

Helga Gielen

Born: Bree, 2/11/58

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CURRENT ACTIVITIES:

Trainer/consultant - own company JONAC (Human Resources consulting services), since 1996
Cityguide Leuven, Museumguide BOZAR, Travelleader R.O.C.

Governing board member of the academic NIA Club in Leuven.

Member of AOSL Wine club, Davidsfonds, De Vloer Tennisclub and other cultural clubs in Leuven (MARKANT, ARK..)

Author since 2000:

- ✓ Author for Kluwer P&O magazine since 2004.
- ✓ Co-author of the book 'Effective Development activities', for SME's, together with Jo Cobbaut, 2002, Cevora..
- ✓ Co-author of the book 'Rendement of learning activities, Measuring the Return on Investment', together with Luk Indesteege, 2004, Acco.
- ✓ Author of the book 'Your role as a mentor', 2005, Acco.
- ✓ Co-author of the new HRM- base book, Kluwer Uitgevers, 2006.
- ✓ Co-author of the book 'Learn from and with each other on the workplace', together with Prof. H. Baert (KU Leuven) & B. Lauwers, Kluwer, 2007.
- ✓ Co-author of the book 'Competence development", together with Hans van Stiphout, Kluwer 2008.
- ✓ Main author of the book: Implementing mentorship in your organisation, together with the University of Hasselt, published in 2009 by Kluwer.
- ✓ Co-author of the book: 'Learning networks', together with Brigitte Lauwers van de SERV, published by HUB, 2010.
- ✓ Author of the book: 'Working longer and more motivated', Kluwer, 2014.
- ✓ Co-designer of the official Belgian Competence profile for a Mentor, SERV 2009.

In tourism:

- ✓ Author of E-book: 'A philosophical walking tour in Leuven', published on the H.I.W. website of KU Leuven.
- ✓ Author of the E-book: 'In search of the real beguins', 2013, published on the website of the Royal City Guides Association of Leuven.
- ✓ Different blogs on guiding and E-books and articles on the beguins in Leuven on ACADEMIA.EDU, 2014-2018.
- ✓ Author of E-book: 'Turkey, an open air museum', 2015 (available through Google sharing:
<https://drive.google.com/folderview?id=0B46R8uuiONdMeGvkVIB0Tk1vSkU&usp=sharing>

Trainer & consultant since 1995, around the following topics:

- Presentation skills
- Training management (Needs analysis, Making a training plan, Organisation of learning actions, Evaluation of learning actions, ROI-measurement)

- Practical Competence management
- Competence development
- Train The Adult Trainer
- Didactical techniques for adults
- On-the-job training
- Your role as a mentor
- Implementing mentorship in your organisation
- Project management

PAST EXPERIENCE:

- Project partner in two international EC-projects: TATRA (Partnership project on the quality of travel leaders/tour guides in Europe) and BMW (Leonardo Da Vinci project on mentoring in SME's), 2013-2015.
- Mentor at SOFIA Management (Network and Mentor program for female aspirant managers).
- Partner and WP-leader in the EC - Leonardo Da Vinci project HISS (Help for improving soft skills, 2011).
- Project manager in the ESF-project 'Talent@Workplace', 2008-2010.
- Project manager of the ESF-project 'Indicators for qualitative workplace learning' 2005-2007.
- ESF-Ambassadeur 2005.
- Project manager of the ESF-project 'Effective workplace learning' 2002-2004.
- Coordinator of the VOV (Association of Belgian training managers) –workgroup on 'Workplace learning' (1988-2007).
- Lector at the Katholieke Hogeschool Mechelen (teaching 'Project management' for IT Bachelor students) for 4 years.
- 10 jaar experience (1985-1995) as
 - Training Manager at BIM Engineering (Belgian SME)
 - European Training Manager at J.D. Edwards
 - Opleidingsadviseur at OFO
 - Trainer at Rank Xerox
 - Office Automation consultant at Siemens
 - Trainer at Digital Computers.
- Governing board member of the Markant cultural club in Leuven and also of the Royal City-guides Association of Leuven.

& in tourism:

- Tourist guide at Sagalassos, Turkey, 2012, for the University of Leuven, Dept. Archeology.
- City guide for the University of Leuven, Dept. Philosophy.
- Travel leader

STUDIES:

- Master in 'Archaeology and History of Art' (Old Near East), Katholic University of Leuven
- Bachelor 'Eastern Languages' at the Katholic University of Leuven, 1982 (Arabic, Akkadian)
- Certificate 'Human Resources Management', Centre for IT- and Business management, Brussels, 1983
- Certificate 'IT-Functional analyst', Antwerp, RVA-UFSIA, 1984
- Certified Adult Trainer at JD Edwards
- Certified summer school Philosophy, KU Leuven

& in tourism

- Certified European Travel leader, Certification of Tourism Flanders, 2010
- Certified City Guide Leuven, Tourism Flanders, 2011
- Certified Museum Guide (Guide of Sagalassos exposition in Museum in Tongeren), Tourism Flanders, 2012