



Keynotes

Keynote Length: 45 - 90 minutes

Participant Numbers: No limits

We are able to serve your organization with keynote addresses delivered by experienced Speakers who are passionate about their specialist subject areas. Each keynote address is customized to your specific organizational needs and can be tailored to the time parameters available. We have found no limit on numbers. Our Speakers are experienced to be able to engage a small audience (of perhaps 50) up to audiences as large as 2,000 and higher.

Keynote Titles

Below is a list of keynotes that are available for your customization. If your desired subject area is not listed, let us know – our Speakers are masters at creating a keynote address to specifically serve your needs.

Customer Centered Service

How to ensure customers rave about you and you don't get outsourced!

Work/Life Balance and Goal Setting

STOP the World I want to get off!

Personal and Interpersonal Effectiveness

How to get on better with yourself and others in the workplace!

Team Excellence

Yes, we're on the same team but does that mean we work well together?

Positively Reducing Conflict

Are they bad people? No they're just different and so are we!

Bridging the Generation Gap

Discovering what's cool about each generation and how to work together

Workplace Diversity - Valuing Differences

Similarities can be as important as the differences!

Time Management

Getting it all done without alienating colleagues and losing friends!

Leading Others

Please raise your hand if you like to be managed and controlled

Business Financial Intelligence

All the things you want to know about finance but are afraid to ask!

For more detailed descriptions of Keynote Titles please read more - see over

Fees	
45 minutes Keynote	\$1,500 [†]
90 minutes Keynote	\$1,900 [†]

[†] Discounts available for Educational and Non/Not for Profit Organizations

Travel Expenses are agreed in advance and charged additionally.

Marketing
We are available to partner with you to create electronic materials (at no cost) to help you communicate and market this keynote address to your audience.

Our Promise **#1 Best Content** - We commit to always providing you access to the **BEST CONTENT** available.
#2 Best Person - We promise you the **BEST PERSON** from our team to meet your exact needs and serve your organizational culture.
#3 Best Results - We promise you **BEST RESULTS** within your organization as an end product of our training & development work with you.



Keynotes

Customer Centered Service - *How to ensure customers rave about you and you don't get outsourced!*

It is no longer enough to simply *satisfy* our customers. We must *delight* our customers to the extent that they become *raving fans*, virtually becoming an extension of our sales team that help promote our goods and services to friends and colleagues of *theirs* that become new customers of *ours*.

Never before has there been so much choice for our customers – there's always someone else that can do it better, faster and cheaper than you.

This address will present, with compelling logic how winning companies move beyond the *transactional* nature of customer interactions to one that is more recession proof, more resilient to competition and more towards a *client partnership*.

This address also speaks to those that serve *internal customers* (for example a team or department within the same organization).

With outsourcing becoming more common it is just as imperative, to ensure we delight our *internal* customers; show how we add value and provide a better product and/or service than a potential external vendor.

The evidence is overwhelming – we must build customer *loyalty* and move beyond customer *transactions* to compete in today's marketplace.

This keynote address speaks directly to the *heart and spirit of customer service* with many relevant and timely examples.

Work/Life Balance and Goal Setting - *STOP the World I want to get off!*

As our work lives become more intense many people find themselves at work over scheduled, over committed and under resourced; successful organizations realize more than ever that balanced individuals make better employees, better co workers, supervisors, managers and future leaders.

This keynote is full of practical ideas to help employees lead more balanced lives which in turn helps them be more effective in the workplace; more focused on the organization's highest priorities and even better equipped to make their best contribution in the workplace.

Also covered in this keynote is how to set and achieve worthwhile goals and presents what we can learn from the work of Ornstein and Sperry, as Nobel Prize Winners about how the brain works and what we can learn from others that have achieved amazing things in the world of work using the *Expectancy Theory*.

Leading organizations know that the ability to set and achieve goals, aligned with the purpose of the organization is one of the keys to help unleash the potential of their employees.

Personal and Interpersonal Effectiveness - *How to get on better with yourself and others in the workplace!*

It's a fact – we cannot change other people, we can only change ourselves and be of influence to others.

We learn from others by three things – example, example and example! Is your example worth following?

To be effective with others, we need to first be *personally* effective. We cannot lead others until we manage ourselves. EVERY Associate within EVERY organization affects the work culture – it's our choice whether we affect it positively or negatively.

Through our attitudes, our response to others, our words (what we say, how we say it and what we don't say) and even our body language can drain energy from others or lift others to be the very best version of themselves in the workplace.

Effective organizations are really just a collection of effective teams aligned towards a compelling, inspiring and worthwhile mission. Effective teams are represented by effective individuals.

The evidence is compelling – organizations that help develop the *emotional intelligence* of their employees are the same organizations that benefit from extraordinary business results, successful projects, excellent teams and tend to nurture their own pipeline of future leaders.

This keynote address helps people understand themselves and others better.



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Team Excellence - *Yes, we're on the same team but does that mean we work well together?*

Just because we're told to work together, doesn't mean we work well together! Very rarely do people get to choose their work teams but there's enough evidence now to provide clarity on the fundamentals that make an excellent team.

Whether a traditional office team, project team or virtual work matrix – the group must have clarity of purpose, decide their *single simple truth* and how that aligns with the organization's highest priorities.

