

Teresa is a leader in the field of internal communication.

Over a 15-year period in the UK, Teresa held several in-house internal communication roles, including senior roles at Prudential, Barclays and UBS. During this time, she also completed an MBA.

In 2011, she moved to Australia, where she headed up Internal Communication for Microsoft Australia. In 2012, she established Water Cooler Talk, advising clients including Microsoft, QBE, Macquarie Bank, Australia Post, Australian Hearing, Telstra, Lend Lease, Channel Nine, Blackmores and the Australian National Broadband Network.

In 2016, Teresa returned to the UK, where she continues to support her clients in Australia and Asia. She also runs a thriving networking group for internal communicators to share industry best practice.



## Expertise

### Communication strategy and planning

- Designing communication strategies that build a culture where everyone's on board with organisational goals
- Defining the 'who, how, what, when and why' of getting messages across

### Channel strategy and development

- Identifying the most effective ways to talk to employees and enable dialogue
- Devising the strategy for and launching internal social networks

### Team development and mentoring

- Designing training, coaching or mentoring programs covering all aspects of internal communication
- 1:1 mentoring for internal communicators

### Research and auditing

- Employee and leader interviews and focus groups to gain feedback on communication within the organisation and recommendations for improvement
- Research to establish what employees know, what their leaders need them to know and what the difference is

### Leadership communication and coaching

- Helping leaders prepare for significant communication events
- Creating guidelines to help leaders earn the trust of their teams

"I see Teresa as a combination of creative and analytical in how to tackle the challenge and opportunity of communication - through both standard and innovative channels. She is a challenger and a listener and has executive maturity that is truly remarkable."

**CEO, REA Group, Australia**

"Teresa is an excellent all-rounder, from developing internal comms strategy through to driving execution. She is a great collaborator and is always focused on delivering the best business outcomes. She is one of the smartest people I have had the pleasure to work with."

**Central Marketing Director,  
Microsoft Australia**

"I've been fortunate enough to work with Teresa regularly over the last few years. Without exception these have been positive experiences. She always demonstrates rich insight into the matters at hand, great professionalism and absolute focus on getting the job done."

**Director of Organisational  
Development and Talent at  
Prudential Assurance**