

We help global organizations to achieve their transformation and growth goals.

OUR ARSENAL:  
Impactful communications  
Disciplined change management

SOME OF THE ORGANIZATIONS WE HAVE SUPPORTED:



## HOW WE INSPIRE QUIET CONFIDENCE

### Serving as the End-User's Advocate

- Enabling change sponsors and champions
- Defining change benefits and impacts
- Driving long-term reinforcement plans

### Prompting Action with Words

- Developing integrated comms plans
- Generating crisis communications plans
- Writing op-eds, speeches, and more

We begin with research, research, and more research so that we're fully immersed in your context and can provide tailored, practical advice. Just for you.

We also love the challenge of breaking down silos and helping global organizations to exploit commonalities and connectors.

*We advise AND implement.  
We think and do. We think  
critically and create artfully.*

*Kristen is poised, articulate, and insightful. Connecting with people excites her, as does her love for improving communication. Kristen is one of the most passionate and positive individuals with whom I have worked, and she would unquestionably provide value to any client engagement.*

NICOLE PORRECA  
FORMER DEPUTY DIRECTOR  
US DEPARTMENT OF STATE

*"Kristen, you chose 'Quiet Confidence' for your company's name? Won't that seem counterintuitive to clients who need to take bold action and make hard choices?"*

I used to believe that the loudest voice was the strongest, no matter how hollow or white its emanating noise. Maturity cultivated the belief that real strength is achieved when mastery is met with modesty, when performance speaks for itself in a way that 'flash and brash' detract from its worth.

*In other words, a quiet form of confidence.*

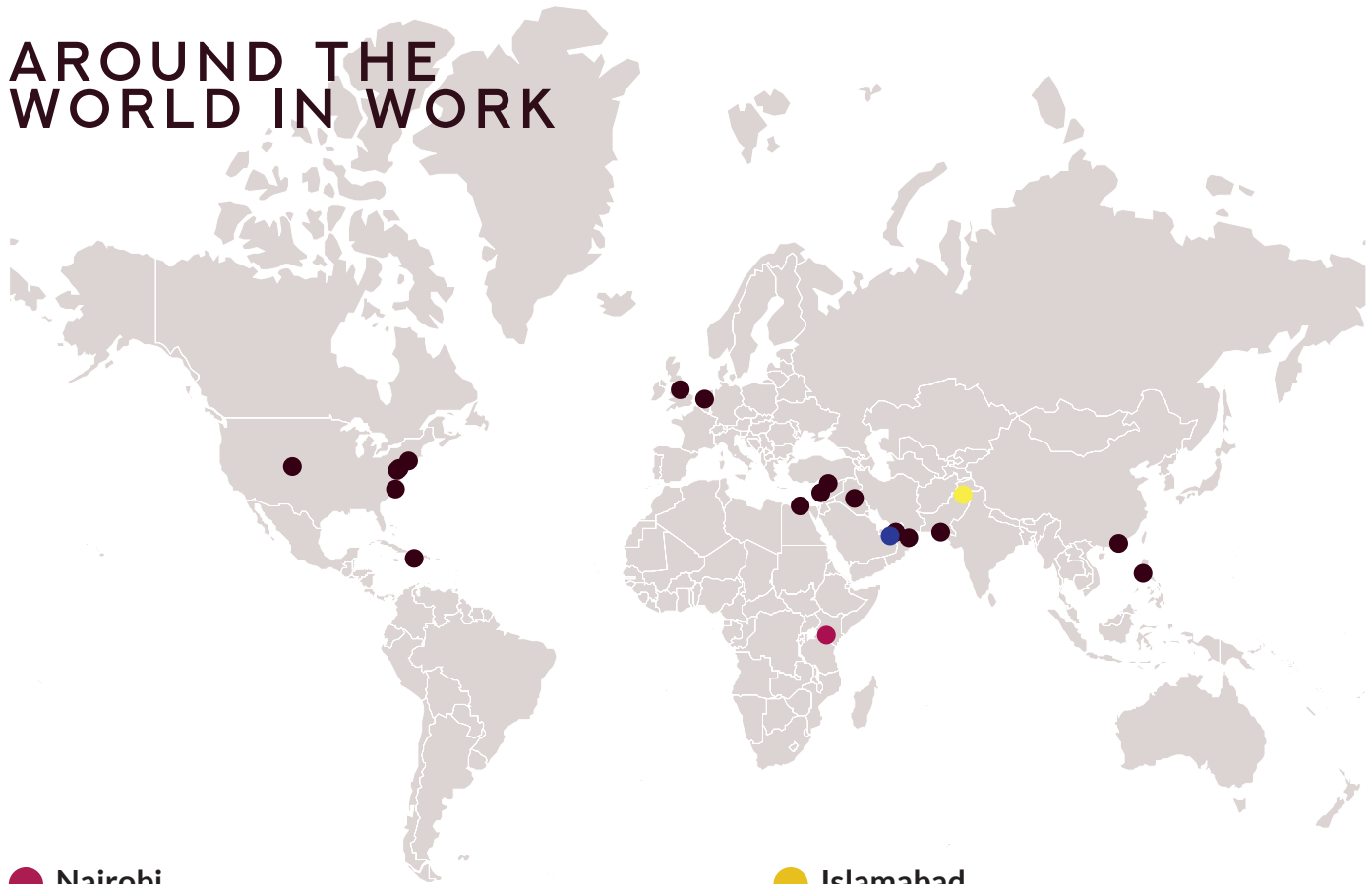
By working across various industries and roles, I discovered that my professional happiness comes from problem-solving and connecting with people from all walks of life. I also love how business theory, communications and psychology converge in change management and the many intellectual challenges that arise from their sometimes-messy, always-interesting intersection.

I graduated from Georgetown University with a Master of Professional Studies in Public Relations/Corporate Communications, and from NYU Stern with a Bachelor of Science in Finance and International Business and a minor in the Arabic language. I am ProSci and ACMP-certified in change management as of 2019.



**KRISTEN FIANI**  
CEO & FOUNDER

## AROUND THE WORLD IN WORK



### **Nairobi**

As COVID-19 necessitated working from home, Kristen led a Salesforce implementation from 7500+ miles away. The grace and good humor of her Kenyan colleagues made it seem as though they were around the corner.

### **Abu Dhabi**

Kristen consulted for Healthpoint Hospital while at Edelman and later ran the marketing and communications department from 2015-2016. In these capacities, she led the creation of all bilingual marketing campaigns, launched the hospital's social media presence and supported strategic partnerships such as Healthpoint's Regional Healthcare Partnership with Manchester City Football Club. Kristen also advised two US Senior Commercial Advisors to the Gulf Cooperation Council (GCC) on *Discover America*, an annual public diplomacy campaign highlighting US-GCC economic cooperation.

### **Islamabad**

Kristen served within the US Department of State's Office of the Special Representative for Afghanistan and Pakistan from June 2011 until October 2013, a contentious time in US-Pakistan relations. Among other responsibilities, she wrote speeches for policymakers, managed social media accounts targeting foreign publics, and was part of an interagency team supporting bilateral trade, entrepreneurship and international development. Her swan song before departing for the private sector: helping to launch WECREATE, Pakistan's first incubator for women entrepreneurs.

SEE ALL WORK AT:  
**GETQUIETCONFIDENCE.COM**