

# Hi, I am THILAN!

## I Help Leaders & Their Staff Fine-Tune Their Communication & Conflict Management Skills



### WHAT DO I DO?

I have 25+ years of professional experience and have trained 1000+ people from many different cultural and professional backgrounds.

In the last 5 years, I have successfully transformed 100+ workplace conflicts (from 2-40 people) in South Australia alone. I have worked for organisations such as DECD, DCSI, DTPI, PIRSA, RTWSA, University of Adelaide, lots of public and private schools, private businesses and NGOs. I work with individuals, teams and entire organizations.

When professional relationships between people are affecting an organization, I help team members, through open and honest communication, to clarify issues and roles, increase mutual understanding and quickly restore professional relationships.

### HOW DO I DO IT?

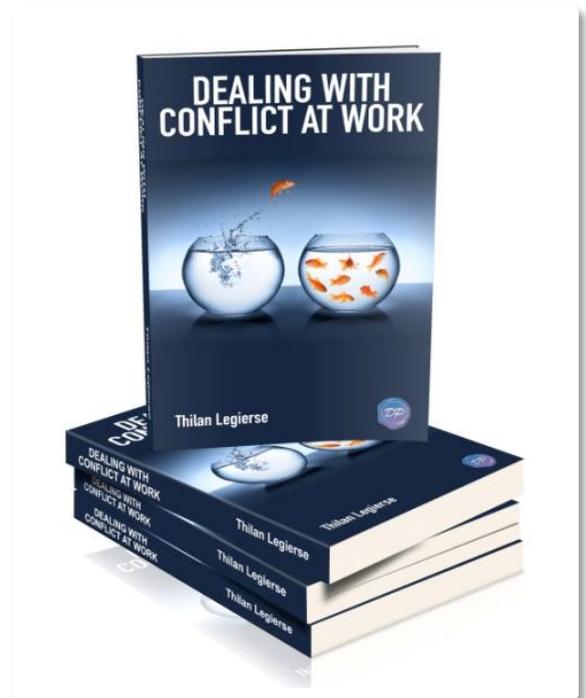
As an accredited mediator, I facilitate meetings in which people can express their needs and find ways to move forward. As a coach, I create space for people to tap into their inner wisdom. And as a trainer, I teach people communication, conflict management and leadership skills and strategies.

### ABOUT ME

I am a Dutch Aussie (yes, I have a funny accent 😊). I started my career as a barrister, and worked for the United Nations in Switzerland, Cambodia, Bosnia and Herzegovina and The Hague on war crimes and human rights.

In South Australia, I have worked for 5 years in State Government and as an HR Manager for the Education Department.

I am the founder of Win-Win Matters Pty Ltd, a consulting firm and author of the bestselling book 'Dealing with Conflict at Work'.



## TESTIMONIAL FROM A PRINCIPAL (NOVEMBER 2017)

*After a long drawn out grievance between two staff, I knew I needed some support. Thilan was amazing! She has a warm calming personality that set the scene for staff who were already in a state of anxiety to quickly trust her. Thilan spent time with individual staff and then mediated between the staff who had the conflict. Her knowledge of conflict resolution was outstanding and led to both parties being fully listened to, given opportunities to state their issues in a safe environment and make rules for working together in the future.*

*With the Principal's role becoming more and more demanding, and the complex nature of working with people, I found Thilan's work at our site to be invaluable. So much so, we invited her back the following year.*

*This year, Thilan spoke with groups and individuals and conducted a well-being audit. We had experienced some hard times in Terms 1 and 2, and this had affected staff morale. She put together a comprehensive, confidential report for our leadership team to plan alongside her for next steps. This was a thorough and highly-effective process which led to clear next steps for improved wellbeing and whole site norms for our work together.*

*Thilan facilitated some sessions at staff meeting for both SSO's and teaching staff and then a whole group workshop.*

*At our end-of-year review process, staff consistently highlighted the difference in whole staff morale and wellbeing due to the work Thilan has done with us.*

*Thilan is an experienced practitioner that has really made a difference to how staff work together, look after themselves and each other. We will continue to work with her into the future.*

*I can highly recommend Thilan to any school environment.*

### FEEDBACK

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People tell me they love my caring, personal, no-nonsense style and appreciate my empathy and humor - I don't 'do' boring and like to sprinkle some stories in my work.

### WHY WORK WITH ME?

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I have a great blend of legal, HR and communication and conflict management skills that I combine in my work. I have extensive knowledge of State Government, State and Private schools and the NGO sector. I focus on an holistic approach and leave people feeling empowered and re-engaged.

### CONTACT ME:

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