling conflict aggression and violence	UK		Video produced	12
• Negotiation Skills	UK and SA	ABET materials published		12
• Local Governance mind mapping	Lesotho	Collaborative Mind Maps	Published findings	9
• Team and group work skills	UK and SA		Team game designed	8
• Human Rights	SA	Training manual contribution	Video produced	8
• Children's rights	SA	Training manual co-written	ABET materials published	8
• Motivating your Team	UK and SA			7
• Crisis Intervention	UK and SA			6
• Recording Skills	UK and SA			6
• Court work skills	UK and SA	Training materials co-designed	WITS Law Clinic	5
• Citizen leadership	SA and Burundi	IDASA Materials	Course materials	5
• Identifying needs and planning	UK and SA			4
• SAQA and outcomes based education			Lecture tour of SA	4
• Coping with stress and trauma	UK and SA	Training manual co-written	resource file published	4
• Working with Policies	UK and SA			3
• Active Citizens	SA	British Council materials	Course materials	3
• Substance abuse presentation	SA	Course outline		3
• Assessment skills	UK			2
• Working with offenders	SA			2
• Streetwork	UK and SA	Training manual published		2
• Starting a Business	SA	Training Manuals published	Vodago ReCharge	2
• Political leadership	SA	St. Augustine College manual	Course materials	2

• Couples enrichment course	SA	Course materials		2
• Introducing Social entrepreneurship	SA			2
• Integrated Reporting Seminars	SA	Course materials		2
• Staff Induction training	UK and SA			1
• Interpreting Legislation	UK			1
• Chairing meetings and minute taking	UK			1
• Writing Policy and lobbying for changes in the law	SA	Contribution to Welfare White Paper		1
• Working with alcohol and substance abuse	UK and SA	Contribution to Drug Master Plan		1
• Democracy & Society		ABET materials published		1
• Food handling	UK	Deli' and take-away training manual written	Display fridge developed	1
• Total Quality Management Systems (ISO 9001)	UK and SA	Training materials written	Brent Model, London	1
• Getting the price right	SA	Training materials written	ABB Video	1
• Investigating Society		ABET materials published		1
• The Role Ethics in University Education	USA	Co-written Conference paper		1
• The Schlent	USA	Conference Paper		1
• Colloquium on Popular Education	SA		Report to UN Democracy fund	1
• African Charter for Democracy	SA	Booklet on African Democracy		1
• Child and youth care	SA	SACSSP materials	Course materials	1
• Social Auxiliary Work	SA	SACSSP materials	Course materials	1
• The Business of business is human flourishing	India	Conference paper	National Television Debate	1
• Organizational Climate Change	SA	Course Materials	Course materials	1
• Nature and Society	SA	ABET materials published		1