

Karen LYNLEY

✉ untitled512@gmail.com
in [Karen Lynley | LinkedIn](#)
☎ 027 2634552

Overview

I am dedicated to empowering individuals and teams to think and act differently. My expertise lies in assessing and addressing learners' needs, enhancing processes and workflows, and fostering collaboration and innovation within teams and organisations. By placing people at the heart of my mahi, I develop practical, engaging, and effective learning solutions that drive growth and success.

Learning and Development Specialist | Certified Change Leader Facilitator | Creative | People Champion | Speaker

Career Summary

Period	Organisation	Role
Oct 2024 – Feb 2026	Cubic Transportation Systems	Lead Training Specialist
Oct 2021 - Oct 2024	Kāinga Ora Homes and Communities	Senior Change Trainer
Jun 2018 - Oct 2021	Site Safe	Learning Facilitator
Jan 2016 - May 2018	Space for you and your baby/Parenting Place	Training and Program Development
2009 – 2015	The Learning Connexion	Executive Facilitator
Earlier		Extramural Manager
		Tutor and mentor to adult students

Highlights

Learning Design (including train the trainer, online and LMS module) and **joint delivery** of 'Mould Training' in 42 face-to-face sessions across the motu with 501 Kāinga Ora attendees. **Quality of training rated 84.4%**

Member of the **Senior Leadership team** at The Learning Connexion. Responsible for 100 staff and contractors and the student body. Included HR processes and facilitation of the Academic and Management Boards.

Development of a **pathway of learning** for facilitators of Space for you and your baby that wove together training, programme delivery, knowledge development, evaluation and personal reflection. Highly rated in peer reviews.

Successful co-creation and chartering of Kura Kōrero Toastmasters, an online club supporting learners of Te Reo Māori me ona Tikanga. Included **marketing, promotion, learning design, collaboration, coaching and mentoring**.

Delivery of change workshops 'Leading Your Team Through Change', 'Taking Charge of Change' and 'The Neuroscience of Change' **to leadership teams and kaimahi across Kāinga Ora**. Facilitation consistently rated 80-90% in quality of delivery.

Lean Six Sigma Green belt initiative uplifting the mana of Change Training within Kāinga Ora to grow knowledge, improve performance, increase capacity and more effectively engage the business. **All benefits realised; 6 Sigma achieved.**

Karen LYNLEY



untitled512@gmail.com



[Karen Lynley | LinkedIn](#)



027 2634552

My Career

Oct 2024 – current

Lead Training Specialist | Cubic Transportation Systems

International company delivering NZ's nationwide transport payment system

Responsibilities:

- Training project management: strategy, analysis, multi-requirement design
- Collaboration with engineering, programme managers, trainers and customers
- Design, develop, review, deliver, evaluate, and lead improvement

Oct 2021 – Oct 2024

Senior Change Trainer | Kāinga Ora - Homes and Communities

Crown agency providing housing and urban development across Aotearoa

Responsibilities:

- L&D Specialist and leader: training needs analysis, strategic development, stakeholder relationship management and human-centred learning innovation
- Change Practitioner and Prosci trainer (organisation-wide change capability uplift)
- Use of ADDIE: Analysis, design, development, implementation and evaluation of learning resources and training using Agile and waterfall approaches

Jun 2019 – Oct 2021

Learning Facilitator | Site Safe

Not-for-profit organisation uplifting health and safety in the construction industry

Responsibilities:

- Trainer in H&S leadership and course development for the Construction sector
- Training co-design and implementation: face-to-face/webinars etc.
- Assessment marking, peer review and academic moderation

2016 - 2019

Training & Programme Development | Space NZ Trust / Parenting Place

Charity delivering nationwide parenting courses and Space for you and your baby (a programme for new parents and infants: early childhood and adult education)

Responsibilities:

- Facilitation trainer (Train the trainer), mentoring and quality assurance
- Curriculum development, research, learning design, evaluation and review
- Stakeholder relationship management, research and project management

2009 – 2015

Executive Facilitator | The Learning Connexion (TLC)

School of Art and Creativity delivering tertiary level study to adult students

Responsibilities:

- Business capability, strategy, governance, talent and change management
- Senior leader, staff leadership, HR processes, pastoral care and conflict resolution
- Development, evaluation, moderation, quality assurance and compliance

Earlier work:

Creation of Distance Delivery Programme, Extramural Manager, Tutor and Mentor

Karen LYNLEY



untitled512@gmail.com



[Karen Lynley | LinkedIn](#)



027 2634552

Qualification Summary

National Certificate in **Adult Education and Training**, level 5

Honours Diploma in **Art and Creativity**, level 6

Prosci Certified Change Practitioner

Certified **Lean Six Sigma** Green Belt

ITIL Foundation Certificate in IT Service Management

Distinguished Toastmaster Award

NZ Cert in Workplace **Health and Safety** Practice, level 3

Te Ara Reo Māori, level 1

NZQA Unit Standard 4098 **Use standards to assess**

SIT

The Learning Connexion

Prosci

Lean Six Sigma

PeopleCert

Toastmasters International

Site Safe

The Wānanga o Aotearoa

NZQA

Competencies



Outlook



OneDrive



Teams



Yammer



Camtasia

Canva



Word



Excel



Stream



Whiteboard



Miro



SharePoint



PowerPoint



OneNote



Lists



Forms



Articulate Rise

Professional Development

Finalist NZATD Practitioner of the year 2024: New Zealand Association of Training and Development

