

18 August 2025

Dear Sir/Madam

Palesa (Dibakwane) Dooms Unforgettable Speakers Recommendation letter

I am delighted to provide this strong letter of recommendation for Palesa (Dibakwane) Dooms of Unforgettable speakers who recently facilitated a Presentation and Communication interventions to our leadership team at Busamed. Her exceptional expertise from the individual pre assessment, and how the program was unpacked was instrumental in guiding our leadership team through a comprehensive, insightful, and actionable learning experience.

The training sessions were not only well-structured but also highly engaging and tailored uniquely to our organisational needs. As a result, our leaders have been empowered with essential skills necessary to communicate effectively, enhanced their engagement with customers and stakeholders.

Key highlights included:

Individual assessment discussion to identify areas of development and goals

- Initial Pre training Presentation – Each gives a 5 -7 min presentation which was nerve wrecking. The post training presentations the leaders were exuding confidence and articulation was beyond measure
- Confidence to Speaking which explored the psychological underpinnings of public speaking anxiety. This empowered us how to identify our fight or flight responses and use knowledge and self-awareness to transform anxiety into confidence. The emphasis was on how to prepare effectively.
- Confidence building – To be able engage in discussions to boost our self-esteem and confidence enabled the leaders to have effective public speaking in a planned or unplanned event.

It's been heartwarming to witness the improvement from the leadership team.

Some of the comments shared:

- Thank you for the Certificate. I will keep this with great pride. Not just for the improvement in my presentation skills, but also for being part of a wonderful programme set by a dynamic, inspiring person. The greatest satisfaction came from experiencing the growth and joy of my colleagues.
- Effective preparations can improve a better presentation, and I am now able to cope with difficult conversations
- I continue to identify gaps in communications and work on them intentionally using the skills and tools Shared by Palesa
- I struggled to plan how to engage the audience online while standing, especially when you can't see their faces. In the end, I just skipped it. I should have paid more attention to this.
- It's such a difference when you feed off the energy in the room when you present in person compared to online.
- I will work on my audience engagement online, as these platforms will likely increase.
- When I listen to other speakers, I find myself noticing gaps in their communication skills, through this training I have solutions on how things could have been managed better
- Building confidence through listening and watching yourself speak is a powerful tool
- Reading aloud to improve pronunciations and choose choice of possible vocabulary that works for the target audience.
- Audience analysis and storytelling has been working so well from that I often use them to gain the attention of the audience

The professionalism, expertise, and unwavering commitment exhibited by Palesa (Dibakwane) Dooms exceeded our expectations. We have observed a substantial enhancement in both leadership effectiveness and change adoption across the organisation. I wholeheartedly recommend Palesa (Dibakwane) Dooms to any organisation seeking a trusted and impactful partner in communication coaching, public speaking and presentation skills.

