

# PACE

## **PACE Streetwise Workshops**

**Bite-sized practical workshops for busy Managers and their Teams**



### **Introduction to the PACE Streetwise Workshops**

Busy Managers know that it is essential to develop practical skills to achieve top performance, both for themselves and their team. But taking time out for learning is not easy these days.

PACE has identified the essential **core skills** needed to be successful and developed them into bite-sized quality workshops, ideal for the busy manager and his team.

"Streetwise" workshops help you to practice and embed new skills learnt so that they easily become part of your normal work environment. Workshops are delivered in short 1/2 to 2 day modules. Follow up sessions can be easily designed to suit your needs.

They give you more choices in the way you manage and lead your people, and give the people you manage more skills in working together as a successful team.

So next time you are planning your cycle meetings, conference events or simply want to continue the development of your team why not get "Streetwise"?

### **WHAT OUR CLIENTS SAY**

*"I have had the pleasure of working with PACE Australia on a number of strategic programs from inception, through development and delivery to follow-up. I highly recommend PACE to you as experienced professionals in every sense of the word. They are thorough in their preparation, genuinely enthusiastic about their work and bring to each session their wealth of expertise and diversity. Put succinctly, PACE are a rarity, skilled professional customer-service driven people who not only deliver the promised results, but do so as a partner ... all this and they give at 110%."*

**National Training Manager,  
Galileo – Southern Cross  
Distribution Systems P/L**

*"I have found the team from PACE Australia to be thoroughly professional and willing to spend the time to understand the culture, the people and key drivers to ensure a totally successful outcome for us. I have no hesitation in recommending their services to other interested parties."*

**Regional Manager, Business Banking,  
Westpac Bank**

*"You have a great team around you who deliver what you have promised in a consultative and collaborative manner, using good diagnostic tools and good communication of deliverables."*

**Director, National Sales,  
CP Ships UK Ltd**

*"It is a pleasure to work with a professional team that takes the time to listen to the needs of an organisation and then deliver what is required."*

*"The PACE Australia programs have provided results that have not only met my expectations but exceeded them. The impact to the business has been a positive one with a reduction in customer issues escalating, better staff morale and improved productivity."*

**National Service Manager  
Canon Australia**

For more information  
Phone 02 9453 2300  
Email [info@paceaus.com.au](mailto:info@paceaus.com.au)  
or visit [www.paceaustralia.com.au](http://www.paceaustralia.com.au)

### **Streetwise Workshops**

WORKSHOP TITLE	SUMMARY	DURATION	PAGE
Get the buzz going	A team building workshop to kick off "Streetwise"	1 day	3
Getting your people engaged	Develop a reputation as a great people manager	1 day	4
Negotiating and influencing skills	Negotiate a win:win outcome	1 day	4
Pro-active problem solving and decision making	Handle those problems more effectively	1 day	5
Delegation skills	Delegate with ease. Strategies for effective delegation	1/2 day	5
Powerful presentations	Develop confidence, style and impact	2 days	6
Time and priority management	Gain more control over time management; manage priorities and time	1 day	6
Present the right image	Personal image for maximum influence	1 day	7
"Sparkle" customer service	Customer service with a sparkle	2 days	7
Manage and meet customer expectations	Understand customer behaviours and drivers	2 days	8
Communicate with confidence	Clearer communication all round	1 day	8
Play with wealth	Maximise the return from your hard-earned dollars	1 day	9
Performance coaching skills	Be a successful coach and help your team shine	1 day	9
Collaborate for success	Learn how to be a true facilitator for group situations	2 days	10
Masterful meetings	Run powerful and motivating meetings	1/2 day	11
Motivate your people	Learn strategies to motivate your team	1/2 day	11
Design your conference*	Use a strategy to achieve your conference outcomes		12

\* *COMPLIMENTARY* one hour consultation to get your next conference on track

### ***GET THE BUZZ GOING***

#### ***1 day team building workshop***

The first and essential step is to "get the team thing going". Unless team members can see something in it for them, you won't get anywhere. Give your team a purpose; give everybody in the team a reason to be motivated, and an understanding of the dynamics of the team.

