



Case Study

How the Be Seen Be Heard Workshop Elevated Confidence & Credibility at JIVARO

The Background

JIVARO is a leading recruitment agency with 18 years of success across Melbourne, Sydney, and the Gold Coast. With a focus on the fashion retail, consumer goods, travel, and aviation sectors, Jivaro prides itself on nurturing talent and investing in personal development as a key driver of performance.

The Issue

Founder Chantelle identified an opportunity for the junior team members at JIVARO to further develop their communication and presentation skills, particularly to strengthen their credibility and impact in client interactions. Strengthening confidence in communication was seen as key to helping the team build trust and presence with senior stakeholders.

The Solution

JIVARO partnered with **Be Seen Be Heard** to run two one-day in-person workshops in both Melbourne and Sydney. Team members from all three offices participated, and the program included pre-work involving 360-degree

feedback to identify individual strengths and areas for development.

The workshop focused on vocal identity, presence, and professional impact, equipping participants with the tools to show up with confidence, communicate with intention, and project credibility.

The Outcome

The feedback from both participants and senior leaders was overwhelmingly positive, with several consultants calling it “some of the best training we’ve ever had.”

According to Marika, a senior manager at JIVARO:

“The team left feeling energised, buoyant, and empowered. The impact has been especially noticeable among our junior team members.”

Before the Workshop



After the Workshop



Key observed benefits across the team:

- **Improved confidence in communication** – Techniques around voice, presence, and structure have helped team members communicate with greater clarity and conviction in both internal and client conversations.
- **Greater personal brand awareness** – Many consultants left with a clearer sense of how they want to present themselves professionally, and how to leverage their individuality.
- **Stronger verbal presence** – Understanding how tone, pace, and delivery affect trust and perception has been eye-opening, particularly for those still developing client-facing experience.
- **Increased presence in meetings and pitches** – Junior team members are contributing more actively and confidently during group discussions.
- **Insight into vocal identity** – Vocal mapping and personalised feedback gave the team a better understanding of how they're heard—and how to adapt their delivery for stronger impact.
- **Enhanced interpersonal awareness** – More intentional listening and communication are already improving collaboration and external conversations.
- **Greater composure under pressure** – Several team members noted they feel more prepared and grounded when facing high-stakes or challenging conversations.
- **Improved personal presentation** – The session on visual identity and presence stood out, helping consultants align their appearance with professional settings.
- **Motivated self-development** – The workshop sparked genuine enthusiasm for personal growth and performance improvement, which has been wonderful to see.

In Their Words



"I've been changing my tone and using pauses to sound more in control during client calls. This helped me handle a difficult conversation recently with confidence. I also feel more assured in how I present myself, incorporating my own style while staying professional."

"Since the workshop, I've made a conscious effort to sound more confident and clearer. I pause more, and I think more intentionally about my presentation. I feel more capable of leading conversations and having the tougher client discussions."



Final Thoughts

The **Be Seen Be Heard** workshop struck the perfect balance between professional development and personal empowerment. The changes have been visible not only in how the JIVARO team communicates but also in how they carry themselves day to day, with renewed energy, credibility, and confidence.

Let's talk about how this could work for your team:



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