



COMPANY PROFILE



The **CONFIDANT** Group

Transforming people and companies for success

WHO WE ARE

The CONFIDANT Group, established in 1982, is a South African-based, globally active talent and leadership advisory company.

As a **Certified Partner** for both **The Predictive Index®** and the **Leadership Pipeline Institute**, we specialize in empowering organizations to achieve their strategic objectives by optimizing their most valuable asset – their people.

We bring over four decades of hands-on experience, integrating behavioural science, strategic focus, and business acumen to guide organizations through change, growth, and transformation.



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WHERE WE WORK

Headquartered in Kyalami, Gauteng,
we support a strong client base across:

- South Africa
- Throughout the African Continent
- United Kingdom
- North & Central America
- The Middle East



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WHAT WE OFFER

TALENT OPTIMIZATION

We help organizations align their people strategy with business strategy:

- Designing compelling jobs aligned to business goals
- Hiring the best talent with intent
- Empowering leaders to inspire high performance
- Diagnosing team dynamics within strategic context
- Diagnosing team strengths and blind spots
- Driving improvement via custom-crafted action plans
- Implementing strategic execution plans

FIND & HIRE THE RIGHT PEOPLE

- Job definition and benchmarking
- Job-person fit analysis
- Data-driven selection and hiring
- Onboarding for performance
- Integration into existing team for optimum cohesion

BUILD TEAMS & DEVELOP LEADERS

- Instilling “Leadership First” mindset
- Executive and team coaching
- Leadership development pathways
- Succession planning and promotion readiness
- Team alignment and trust building

MANAGE TRANSITIONS & BUILD CULTURE

- Enabling Leadership Transition
- Facilitating culture shifts
- Conflict resolution frameworks
- Strategic workforce planning
- Retention and communication strategies

DRIVE SALES & PRODUCTIVITY

- Sales mastery and coaching
- Influence and performance productivity
- Benchmarking, diagnosis, and strategy
- Leadership tools for rapid growth





OUR STRATEGIC TOOLS

THE PREDICTIVE INDEX®

Align your people strategy with your business strategy!

The Predictive Index is the only science-backed platform that gives HR leaders and people managers the data to get hiring, management, and engagement right – before problems start. A world-class talent optimization platform using behavioural and cognitive science and leadership development to:

- Predict job fit and team dynamics
- Support leadership and performance decisions
- Empower leaders with a plan for their people and their business strategy
- Provide a framework to apply behavioural science and leadership best practices through 1:1s, group meetings, continuous feedback, and employee recognition.

LEADERSHIP PIPELINE INSTITUTE®

A globally recognized framework for building leadership at every level, with practical, role-specific education and accountability to sustain long-term leadership success. We introduce an enduring architecture to focus human resources and programs in order to address performance and potential.



SPECIALIST PIPELINE

The Specialist Pipeline concept introduces a road-tested solution on how to design an enduring architecture for specialist performance and specialist development, retaining your experts.

Organizations are breaking down hierarchies to increase speed to market, decentralize decision making and mobilize innovation across the organization. This sets new standards for what is required from your organisation's specialists. Success of the specialist can no longer be boiled down to their depth of knowledge – it is their ability to bring their knowledge into play across the organization. The absence of understanding the work values of the specialist result in shortcomings and performance erosion in many organisations.

The Specialist Pipeline solution introduces a globally-proven and enduring architecture for specialist performance and specialist development.

WHAT IS THE SPECIALIST PIPELINE?

The Specialist Pipeline concept introduces a road-tested solution on how to design an enduring architecture for specialist performance and specialist development.

PI PERFORM

PI Perform integrates powerful behavioural data, performance feedback and on-the-job coaching into day-to-day workflow. It's a platform enabling performance feedback, coaching and rewards; supporting leaders to achieve results through their people. PI Perform provides personalized styles of management for, and communication to, each direct report. The power of PI Perform is in providing up-to-date analytics, and tools resulting in best leadership practices through 1:1s, group meetings, continuous feedback, and employee recognition.



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OUR LEGACY OF LEADERSHIP

With decades of experience and a passion for people-powered performance.

The CONFIDANT Group is a trusted advisor to leaders navigating growth, complexity, and transformation.



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THE CONFIDANT GROUP – BRAND MANIFESTO

We provide organizations with a clear path to deliver results.

We believe leadership is not a position – it's a responsibility, and that talent, when intentionally aligned to strategy, can transform organizations.

This culture is not built overnight – it's crafted through every conversation, every decision, every leader.