Club Officer Training: Leadership in Toastmasters, District 72

Articulate Storyline: Foundation skills

Te Pipi Manu: Te Reo Māori me ona tikanga ki te Kāinga Ora, level 2

New Zealand Association for Training and Development: Member

Kura Kōrero Toastmasters: Co-creator and Club Mentor, current president

District 72 Toastmasters: Area Director 2019 and 2023

‘CliftonStrengths’ Top Five Strengths: Strategic, Learner, Ideation, Communication, Individualisation

Te Pumaomao Nationhood Building: Bicultural awareness with Takawai and Chris Murphy

Karen LYNLEY

✉ untitled512@gmail.com

[in](#) [Karen Lynley](#) | [LinkedIn](#)

☎ 027 2634552

FACILITATOR AND TRAINER

- ✓ Delivery to diverse audiences with a focus on engaging learning and practical outcomes.
- ✓ Use Prosci training to deliver organisation-wide change courses to business units and leadership teams (Leading through Change).
- ✓ Leadership in Safety to construction industry leaders across Aotearoa.
- ✓ Collaborative development and co-delivery of Mental Health First Aid in Construction.
- ✓ Train the trainer: National Ticketing Solution (NTS): Cubic and NZTA, Kainga Ora: 'Mould' training to Customer Experience trainers, Space facilitation training: ECEs and community-based groups.
- ✓ Finalist in the 2024 New Zealand Association of Training and Development Practitioner of the Year award.

HUMAN-CENTERED LEADERSHIP

- ✓ People resource management of the APAC training team for Aotearoa New Zealand.
- ✓ Wellington Change training team lead, learning development.
- ✓ Servant leadership, needs analysis, continuous improvement, small to medium staff and team development initiatives.

CREATIVITY

My background in art and creativity and as a Toastmaster has built many transferable skills: problem solving, ideation, storytelling, audience connection, human centred design, critical analysis, continuous long-term improvement, navigating ambiguity and agile thinking.

RELATIONSHIP MANAGEMENT

- ✓ Collaboration with engineers, technical SMEs, team leaders, programme managers, customers and learners in multiple roles.
- ✓ Stakeholder mapping, team building and continuous improvement.
- ✓ Navigating critique, being agile and solutions-focused, balancing business and learner needs.

CULTURE AND CHANGE

- ✓ Completion of Lean Six Sigma Green belt project, using DMAIC (Define, Measure, Analyse, Improve, Control), as part of Change Enablement.
- ✓ PROSCI Certified Change Practitioner and trainer.
- ✓ Use of Change Management methodology (such as ADKAR) to tautoko (support) impacted individuals and teams through successful change processes. To answer key questions, motivate learners and manage resistance.
- ✓ Collaborative process including co-design. Projects include NTS, legislation, policy, behavioural and technical change.

COMMUNICATION

Award-winning Distinguished Toastmaster, experienced MC, trainer, facilitator, coach and mentor.



**‘Mā te huruhuru
ka rere te manu’**

**Adorn the bird with feathers
so that it may soar**

Karen LYNLEY



untitled512@gmail.com



[Karen Lynley | LinkedIn](#)



027 2634552

Feedback

CUBIC TRANSPORTATION SYSTEMS 2024-25 PERFORMANCE REVIEW

Karen has become a valued and well-liked member of the team, known for her reliability, warmth, and collaborative approach. Her contributions have strengthened team cohesion and morale, and she is respected across the group for her authenticity, humour, and willingness to support others.

Karen has exemplified Cubic's values:

Drives Results: Delivered high-quality outputs and met key deliverables under challenging conditions.

Customer Focus: Maintained strong relationships and adapted to customer needs with professionalism.

Builds Networks: Fostered connections across teams and geographies, strengthening collaboration.

Champions Change: Proposed and implemented new practices to improve team culture and delivery.

Optimises Processes: Introduced efficiencies and tracking mechanisms to enhance delivery and planning

Christian Blake
Manager, Training



Thank you for showing

Manaakitanga
People at the Heart

Kia ora Karen,

Karen – wow, just wow! You stepped into this project shortly before delivery and you hit it out of the park with your amazing training products and delivery. Some feedback on your training products include "I just watched the mould video on Atamai. It's actually one of the most inspiring videos I've seen while I've been here! Great mahi." You consistently demonstrated Mahi Tahī, Whanake and Manaakitanga so it was hard to choose just one! But your insights and passion for putting people at the heart really stands out. It's been a real pleasure having you on the project team. Thank you :-)

Ngā mihi,
Brigitta, Project Manager

Ō Tātou Uara *Our Values*



Thank you for living
Mahi Tahī
Better Together

Kia ora Karen,

Karen has been doing an incredible job in collating the learning resources for the Inspections workstream, and in particularly creating content for the new Healthy Homes Inspection form in ServiceNow. Karen is a quiet achiever of sorts who gets on with the job -she is articulate, very creative and is a well respected member of the workstream. I often hear a lot of positive feedback about the quality of content that she creates -which I know she enjoys making. It is some of the best collateral that I and others in the project group. With Agile projects - often the information isn't always on hand as we learn as we go, however Karen is always patient and works closely with all stakeholders to ensure the learner is always at the forefront of anything we do. Karen -keep up the wonderful work - we really value you and appreciate what you do for us.

Ngā mihi,
Laura Milward-Jones

Ō Tātou Uara *Our Values*

FROM LEARNERS

"Great strategies to apply the learning"

"The training context was informative, and the facilitators were awesome"

"Good training, sharing and discussions. Great to have the SME option at the end"

"Very thorough, went step by step of the purpose of training"

"Good, interactive training"

"Very easy to follow, interactive and kinetic learning included. Thank you"

"Karen was brilliant"

"The training was amazing! Super well run and very helpful"