



# Veronica Wantenaar

Qualified coach and Facilitator, and Organisational development specialist

*“The coaching environment has been extremely beneficial for me as it allows for open conversation, where one is able to express aspirations, work challenges and anxieties without fear of judgement. Coaching has enabled me to broaden my perspective and learn from my mistakes, but also reflect positively on my successes.”*

**Muzi Dlamini, MD of Metropolitan, Swaziland**

*“Thank you for all your energy, professionalism and commitment over the past months on the TAM project. I personally appreciate the enthusiasm and thoroughness with which you have got on with this. I would also like to share with you Dave Bond's comments that your experience and presentational skills created an enthusiastic and well motivated team and he would like me to express his thanks to you.”*

**John Verspeak, Head of Training and Development, UK Royal Mail.**

*“Veronica, through the skilled application of appropriate change management interventions, is able to Effectively facilitate organisational change throughout an organisation. Her energy, enthusiasm and strategic understanding of change ensure that the transformation is sustainable.”*

**Sheila-Jane Spencer  
Service Management  
Consultant**

Veronica Wantenaar has gained varied, and highly practical experience in business consulting over the past 25 years. In her role as facilitator, consultant and coach, Veronica brings 'hands-on' business experience to all of her clients, which she gained from her years of business development work, specifically in the call centre industry in the UK, and in organisational development in South Africa over the past 14 years.

During the first half of her career in the UK, Veronica was involved in the conception and design of leading call centres for multinationals, such as Kraft General Foods and Du Pont, UK. She became a founding director of one of the first telemarketing organisations in England, and is the author of, “Telemarketing in Practice”, published in 1991. Veronica continues to be a sought after specialist in the field of telemarketing and Contact Centres.

Veronica’s true passion lies in working with people and organisations in transition. With her extensive change management experience and entrepreneurial approach, Veronica is known for her ability to create tailored solutions, in response to client needs. She is an energetic and enthusiastic facilitator in her work with both large and small groups. Veronica continues to enhance her skills and in addition to holding a counselling diploma from the Glasgow Institute of Counselling, has recently completed her diploma in practitioner coaching at the Coaching centre in Cape Town. She has specialised in transformational coaching, working with managers and teams who are adapting to the requirements of a changing business world.

Veronica’s purpose and passion lie in supporting people, and organisations, to adapt to a changing world, and thus to contribute to the transformation of South Africa.

## Clients (past & present)

- Metropolitan Group
- South African Parliament
- Sanlam
- Woolworths
- Discovery
- Provincial Administration of WC
- Old Mutual
- Landbank
- PSG Investment Bank
- De Beers Marine
- Touchline Media
- Ramsey, Son & Parker
- Independent Newspapers
- Waterfront Post
- Somchem Denel
- BP (UK)
- Kraft General Foods (UK)
- National health service (UK)
- Royal Mail (UK)
- Johnson&Johnson

## Accreditation/Affiliation

Accredited facilitator of the following programs and methodologies; Nine Conversations in Leadership™, Purposeful Teams™, Strength Development Inventory®, Hay Group Emotional and Social Competency Inventory. Veronica is the Chairman of COMENSA Western Cape Chapter: 2009/10 and the Author of “Telemarketing in Practice” (Croner Publishing 1991).

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