

# Cindy Hancock

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**Cindy Hancock** is an OD-ETDP Facilitator, Assessor & Coach as well as a Training and Development Practitioner at Phlox Training (Pty) Ltd and loves working with people to explore, connect and grow their individual potential. For her whole career she has worked in both private and public sectors, gaining experiences in areas such as corporate communication, team coaching, people development and leadership coaching. Her professionalism and human strengths are part of her core values.

In her way of working, Cindy values integrity and a high standard of ethics. She has worked with tenacity, climbing the corporate ladder over the last 20 years, up to General Management.

Her passion for coaching inspired her to qualify as a Professional Ontological Coach in 2013, opening the door to her people-centered management style. Cindy is an accomplished and well-known coach and trainer within the private and public sectors.

Her ability to forecast organizational training needs has led her to customize a diverse list of training material, including but not limited to:

## **1. Corporate Communication**

- Conversational Practices for Managers I and II
- Organizational Mood and Culture Building
- Linguistic Reconstruction in Leadership
- Principles of Constructive Performance Feedback
- Change Management
- Public Speaking
- Presentation Skills
- Cross-Cultural Communication

## **2. Leadership Development**

- VUCA - Leadership and Performance under Pressure
- Managing People through Transitions
- Manager as Coach
- Key Performance Indicator Analysis
- Leadership SWOT Analysis
- Time to Think Workshop (Nancy Kline)
- Self-Awareness and Intent in Communication
- Leadership in Crisis
- Gender, Women's Leadership & Mentoring
- Coaching Skills for Leaders / Managers
- Leadership & Team Mobilization
- Negotiation Skills
- Positivity & Resilience
- Training of Trainers

### **3. Soft Skills Development**

- Accountability
- Teamwork
- Communication
- Innovation
- Knowledge Sharing & Continuous Improvement
- Results Focus

As the founder and pioneer of Phlox Training (Pty) Ltd, Cindy continues to be inspired by the rapid development and need for coaching and training within organizations, however, remains centered on the individual. Her vision remains focused on improving human interaction within the public and private arena enabling people to grow.