#### ***What this workshop is about***

So you have decided to lift your game, but where do you start?

You probably know "What" you've got to do; this workshop is "How" to go about it.

This is a starter workshop for management groups and their teams. It will enable you to create the environment in which you can develop an ongoing teambuilding program - and make the best use of "streetwise management skills" across all aspects of your business.

The workshop is designed to put everybody in the picture, let each member of the team develop an understanding of their role, and to give the team a purpose that everybody subscribes to. The workshop is very interactive, involves a great deal of participation and is characterised by its fast pace and fun in a businesslike environment.

#### ***Workshop objectives***

- Develop a framework for motivating and managing your team
- Put everybody in the picture and define the important issues for the team
- Learn the impact of team skills on team performance through interactive team exercises
- Develop strategies for an improvement program for 12 months and beyond
- Learn strategies to give your people more recognition, more responsibility and more job satisfaction
- Develop a personal performance improvement checklist of skills and strategies
- Learn how to give "the state of the nation" presentations to your people



#### ***Who will benefit***

- Complete teams and their managers
- Senior managers, managers and team leaders who have the desire to make things happen and revitalise their workplaces

## **GETTING YOUR PEOPLE ENGAGED**

### **1 day workshop**

#### **Why these are essential skills**

Employees join a company but they leave their manager. Your people's involvement in their jobs is critical to the success of your company, and right now in Australia, only one in five people have their heart in the job!

Learn how to make yourself an exceptional manager, practice the tools and develop some practical "how to's" that will enable you to get your people fully engaged.

The information in this workshop is good common sense based on what really works. It's full of practical examples of where these tools have delivered. This workshop also touches on performance management and coaching skills.

The more your people are engaged the more your company will deliver higher profits, higher profitability, more customer satisfaction and your people will stay with you longer.

#### **Workshop objectives**

- Develop an understanding of how top managers treat their people and the relationships that they foster
- Take a new look at who you should employ in the first place
- Develop an understanding of how feedback is a powerful development tool
- Develop personal strategies for managing your people through effective communication
- Get practice in using the engagement tool kit which you receive in the workshop
- Feel confident to use the tools taught in this workshop with ease and grace

#### **Who will benefit**

- Complete teams, (managers included) who are attempting to improve their working relationships and experience improved job satisfaction
- Any employee who you have singled out for promotion. Give them a flying start in their new position
- The leadership group in your company. This stuff works from the top down. Make it easier for yourself by promoting a cultural change, starting at the top

## **NEGOTIATING AND INFLUENCING SKILLS**

### **1 day workshop**

#### **Why these are essential skills**

It's not in our culture in Australia to negotiate, yet every business day we are pitched into negotiating situations.

Negotiation and Influence is not about winning and losing, it's about getting deals that satisfy everybody. It's also about getting what you want.

You can only do that if you understand the other person and their point of view, if you know how to get them to reveal their outcome, and if you know how to explore the options available to both parties.

#### **Workshop objectives**

- Learn and practice the strategies of the top negotiators
- Develop the skills to make sure that you are not left behind the eight ball in any negotiation
- Develop a personal tool kit to prepare for an important negotiation
- Develop the skills to become a negotiator with a reputation to produce win/win outcomes with grace and ease

#### **Who will benefit**

- Anyone who has the responsibility of negotiating deals on behalf of their company
- Managers who have to negotiate with their staff (and they all do) and with other parts of the organisation
- Anyone who feels that they are not getting the best out of negotiating situations and opportunities
- Anybody who does not like to negotiate. This workshop will turn negotiating into rewarding and worthwhile experience

### **PROACTIVE PROBLEM SOLVING AND DECISION MAKING**

**1 day workshop**

#### **Why these are essential skills**

Very few businesses or even teams have a commonly understood framework and toolkit for handling problems. This means that people approach problems from a personal perspective. Decisions are sometimes made that cause frustration and conflict.

