



A good voice and communication coach has broad and deep experience in helping people, and many tools and resources. A good coach also has to adapt to each new person uniquely. Your questions will require a personal, tailored response. So, if you're unsure whether I'm the right person to ask about your situation and needs, I would encourage you to contact me. Tell me something about yourself and situation, and I'll let you know quickly whether I think I can help, and how I would do so.

Voice coaching can be applied to: personal and social life, presentations, public speaking, keynote speaking, acting, voiceover work, workplace communication, interviews, media work, overcoming a stutter or mumbling, adding authority and resonance, increasing expressiveness, toning down an overbearing voice, finding optimal pitch, speeding up or slowing down speech.

Communication work can cover: presentations (message, tone, structure, delivery), communicating at work (upwards and downwards), boardroom dynamics, leading teams and meetings, inspiring people, getting agreement, ensuring your contribution is heard and recognised as yours, handling conflict, managing difficult conversations, listening skills, giving or eliciting feedback, personal relationships, family dynamics and social life.

The initial consultation (1.5 hrs, £110) is a process of exploration, where both of us can be free to ask questions and share thoughts to build a picture of what is needed.

- We will aim to **FOCUS** down on one or two specific situations or issues where you can start to make changes. Our work together should help you understand more about your situation, yourself, and the people with whom you want to communicate.
- The consultation leads to agreed, relevant **ACTIONS**, that are informed by clear goals, reasoning and underlying principles. These actions are treated as 'experiments' from which we can learn in order to continue refining your skills.
- We will also talk about what kind of **FOLLOW-UP SUPPORT** you would find helpful: more face-to-face meetings; phone or Skype contact; email interaction. All this can be flexibly negotiated as required.

Further meetings (£75 for 1 hr, or £110 for 1.5 hrs) can be booked as we go along. The work can continue for as long as you find it useful. Some find that just a handful of meetings is all that is necessary.



About Alexander Massey

My background in communication and relationships spans over 30 years, and a broad range of settings. I have run a number of organisations, departments and businesses, including Tacpac (creator and supplier of award-winning activity and communication resources for people with sensory and neurological impairment). Clients of my training and coaching include Unilever, London Underground, St James' Place, HBOS, Action International, NRG, Hampton Court Palace, GlaxoSmithKline, Oxfam, Advanced Alchemy, and therapist training institutions. Training academics in communication skills for Oxford University led to my coaching three senior researchers who each won 1.5 million Euros (4.5 million Euros in total) of coveted European Research Council grants. I have also taught in schools and higher education and published books, chapters and papers on learning methods and research methodology.

As well as being a keynote conference speaker (e.g. the British Voice Association and the Guild of Pastoral Psychology), I have been a theatre director, and continue to have a parallel career as a professional singer and ensemble musician.

All of these experiences have taught me a great deal about what is required to be an inspiring communicator, lead and participate in teams, connect with large groups of people, and engage with individuals – often in challenging situations.

Testimonials

“Thank you for all the work [voicework and self presentation] you did with me. It contributed a great deal to making me a more plausible candidate.”

Newly appointed Company Secretary of FTSE 100 company

“Many thanks for your wise council and as always it is having a real benefit. The Director who is my line manager has seen a massive improvement in my effectiveness. Apparently I have consciously changed so much that it is now more obvious when I am NOT using our coaching !!! His feedback on my effectiveness at last Monday's meeting was that my additional focus helped us achieve a positive result and also influence a more involved and valuable contribution from the other two senior managers. Overall real progress very quickly – many thanks again for your help.”

Senior manager, St James' Place (wealth management)

“After our session, I felt 100% better. The presentation went very well, and I even got a clap at the end of it. I've also had a number of congratulations since. It just shows what can be done if the pupil finds the right teacher at the right time!”

Department Head, Optum (leading information, technology and health services company)