

Biography - Cindy Tonkin

Cindy Tonkin is a best-selling author and the Consultants' Consultant. Her mission is to transform Australian business through working with consultants and managers.



Cindy's background in Linguistics and NLP makes her exceptional at using language to influence and persuade. Qualifications as a trainer and presenter from Australia and overseas give her what she needs to teach others to do it too.

"When coaching, mentoring and managing staff all we have is words. Managers spend up to 90% of their time writing, reading, speaking or listening. When you control your words, you have more choices about how to direct, suggest and persuade your staff and your clients," she says.

"What's more, the highest cause of stress is poor workplace relationships, and with better language you have fewer workplace problems, better client relationships, and less workplace stress", Cindy adds.

Cindy has written two books on consulting, both published by Allen and Unwin. She is also the author of a series of specialist books on Neuro-Linguistic Programming. Her first book, *The Australian Consultant's Guide*, was an Australian Institute of Management best seller in 2000.

Cindy has First class Honours from Sydney University, a masters degree in linguistics from Paris, and international trainer's qualifications from Copenhagen and Sydney.

As an internationally qualified trainer and presenter, she combines an extroverted, energetic presentation style with a strong understanding of what makes people tick. The results are fun, dynamic ways to make management and consulting teams work. Her solid background in consulting and training means all activities, no matter how much fun they are, always relate to business and make a point. And as a regular TheatreSports® player, she entertains as much as educates.

Her corporate background includes more than 10 years in reengineering and productivity improvement. Cindy has consulted to over 50 clients, including major corporates such as Toyota, Credit Suisse First Boston and Commonwealth Bank, giving her experience from shop floor to CEO and Board level. For several years she has worked as an Executive Coach at all levels of management.

One of her key skills is showing people how to say what they mean. There are thousands of ways to express your thoughts, and a few of those annoy other people. The words we use are of utmost importance; communication issues at the heart of workplace misunderstandings.

Not content with her formidable intellectual background, she is constantly updating her information base with the most recent research, and relies on her talent for translating concepts into concrete example and applications.

Cindy is an experienced trainer and consultant. She presents regularly for organisations such as the Australian Institute of Management and the Institute of Management Consultants. She works with clients to create profitable and sustainable business relationships with productive loyal employees and satisfied customers. She is currently running a series of practical seminars for business people, helping them acquire the skills to ask great questions and to influence and persuade. Her work is informed by 20 years as a consultant and 12 years running her own business.

Cindy has been featured on more than 20 radio programs and in publications such as Executive Excellence.

