



The founder of the Centre for **Confident Communicators**, Libby Hammond, comes from a background in training, management, staff development and public speaking. She delivers masterclasses on public speaking, presentation and interpersonal skills for a wide range of organisations and individuals.

Whether working in the public or private sector, with CEO's, senior management, or front desk staff, Libby consistently found that on average\*, 96% of individuals felt their self-confidence was based on their *competence* while only about 4% said they felt *confident*. In the world of work, this lack of confidence is evidenced by employee disengagement, poor interpersonal relationships, staff attrition and, challenges in winning new customers. Libby created an approach to communication skills that works by embedding a solid foundation of authentic confidence. The results have been immediate, powerful and sustained. Libby delivers Negotiation Skills and Business Presentation Skills seminars for Edinburgh University's Institute of Academic Development.

In addition to delivering CPD for the business sector, Libby has developed Confident Communicators educational programmes for 3 - 18 years. She has worked in partnership with BT to develop their Personal Skills Journey units. Confident Communicators material and workshops have been successfully delivered in the UK, with Inuit communities in Cambridge Bay, Canada and is delivered under licence through Zoe-Life in South Africa([www.zoe-life.co.za](http://www.zoe-life.co.za))

*"Confident Communicators sums up everything beautifully. It gives the teachers a real focus for teaching these skills. We as a school are thrilled with all of the children's development. The children's confidence has really soared"*

**--Primary School Deputy Head Teacher**

Libby is the author of '*Is There a Speaker in the Room?*' and co-author of '*Communication in 90 Minutes*' published by Management Books 2000 Ltd and available as ebooks –via the free downloadable mb2000 iTunes app for Kindle, iPad and iPhone.

Clients include: W L Gore & Associates, Lloyds TSB, Britannic Asset, Sovereign Capital, NHS, Scottish Enterprise, Pataks amongst many others.

\*Based on a show of hands