More senior and "experienced" people are assumed to be capable of taking better decisions but their decisions tend to be made intuitively and not systematically.

#### **Workshop objectives**

- Learn the basics of problem analysis and problem solving
- Learn how to use a team tool kit that will mobilise your team to produce answers to problems and take decisions that they feel part of
- Have practical hands on experience of using the tools in a workshop environment and develop personal strategies to introduce the tools to your team

#### **Who will benefit**

- Managers and team members who are involved in team problem solving
- Team members who have a desire to create a more interactive team environment
- Managers who want to create continuous coaching opportunities to develop their teams and the individuals who work in their teams

### **DELEGATION SKILLS**

**1/2 day workshop**

#### **Why this skill is important**

Delegation is an essential management skill. If you can't delegate you are condemned to doing the job yourself. Furthermore you are missing important coaching opportunities.

Many managers work too hard because they don't delegate appropriately. The challenge is "how can you delegate and manage the risk?"

Delegation opens the door to coaching. So this workshop teaches you the skills to integrate your coaching and delegation roles as a manager.

#### **Workshop objectives**

- Understand how your ability to delegate can uplift the performance of your team, give you and your team greater job satisfaction, and make you a more effective people manager
- Learn the essential skills and strategies around delegating and coaching
- Learn the strategies of how to gradually increase the responsibility that you are able to delegate
- Learn the key steps to performance coaching and the language and words to use

#### **Who will benefit**

- Managers and team leaders who want to liberate themselves from the day to day, to enable them to pay attention to the future
- Managers and team leaders who want to develop and keep subordinates by giving them increased development opportunities and improved job satisfaction
- Complete teams and their managers who want to develop some team strategies about developing their team culture and helping their manager develop his or her skills

## **POWERFUL PRESENTATIONS**

### **2 day workshop**

#### **What this workshop is about**

Making a presentation for most people is a daunting and time consuming experience. People making inefficient preparations for important presentations waste huge amounts of time.

Lack of presentation skills can hold people back in organisations.

People who are good presenters get noticed and develop a reputation within organisations.

There is no such thing as 'the art' of presenting - it's all applied science if you have the skills and strategies. This hands-on workshop is about developing your own presentation style based on the strategies of experts.

This workshop will catapult you into the 'expert' category - a confident and accomplished presenter - a presenter with skills and strategies for use in any presentation situation.

#### **Workshop objectives**

- Learn the key steps and the skills and strategies you need to plan and deliver your presentation
- Learn how to plan your presentation to suit the audience to whom you are presenting
- Practice design and delivery of presentations in a workshop environment
- Receive expert performance feedback on your presentation.
- Receive expert coaching and tips on developing your personal style

#### **Who will benefit**

- Managers and team members who are being promoted through the organisation, whose lack of presentation skills can hold them back
- Any "front line" team member who is responsible for making presentations on behalf of a team
- Anybody who is making presentations to prospective clients and customers

## **TIME AND PRIORITY MANAGEMENT**

### **1 day workshop**

#### **What this workshop is about**

The advent of computers has enabled a smaller and smaller number of people to work harder and harder. People are flooded with information and taxed by conflicting priorities.

Unless you have skills and strategies in place to effectively manage this situation - the result can be stress and 'burn-out'.

This "hands on" workshop will give you the tools and methods necessary to gain more control over every aspect of your time and your life.

#### **Workshop objectives**

- Learn the skills and strategies necessary to get back into control of your life
- Learn the skills to focus on the important things such as dollar productive activities
- Learn to manage your way through the mine-field of urgent priorities and conflicting demands
- Develop personal time management strategies and the confidence to use them in the workplace
- Develop strategies to change the work habits of the people around you, so that everybody becomes more time productive

#### **Who will benefit**

- Anyone who has a desire to operate more efficiently and effectively in their personal and professional life - which in modern life is anybody and everybody

### **PRESENT THE RIGHT IMAGE**

#### **1 day workshop**

##### ***What this workshop is about***

Managing your image, presentation and client's perception of you has never been more important in this crowded marketplace.