We exist to empower leaders to impact and grow with confidence

We are not consultants. We are trusted advisors, behavioural scientists, educators, and architects of high-performance.

We believe in jobs with meaning, leadership with impact, and strategy that gets done – through people who are aligned and teams who perform.

From Johannesburg to London, from Nairobi to New York, we stand beside leaders who dare to do things differently, who understand that optimizing talent is not a function.

Optimizing Talent is the value leadership brings. Talent Optimization is your future-proof strategy.

We are The CONFIDANT Group. We help you build what matters – people-powered performance... that lasts.



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MISSION

- We enable our clients to plan for, and create strategic success through their people.

VALUES

- Operating with integrity with regard to:
 - Business partners
 - Our product
 - Our relationship with clients
- Providing quality products and services, encompassing the following principles:
 - Doing only what we are qualified to do.
 - Working only with clients where we can maintain our standards.
- To strive for goal aligned relationships with our clients.
- To continually develop and improve on solutions, applications and impact to meet clients' needs.

CONSULTING VALUES

- Empowering our clients and reducing their dependence on us by providing skills and tools promoting experiential learning.
- Enabling clients to address real needs and not promote fads.
- Providing measurable and immediate benefits.
 - Building strong partnerships.
 - Providing ongoing training expertise and support when clients need it.



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WHAT PROBLEMS CAN WE SOLVE?

Hiring the Right People

- End high turnover, poor role fit, or underperformance.

Improve Team Performance

- Enhance team cohesion, collaboration, and efficiency.

Enhance Leadership and Management

- Create alignment between leadership style and team needs.

Strategic Workforce Planning

- Create firm alignment between company strategy and talent strategy.

Conflict Resolution

- Resolve persistent interpersonal friction or miscommunication.

Onboarding and Development

- Help **new** hires struggling to ramp up or employees stagnating in development.



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Over and above the “25 Years Commitment to Predictive Index” presented in 2007 by The Predictive Index, The CONFIDANT Group earned the following Global Awards:

The Founders Club Award 2009

Award of Excellence 2010

The Founders Club Award 2011

The Founders Club Award 2012

The Arnold Daniels Spirit Award (only once in the history of PI)

The Dinah Daniels Spirit Award (only once in the history of PI) 2013



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OUR PEOPLE MAKE IT HAPPEN



CHANTAL WALLEY

**Certified Talent Optimization Partner
Certified Leadership Pipeline Partner
Certified Sales Facilitation Master
CEO**

Chantal possesses +31 years of consulting and enabling experience in Talent Strategy and Optimization, Leadership Transition Development, and Professional Sales Mastery. Having a strong relating talent and investigation skills, Chantal intelligently engages with clients to equip and empower them to attain their goals. Together with Chantal's vast consulting and facilitating track record, she brings successful advisory experience and globally-leading solutions to your talent framework. Establishing your talent density and ensuring talent strategy alignment to deliver on the Strategic Initiatives is her passion. Chantal has been invited as a speaker at Human Resources and Leadership Conferences in the USA, Dubai and throughout South Africa. Also facilitating leadership development and transition workshops across most of Sub-Saharan Africa, Morocco, Dubai, Saudi Arabia, London, New York, Bangkok, Panama, Australia and Singapore.



ANTHONY WALLEY

**Certified Talent Optimization Strategist
Certified Leadership Pipeline Facilitator
Certified Sales Facilitation Master
Executive Talent Finder
COO**

Anthony, a serial entrepreneur and intrapreneur brings +30 years of senior management and board-level experience to our team and clients. In a direct, venturesome and innovative style, he continues to challenge all to exceed their goals. He experiences absolute delight in disrupting the business status quo to allow for radical growth and change. Placing highly sought-after, carefully sourced strategic talent into our clients' environment to further enable delivery of strategy is an additional passion he brings to our offerings. Anthony has a BCom (Management & Law) from The University of the Witwatersrand.



BIANCA THERON

**Industrial Psychologist
Certified PI Facilitator
Talent Optimization Consultant**

Bianca enables enhanced client effectiveness through Organization Development and Talent Optimization programs. Change management, team effectiveness sessions, career counselling and development, talent management and succession planning, culture fit and -strength initiatives, personal development plans & career coaching are included in her exceptional portfolio. She is an accredited user, consultant, facilitator and assessor of the Predictive Index Workplace Behavioural and Cognitive assessments and applications. Bianca holds a PhD in Industrial Psychology from the North-West University, and is registered as an Industrial Psychologist with the HPCSA.



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