

# Learning & Development for businesses



**The Energy of Conversation – 2012 Brochure**

# Improving Performance & Quality through The Energy of Conversation



[www.TheEnergyofConversation.co.uk](http://www.TheEnergyofConversation.co.uk)

# The Energy of Conversation

- **Performance Management courses**
- **Quality Management training**
- **Communication workshops**
- **ISO Consultancy**
- **Coaching**



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## TESTIMONIALS

"The training was relevant and very well presented."

"David has done a tremendous job and I would highly recommend him."

"The sessions were like powerful conversations, flowing easily, yet full of liberating & empowering moments"

"As a result of the programme the management team now have a set of skills which they understand and utilise."

"David is able to convey key messages in a short space of time and at the same time has the ability to ensure the audience understands the key concepts so that they can utilise what is being said."

"David has assisted us within three key areas of our business, these include training, ISO 9001 Quality Management and ISO 27001 Information Security Management."

"He managed to distil complicated coaching theory into practical exercises that quickly got people to the point where they felt more confident and more equipped to deal with difficult situations in the workplace."

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PROGRAMME	DESCRIPTION
<b>Performance Management</b>	Courses for directors / managers with staff responsibility
<b>Quality Management</b>	Training & Consultation (ISO 9001, 14001, 20252, 27001)
<b>Workshops</b>	The essentials of one-on-one and group communication
<b>Coaching</b>	Personal coaching (career, communication, confidence)



The collective energy created in a room of people sharing knowledge, exploring concepts and exchanging ideas is a fantastic thing to witness. This is the inspiration behind The Energy of Conversation.

Founded by David Finney, who was originally a musician and guitar tutor at an adult education institute before embarking on a 20-year career in market research where he fulfilled leading roles in people management, quality control & staff development. Having worked for both large global players and small to medium-sized firms, David is an experienced professional with a broad business understanding.

David Finney is an accredited trainer with two coaching diplomas and has an IRCA accredited ISO 9001 Quality Lead Auditor Certificate. Also a member of The Market Research Society, The Performing Rights Society and The Association for Coaching.

**CALL: UK [07521 991645](tel:07521991645) OR EMAIL: [davidfinney@theenergyofconversation.co.uk](mailto:davidfinney@theenergyofconversation.co.uk)**