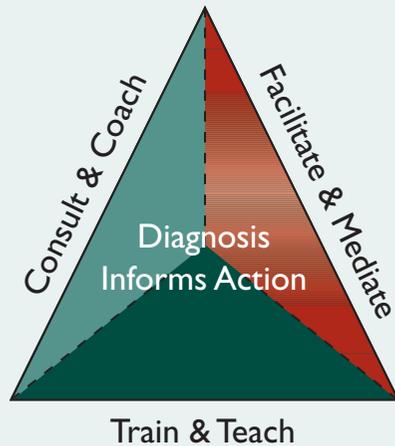


## CMNZ

CMNZ is part of an international network of conflict management specialists, originating from the Harvard Program on Negotiation with affiliations in many countries. Our methods build upon years of research at Harvard University and the practical experience of our staff in working for clients around the world. We work in North America, Europe, Asia, Africa and Australia.

## CMNZ Core Services



## Specialist areas

- Negotiation and influencing
- Difficult conversations
- Relationship management
- Conflict prevention
- Mediation
- Dispute systems design

## How CMNZ can add value

- Our team are all practitioners and trainers
- We offer a diversity of skills, experience and expertise
- Our approach is to build a long-term partnership with our clients
- Clients have confidence in our ability to deliver and have impact
- Research and development through Harvard network
- Market leader in negotiation and relationship management
- Experience in public and private sectors (NZ, Australia and Asia)

## CMNZ – Selected Clients

NZ Parliament • Ministry of Foreign Affairs • NZTA • Exxon Mobil • IBM • McGraw Hill • Te Puni Kokiri • World Bank • Waitangi Tribunal • Ministry of Health • Ministry of Economic Development • Inland Revenue • NZ Fishing Industry • NZ Biosecurity • Telecom • WHO • USAID • Fletcher Challenge • Accident Compensation Corporation • Norwegian Refugee Council • Buddle Findlay • Bank of NZ • and the Universities of Canterbury, Harvard, Massey, Melbourne and Victoria.

**C.M.N.Z. Limited -  
conflict management  
specialists**



**C.M.N.Z. Limited**



14 Porritt Avenue  
Mt Victoria  
Wellington 6011  
New Zealand

Tel. +64 (0) 4 801 8861  
A/Hrs. +64 (0) 27 454 5534

[cmnz@cmnz.co.nz](mailto:cmnz@cmnz.co.nz)

[www.cmnz.co.nz](http://www.cmnz.co.nz)

*creating value through  
our differences*

**Madeleine Taylor, Senior Training Associate**

Madeleine has been working in the area of conflict management for over 20 years within government, NGOs and commercial organisations. Her key skill is in her ability to build strong, trusting relationships with a wide range of people at all levels of an organisation.



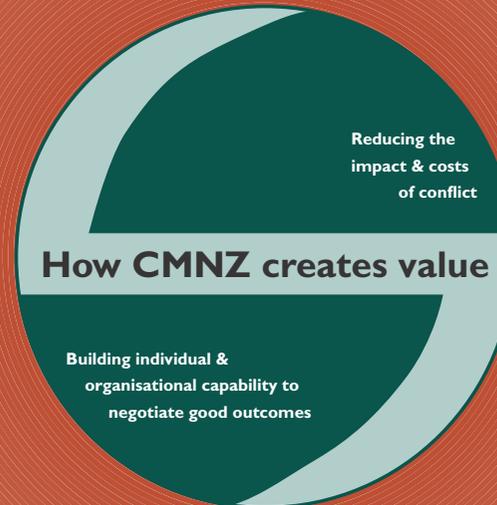
**Colin McKenzie, Director, CMNZ**

Colin has 30 years experience in training, consulting and coaching in conflict management, specifically: negotiation, facilitation, mediation and relationship management. He has worked in a wide variety of countries in both the public and private sectors. He has written extensively in the area and continues to teach and train with colleagues from the Harvard Program on Negotiation as well as several Universities in NZ.



**Paula Feathers, Training Associate**

Paula has more than 25 years experience in working with organisations in the areas of management and leadership development, facilitation and executive coaching in both New Zealand and the UK. Paula works with individuals and teams who are striving to reach their full potential and, in turn, enrich the lives of those they influence, manage and lead. She is an accredited LEADR mediator and is a qualified MBTI and TMI practitioner.



**Tamuna McKenzie, Programme Director, CMNZ**

Over the last 20 years Tamuna has been involved in many international negotiations, third-party intervention and capacity building in Europe, Asia and the USA. She has a background in Asian studies, business and international conflict resolution. She is now managing the international programme within CMNZ and training in conflict resolution.



**Bruce Cottrill, Associate**

Bruce has more than 20 years experience as a dispute resolution practitioner, teacher and trainer with extensive experience in facilitating change. He has worked as a consultant to ACC, developed and undertaken complex mediation and employment related investigations on behalf of Government and the private sector.



**Karen Waitt, Training Associate**

Karen combines a wealth of expertise in action-based training. Her specialist areas include leadership development, coaching and teamwork. She has worked with managers and teams at all levels of both private and public sector organisations. Karen's passion is helping others to understand their strengths and achieve their potential. She is an experienced coach. Her specialist areas include behavioural and cognitive awareness and change, engaging coaching conversations and dealing with difficulty.



**Jon Everest, Senior Training Associate**

Jon served as a Police Inspector in the UK and Hong Kong where he specialised as a staff trainer. His Masters degree focused on examining crime and violence issues in the workplace. He is on the LEADR Advanced Panel of Mediators and an accredited mediator with the International Mediation Institute. He also facilitates restorative justice conferences and violence intervention programmes. He is particularly interested in evaluating and improving workplace culture.



**CMNZ People**

What makes CMNZ unique is the cross section of disciplines, skills and experience we apply to resolving difficult issues and the confidence this gives to our clients in achieving the results they want.