

WENDELIN DE ZAN

Wendeline De Zan is an educator, consultant, mediator, and an attorney. A member of Duke Corporate Education global learning network, she teaches Relationship Management, Negotiation, Sales Excellence, and Leadership programs in North America, Latin America, Europe, Asia, and Africa.

Wendeline's expertise is in helping clients build and leverage relationships to maximize insight and business results. Through discussion, lecture, experiential learning, filming, and feedback (in English and Spanish), her audiences learn to outcompete their rivals by developing trust-based relationships, deeper insights, and positive behavioral differentiation. Some specific topics include: building trust and rapport, negotiation, impact and influence, conflict management, mediation, developing insights into self and others, effective communication and interpersonal skills, creativity, teambuilding, group dynamics and facilitation, business writing, and powerful presentations.

She has taught and coached executives and high-potential managers with some of the world's leading professional service firms and multinational corporations, including: Citibank, Marsh, Ericsson, Microsoft, Boeing, Northrop Grumman, Booz Allen Hamilton, Via Sat, HSBC, Morgan Stanley, Lehman Brothers, British Telecom Mahindra, and Egon Zehnder International.

In addition to working with clients and teaching executive programs, Wendeline serves as faculty at the University of California in San Diego. There, she teaches MBA courses on Leadership and Business Development & Sales at the Rady School of Management; and teaches Managing Complex Relationships at the School of Theater and Dance. Wendeline also teaches certificate programs on mediation to lawyers and other professionals. In prior years, she served as the associate director of leadership programs at the Indian School of Business (ISB), an international business school created by McKinsey and Co., with formal affiliations to the Kellogg School of Management, the Wharton School, and the London Business School.

Her background is in law, and she acquired broad legal experience, practicing employment law, immigration law, family law, and civil litigation. She also worked at the National Employment Law Project in New York City and at O'Melveny Myers, LLP in Los Angeles. Wendeline clerked for two appellate judges, one at the Federal circuit and another in California. Prior to this, Wendeline had a five year tenure at the World Bank working in Latin America, the Caribbean, and Washington, DC.

She holds a jurisprudence doctorate from Northeastern University and a Bachelor of Arts in Social Science from UC Berkeley. Her current professional writing discusses: client insight and empathy, winning new business, and resolving disputes using the MBTI®.

Wendeline is a native Spanish and English speaker and is also a competent conversational speaker in French and Italian.

Typical Modules	
<p>Leadership Excellence</p>	<p>Interpersonal Competence: Understanding Self and Others with psychological type theory and MBTI[®], Building Trust and Rapport, Interpersonal Effectiveness (Listening, Assertiveness, Collaboration, Influence, Negotiation, Managing Overt and Covert Conflict)</p> <p>Business Problem-Solving Leadership: Business Problem Solving Process (Problem Identification and Structuring, Analysis Planning, Synthesizing Results)</p> <p>Business Communications: Delivering Impactful Messages through Speech, Writing, and Presentations.</p>
<p>Client Leadership</p>	<p>Trusted Advisor and Executive Coaching skills: Establishing Trust Based Relationships, Structuring Thought, Questioning Techniques to Develop Insights and Push Thinking, Personal Change Processes, Goals Setting, Motivating Action, Providing Feedback, Supporting Execution</p>
<p>Business Development</p>	<p>Client Relationship Management: Networking, Building Trust, Sustaining Relationships, Building a Zippered Net</p> <p>Impactful Communication: Creating messages that influence clients by using structured techniques to develop insights, gain client confidence and win business.</p>