



Terri-Ann Schmidt

Company: Action iT Learning (Pty) Ltd

Position: Learning and Operations

Email: terri-ann@actionit4u.com

Professional qualifications & membership:

- BA: Industrial Psychology: University of Stellenbosch
- Measurable Management: The Graduate Institute of Management & Technology benchmarked with Henley University (UK)
- Advanced Project Management: Imsimbi Training (225024 NQF 5 & 252022 NQF 5)
- Project Management: Imsimbi Training (120372 NQF 4 & 120379 NQF 4)
- Emotionally Intelligent Leadership: Kwelanga Training
- Values Based Leadership Level 1 - 3: Coaching & Counselling: Insights Discovery
- Public Speaking & Job Crafting: Pro Active Communications
- Resilient Leadership: Symphonia Leadership Development
- Strategic Planning & People Development: Customer Resources Centre with Aki Kalliatakis
- Social Media Webinar Training: Magriet.co
- Public Speaking: Pro Active Communications
- Job Crafting. Probing and Analytical Thinking: Pro Active Communications
- Futuristic Training & Development: Knowledge Management International
- Managing for Success: Knowledge Management International
- Principles of Competency Based Selection: Human Capital Corporation
- Managing Diversity & Equity within the context of the Employment Equity Act: Linda Human & Associates
- Industrial Relations Awareness: Cecilia Brummer
- Power Based Selling & Selling for Profit: Mick McCormick Training

Professional background:

- Terri-Ann is a passionate facilitator & team development leader with over 25+ years' experience in training, coaching, performance management, & capacity building across sectors including FMCG, pharmaceuticals, & loyalty programs. Known for transforming underperforming teams into high-impact units through tailored training, values-based leadership, & inclusive coaching.
- A trusted mentor with a natural ability to inspire, engage, & grow individuals at all levels.
- Within her various roles in the multinational pharmaceutical, FMCG & the CRM Loyalty industry environments, Terri-Ann has been required to move seamlessly & effectively between cohesive strategy development & the operational execution of them ensuring they align & deliver on business objectives.
- She has integrated strategic partnerships, sales & CRM marketing plans, within tight budgets, aligned with the bold business visions; launch new business partnerships that are aligned not only to the values of the business but ensuring that they deliver on shared commercial objectives; improve value through data driven insights all whilst working with diverse people, in diverse contexts, to deliver integrated business growth strategy, commercial value & results.
- Terri-Ann has consistently built strong teams; teams that have in turn successfully built the reputation & capacity of the relevant departments & organisations.

Subject matter expert:

- Beyond sales & strategy, Terri-Ann's focus included team leadership, performance coaching, & embedding personal development frameworks into the day-to-day culture of the national team. Key Contributions:
 - ✓ Mentored team members through personalised growth plans & values-based leadership models.
 - ✓ Designed & delivered internal training workshops on leadership, communication, & sales excellence.
 - ✓ Coached underperforming individuals into top performers using resilience training & development plans.
 - ✓ Created a feedback-rich culture that emphasized accountability, learning, & continuous improvement.
 - ✓ Part of the Employee Engagement Committee, driving initiatives that enhanced morale & team cohesion.
- Training Facilitator & Volunteer Leader (Pro Bono & Committee Roles):
 - ✓ NSRI Squad Leader & Survival Swimming Instructor: Led training for youth & adult learners focused on confidence, skill-building, & team awareness.
 - ✓ Internal Facilitator, Virtual Market Place: Led workshops & learning sessions on job crafting, public speaking, & engagement as part of staff development initiatives.
 - ✓ Judge & Panel Member, Woolworths SA: Developed frameworks for evaluating performance, creativity, & community impact in national competitions.

Industry experience:

- Although Terri-Ann is a skilled relationship & team development, she has developed and proven her ability across a range of skill sets which has enabled her to successfully deliver a multitude of projects, including:
 - ✓ Learning & Development Facilitation
 - ✓ Performance Coaching & Mentorship
 - ✓ Team Building & Capacity Development
 - ✓ Leadership Training & Emotional Intelligence
 - ✓ Strategic Communication
 - ✓ Individual Goal Setting & Alignment
 - ✓ Employee Engagement & Behaviour Change
 - ✓ Change & Culture Transformation
 - ✓ Strategic & Analytical Thinking.
 - ✓ Performance Management
 - ✓ Leadership Skills.
 - ✓ Problem Solving.
 - ✓ Client Relationship Development
 - ✓ Facilitation & Presentation Skills.
 - ✓ Management Consulting.
 - ✓ NPO Consulting & Operations.