

**Vera N. Held (416) 785-3556, B.A. Eng., Cert. PR.,
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Workplace coach, facilitator, speaker, writer and PR consultant

Author of biz best-seller ***How Not to Take it Personally***

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CORPORATE AND PERSONAL TRAINING

As a professional communications coach/facilitator, Vera is asked to work with leaders, managers and teams from multiple business sectors to assess their communication strengths and growth opportunities. In 1983/84, Vera worked as an EFL instructor to business professionals in Tokyo, Japan.

COACHING/FACILITATION HIGHLIGHTS INCLUDE:

- Worked with an executive team in the construction industry as a process facilitator at their year-end retreat to bring to light some major departmental concerns.
- Worked with a company president in the finance sector to assess the communications strengths and weaknesses of this executive team. Then, worked individually with the head of IT to better filter work through the pipeline.
- Worked with a sales team to augment their business writing skills.
- Worked with a sales manager, who was alienating people through inappropriate communication strategies, to work more harmoniously with everyone at his organization;
- Worked with an information technology manager that had been identified as a bully by his team to make some shifts in his communication style.
- Worked with a systems manager identified by her team as a poor listener to learn the important value of relationship building via both work and non-work dialogue.
- Worked with an engineering manager to fine tune his communication skills to become more visible to senior management and to bring out the very best in his team.
- Worked with several junior to mid-level managers in the banking sector to augment their communication skills by helping them to better listen to the needs of their team and to more clearly explain their needs.
- Worked with an international sales team to hone their English-language skills.

Some VNH clients include: TD, TD Visa, Glaxo, Reuters, The Equion Group, Hitachi Construction, Mariposa Communications, Campbell's Soup, Upjohn, Chiyoda Chemical Co., Nippon Electric Co., MMM Group, Hugh Rapp Collins, SHL Systemhouse, Bittner Packers and others.



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LinkedIn Profile

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