



**Confident
Communication**
Excellence with enjoyment

Top-Quality Staff Training Programmes

*Inspiring Individuals and Organisations towards Excellence
in the field of Human Communication*



In-House Programmes & Courses

- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Leadership Suite -
Delegation, Coaching, Supervision |  Conflict, Client Care
& Customer Service |  Presentation Skills &
Facilitation |
|  General Life-Skills -
Time & Stress Management,
Assertiveness |  The Nutshell Series -
High Impact Lunchtime
Sessions |  Team Skills Suite -
High Performance Teams,
Personality Types, Motivation |

Popular, practical, challenging and enjoyable workshops
– individually tailored to suit your situation, your team and your organisation.

Most popular courses

(Run mainly in-house - typically half, one or two days.
Format and duration to suit client):

- The One-Hour Special - conference presentations
- 'Utter Brilliance' - the art of effective communication
- Team Leader - 2-day public course on supervisory & management skills
- Conflict Resolution & Negotiation
- Dealing with Difficult People
- Client Care & Customer Service
- Delegation Skills
- Coaching & Performance Feedback
- Team Dynamics: Psychometric Profiling
- Motivation & Rewards
- Technical Presentation Skills
- Time Management; Stress Management
- Assertiveness & Self-Marketing
- Recruitment Interviewing

Typical clients include:

National & Local Government Organisations

City, District, Regional Councils; Regional & District Health Boards; Pacific Islands Secretariat (Fiji); St John's Ambulance; Housing NZ; Hamilton & Auckland Zoos; National Aquarium

Finance/Legal /Social/IT & Computing

WestpacTrust; CBI, National Bank of Abu Dhabi (United Arab Emirates); Ministry of Justice (NZ & Cook Islands); Department Of Internal Affairs; NZ Police; Inland Revenue; The Treasury; Deloitte's; Prince & Partners, BSG; Russell McVeagh; Sovereign; Glaister Ennor; IRD Child Support, Maori Mental Health; CYFS; Solnet Solutions

Retail/Engineering/Commerce/Education/Travel/Sport

Tyco, Nestle, Fonterra, Frucor, Kaiser Permanente Hospital (West Los Angeles); Pacific Travel; Islandhopper (Rarotonga); Universities & Schools; EMA; Unitec, AUT, Emirates Institute of Technology (UAE); Community Education; Telecom; Burooj Properties & ZADCO Oil Company (UAE); Sport Northland

Conferences Addressed (Keynote Speaker etc)

Project Management Institute; Sovereign; ERMA; HRINZ; NZ Turf Assocn. NZ Independent Financial Advisors; NZ Valuers; CYFS; Childbirth Educators of NZ; Funeral Directors; Carson Group; Aspec Construction; Professional Golfer's Association; Rotary; Round Table & Numerous Business Associations.



**Confident
Communication**
Excellence with enjoyment

Phone: +64 9 416 8900 • Mobile: +64 21 622 182
Fax: +64 9 416 8904
Email: david@confident.co.nz • Web: www.confident.co.nz

"At one time, leadership meant muscle; today it means getting along with people" – Indira Gandhi

A full-length photograph of a middle-aged man with light brown hair, smiling broadly. He is wearing a bright blue long-sleeved dress shirt and a yellow tie with a pattern of small blue dots. He is also wearing a gold-toned watch on his left wrist. His hands are slightly open and held in front of him. The background is a solid, light blue color.

Arriving in New Zealand from Kenya as a senior Geotechnical Engineer in 1987, he has now worked for over two decades in the field of Human Communication, Conflict Resolution and Personal Motivation. His engineering background gives him a valuable insight into the needs of modern business, as well as a highly "hands-on", practical approach to the communication and management skills he teaches.

New Zealand... and frequently around the Middle East, the Pacific Islands, USA and Australia. A recognised specialist in the field of Human Communication, he is much in demand as a motivational presenter, facilitator and inspiring conference speaker.

Clients in New Zealand include Inland Revenue, Banks, Law firms, Regional & City Councils; those in the Pacific include Telecom, Tourism Organisations, Government Departments & Development Banks in Fiji, Tonga & the Cook Islands. Further afield, ZADCO Oil Company, the Islamic & National Banks of Abu Dhabi, and the Emirates Institute of Technology are all regular clients in the United Arab Emirates.

A keen representative rugby player both in the UK and Kenya, he now has reverted to playing squash with much gusto, and has recently completed a spontaneous and very respectable half-marathon. Having travelled extensively, David's wide range of experiences enable him to relate easily to all people, and lend a unique interest, depth and perspective to his teaching.

"They were truly inspired by your enthusiasm for the art of communication."
- Cindy Wiersma, AUT

"They were truly inspired by your enthusiasm for the art of communication."
- Cindy Wiersma, AUT

Cindy Wiersma
Programme Leader, Bachelor of Sport and Recreation
Senior Lecturer, School of Community Health and Sports Studies

"David is an eager, enthusiastic teacher who was greatly admired by all our participants... quite simply the most remarkable teacher I have ever met." - Carol Rohrback, Kaiser Permanente West Los Angeles

Carol Rohrbach, RN, MHRM
Executive Consultant
Julius Permanente West Los Angeles



**Confident
Communication**
Excellence with enjoyment

"You've got to do your own growing, no matter how tall your grandfather was" – Irish Proverb