Teams that excel invest time to identify shared values and how they will work together and resolve issues when things don't go well; they genuinely listen to each other; they have an abundant attitude that enables the desired results to be achieved to benefit the *entire* group rather than the work of a *lone genius*.

This keynote address presents clear and practical advice that can be implemented immediately to help teams work better together.

Positively Reducing Conflict - *Are they bad people? No they're just different and so are we!*

Successful organizations know that negative conflict within an organization creates moral problems, slowdowns in work and employee dissatisfaction.

Nothing causes high turnover to happen quicker than negative conflicts within an organization. When hurt feelings are involved, anger rears its ugly head and the harmony of a workplace is shattered.

Conflict does not have to be a negative thing. When we understand others, feelings of hurt and anger are removed and conflict can be seen in a very positive light – increased motivation by creating new stimulus; creating new ways to streamline your organization and increasing moral with your employees; increased group cohesiveness.

This keynote will address how to root out the basic causes of negative conflict and you will understand why people act the way they do – and equally important, why *you* act and react the way *you* do.

You will learn simple, proven techniques that will absolutely reduce and eliminate hostility in the workforce.

Delivered in a fun, engaging and thought provoking way, this keynote is a must for any organization wanting greater harmony and positive productivity in the workplace.

Bridging the Generation Gap - *Discovering what's cool about each generation and how to work together*

The workplace faces a daunting challenge! For the first time, people at work have to lead and work with four generations of colleagues in the workplace. Each of these generations grew up with different values and beliefs and all are trying to contribute to this new world of work, one where the rules of engagement are constantly changing.

This keynote address explores the four generations to understand each other better in a fun, engaging and thought provoking way. Once we understand each other better, we can work better with each and every generation in the workforce.

The keynote examines the following criteria of each generation in the workplace today:

- The events that shaped their lives
- Their values and characteristics
- How they view the world
- How they prefer to be led by others
- Their job strength and areas for improvement
- Their motivators and de-motivators
- As others see them

This address will present simple and proven techniques to motivate and inspire people of every generation. This keynote is a must for organizations dealing with different generations in their workplace.



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Workplace Diversity: Valuing Differences - *Similarities can be as important as the differences!*

We have all heard the term *diversity* many times, but what does it *really* mean in the workplace today? Many of us may only consider gender, racial, and ethnic differences. This keynote goes beyond what many would constitute as just differences in the workplace. Thus, the purpose of this keynote is to explore the *similarities and differences* among the employees of organizations. The similarities can be as important as the differences!

Diverse groups bring a variety of expectations in work styles, needs, and values. Today's workforce must learn to make diversity an asset to improve working relationships and productivity. Attending this keynote is a "win" for individuals enhancing their level of effectiveness, gaining a greater sense of teamwork and a deeper commitment to the organization and its goals. A "win-win" is truly *valuing workplace diversity!*

Time Management - *Getting it all done without alienating colleagues and losing friends!*

Did you know that 'time management' is one of the most popular training and development subjects Googled today!

Never before in the history of work has it been so important that employees manage their time efficiently and effectively. Crucial relationships at work become strained when time is not respected, projects run over, email and voicemail is not managed, meetings have no agenda or run to schedule and an 'open door' policy becomes a living nightmare for many who haven't learned how to say 'not right now'.

This keynote is based on years of study of real people in real jobs and how effective people manage their time. The address presents a new way of looking at time and how effective people use their personal energy flow to know when to focus on their most challenging projects and tasks; how to avoid procrastination personally and how to inspire others they need to deal with, not to procrastinate either!

Audiences consistently report that this keynote helps them see how much time they really do have at their disposal and that by consistently applying these simple methods, they feel that they have *more time* than ever before!

Leading Others - *Please raise your hand if you like to be managed and controlled*

This address is ideal for anyone that leads others and presents a compelling new way of looking at the role of supervisors and managers as one of support rather than one of control. The fact is effective leaders ensure they manage themselves before they try and influence others.

Through real life engaging stories and reference to powerful case studies, your audience will hear and be able to apply proven leadership principles and character based techniques to bring out the very best of the people they lead.

Never before in the history of our working lives has the call for excellent leadership been as strong as it is now.

This keynote address will significantly and sustainably help inspire your present and future leaders to achieve excellent results.

Business Financial Intelligence - *All the things you want to know about finance but are afraid to ask!*

Imagine an organization where everyone understands how their daily activities contribute to the financial success of the organization? Imagine an organization where everyone behaves as if they own the business. Imagine what that would do to revenue, expenses and net income.

Very few people understand the language of business or how to read the basic financial statements of their employer let alone their competitors or clients. Sales teams that understand the prospect's key financial performance indicators and how to position their product or service in terms that help the prospect clearly see the financial benefits in their business language, simply excel.

Capital investment decisions are often made within businesses where less than 1% of the authorizing signatories truly understand the metrics of the investment such as Return on Invested Capital, Weighted Average Cost of Capital or Internal Rate of Return.

The vast majority of employees want to understand how they can help improve the financial performance for their own job security as well as the organizational prosperity. Once people understand and care, there's no stopping them. This keynote address will help you sharpen financial acumen in the workplace to achieve better business results.

We also offer



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