

## WayAhead Client Testimonials

### Testimonial #1

"Prior to meeting Dennis I had tried various other mentor/coach type relationships but never found any benefit or balance in the pairings. Dennis has been patient, supportive, adaptive, insightful and on many occasions bought a balance to what ever temperament I may have had in my work challenges and with my career choices. Dennis has made a major difference to my approach to many situations. I have seen the coaching Dennis has given me come out in my professional and personal life. Dennis Heath is an excellent coach and mentor"

*Sam Yusef, Associate Director, Information Technology  
Barclays Capital*

### Testimonial #2

"I didn't know what benefits I would gain from coaching and I was initially sceptical. However, the techniques learned through coaching with Dennis have been a key part of a successful career in a highly demanding investment bank. Before I started the coaching my career was stagnating and I assumed that I was being held back by factors that I could not influence. After a few sessions with Dennis things began to change. Together we started exploring areas in which I needed to develop and how to acquire the skills to become more effective. We examined in detail specific problems that I was facing and Dennis coached me to develop my own solutions in ways that I previously would not have been able to do.

Dennis has been patient, professional, prepared and has been focused on producing a successful outcome for me. I would have no reservations in recommending Dennis to anyone in need of coaching."

*Raj Grover, CSG Director,  
Barclays Capital*

### Testimonial #3

"Dennis is an excellent coach who is calm, patient and very clear in the way he communicates. He stretches and challenges you in a non-offensive and yet very effective manner. He is able to cut through your thoughts and crystallise what it is which really matters to you. I had a fantastic coaching experience with Dennis and wasn't disappointed."

*Andrew Ong, Director, Legal Asia Pacific Customer and Market Operations,  
Nokia*

### Testimonial #4

Dennis provides a very enjoyable and beneficial senior executive coaching experience. By drawing on his own background as a senior executive as well as his extensive experience as an executive coach he provides clear and concise insights into how top-performing managers can improve even further their own performance.

*Ron Aston, VP & Country Manager Talisman Energy Indonesia*

## Testimonial #5

"He is a good active listener and quick to pick up points of concern for more detailed discussion. He is able to stop me when I digress. This helps me to focus, focus, focus. He is punctual, non-judgemental and smiles a lot. Best of all, he has an "approachable" face. This is important as I need to feel comfortable talking to him. First impression counts. The greatest benefit I get is my ability to carry out my duties effectively and efficiently as a Director of the company.

Outcomes achieved:-

- Won over my manager's co-operation and buy-in.
- I will look at issues now from a broader angle.
- By practising more active listening, I have improved my listening skills.
- Using different leadership styles to suit different situations.
- By knowing my audience's psychological type, I am able to communicate better.
- Delegation of work.
- Learn to use open and non-critical questions to elicit views and opinions from staff rather than making assumptions.
- Learn to gain buy-in of my ideas from the audience by having a good understanding of the audiences' background.

A first-class coach, who inspired and guided me in my new role with non-judgemental opinions and invaluable advice."

*Director of Customer Services Group,  
Global logistics company.*

## Testimonial #6

"I consider this coaching program as a life changing experience for me. It helped tremendously with the significant change in my job function and expectations which were the most challenging change in my career of 14 years with the same company. I believe this brought significant value to me, my direct reports (leading and supporting them better) which in turn brought significant value to their area of influence, hence value to my company. I will have no reservation in recommending this program and also Dennis, my coach to all within my company."

*Wong Hing Ming, Operations Manager – Asset, Asia Pacific,  
Transocean*

## Testimonial #7

"I just wanted to send you a quick note thanking you for your frameworks and support over the past months. I very much believe the time spent discussing my own leadership strengths and weaknesses, helped me to focus on the kind of business I want to run. Not so much in terms of business activities, but in the outlook and management style. We're now happily growing the business and enjoying the freedom of a new start-up company."

*Chief Executive  
Multimedia Company*

### Testimonial #8

"I highly recommend working with Executive Coach, Dennis Heath as an effective way of learning how to master people skills for attaining leadership success and ensuring team success. Dennis had an amazing ability to dig further and deeper with issues in order to get to the core or driver of the issue or problem we were addressing. He also has a non-threatening, non-judgemental style, which makes the client feel safe and comfortable when discussing difficult topics."

*Natalie Lockwood, Group Head, Regional Marketing, Asia/Pacific, Middle East & Africa, Mastercard*

### Testimonial #9

"Dennis has been a great coach in two ways. He has helped me focus on and think about the big picture for my life, and look at how what I am doing forms a part of that. Second, he has worked with me on getting my head around some of the events and big changes in my life that came up during our work together. This meant sometimes working at a very low level of detail in making decisions, to accepting the changes and being in the best frame of mind to deal with them.

Dennis has provided the space for me to do my own thinking, while at the same time challenging me to keep me on track. He has an effortless way of managing the times he is coaching and consulting, which was always very clear and transparent to me. I would be delighted to recommend Dennis as a coach to anyone serious about making changes in their life."

*Lindsay Schreiber, IT Consultancy Owner, UK*

### WayAhead customers include:

Barclays Capital  
DBS Bank  
Bank of America  
Citibank  
Nokia  
Oracle  
Datacraft  
SAP  
TNT  
IMS Health  
Thomson Scientific

Singapore Government  
Singapore International Enterprises  
Macquarie REITS  
Sun Microsystems  
Mastercard  
Discovery Channel  
Satair  
Shell  
Talisman Energy  
Transocean

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