



About the authors

Earl Carter is Principal Consultant and Managing Director of Workplace Training and Development Australia, National and International Consultancies. His QPDS (Quality People Development System) approach links organization and job needs to continuous employee development, particularly through learning, assessment, coaching and mentoring.

Earl has worked for many organizations in industries such as coal mining, brewing, drilling, pile driving, steel, forestry, superannuation, university, packaging and petrochemical. He has held positions in private enterprise, government and universities.

Frank A McMahon is Principal Consultant, Management Development Australia Pty Ltd. He has implemented people-based performance improvement projects in many organizations ranging from large transnational/multinational companies (including Phillip Morris, Exxon-Mobil, BHP-Billiton, Telstra and Brambles) to significant Australian-based companies in the food, timber, mining and service industries (including Kraft, Forestry Tasmania, AMP, Federal Hotels and Nabalco).

Frank has provided consultancy services for the Australian Department of Social Security (now Centrelink) and worked for both the Victorian and Tasmanian state governments in senior administrative positions in education and continues to provide consultancy services to local government organizations in Australia. He has also held the posts of course designer and visiting lecturer at Monash University (Mt Eliza) and the University of Tasmania.