We've been educated by the media to react to 5-second visual-grabs. Unless you learn how to perform in this sometimes shallow environment, you'll get left behind.

This workshop is about the key strategies that you need to think about for your personal presentation and the image that you broadcast to the outside world.

##### ***Workshop objectives***

During the workshop participants will:

- Learn to enjoy and have fun in dressing strategically for the task at hand
- Learn how to manage your wardrobe in a way that maximizes your financial and time resources
- Feel more confident about yourself, your identity and presence
- Understand the concepts, principles and techniques of dressing for impact and influence

##### ***Who will benefit***

- Senior personnel
- Managers and supervisors of all levels
- Sales teams
- Staff who are being groomed for promotion
- Reception and front-of-house staff

### **'SPARKLE' - CUSTOMER SERVICE!**

#### **2 day workshop**

##### ***What this workshop is about***

Confidence and skill are critical to successfully influencing customer interactions.

Confident people understand themselves and their behaviours, and have the skills to positively manage their interactions with people.

Knowing oneself can come from experience.

This workshop short circuits some of the hard knocks that you will suffer on the way and puts some tools in your hands that will enable you to get a better result for you and your customers in what are often tricky and difficult situations.

##### ***Workshop objectives***

- Understanding my behaviour - DiSC Personal Profile allows us to understand the dimensions of our behaviour preferences and those of others we work with (Day 1)
- Learn a range of customer service skills and confidence building skills to more effectively manage the customer interaction focusing on positive ways of dealing with difficult situations

##### ***Who will benefit***

- This workshop is designed for all Customer Service personnel who need to develop skills and confidence to effectively project positive outcomes in customer service situations

### **MANAGE AND MEET CUSTOMER EXPECTATIONS**

**1 day workshop for sales people**

#### **What this workshop is about**

To serve our customers as "partners" we need to have tools and techniques to better relate to customers and influence customer decision-making.

This workshop is for participants who are confident of their basic sales skills and who are ready to move to a higher level.

We focus on understanding the customer's personal drivers and behaviour preferences based on the proven and tested DiSC behaviour profiling tool. In this way we build additional value for the customer through an improved consultative approach.

#### **Workshop objectives**

- The basis behind DiSC
- How to use DiSC to learn about myself
- How to use DiSC to understand others
- Exercises and tasks to master our understanding of others, using DiSC
- How to apply DiSC in a sales environment
- How to position ourselves more effectively, relate more effectively with different DiSC types and how to manage group situations
- How to present information to different DiSC types
- Application to current sales situations

#### **Who will benefit**

Sales professionals who need to create impact when presenting themselves, their bids and tenders to customers.

### **COMMUNICATE WITH CONFIDENCE**

**1 day workshop**

#### **What this workshop is about**

Clear and unambiguous communication is a vital skill needed by anyone in the corporation today.

This workshop is for anyone who needs to learn the basics of communication - understand why I communicate the way I do, questioning to understand, listening to understand and expressing myself in an assertive and positive way.

We focus on understanding our own personal drivers and behaviour preferences based on the proven and tested DiSC behaviour profiling tool.

We then learn a range of effective communication skills and processes.

#### **Workshop objectives**

- The basis behind DiSC
- How to use DiSC to learn about myself
- How to use DiSC to understand others
- Exercises and tasks to master our understanding of others, using DiSC
- Effective questioning strategies and skills
- Effective listening strategies and skills
- Assertive behaviours as a means to get what I want, yet give people what they want

#### **Who will benefit**

Anyone in the company environment who wants to learn to be a more effective communicator and more professional in their assertiveness.

### **PLAY WITH WEALTH**

#### **1 day workshop**

##### **What this workshop is about**

"Financial Intelligence" is not a subject many people learn at school or college. This program will tune people's antennae on what they need to do and where to go to start the process of developing some element of "Financial Intelligence" for themselves and their family. Experience shows that it is not how much a person earns at work that is important - it's what they do with it afterwards that can mean the difference between a financially secure future and a future of regret, and 'wishing I had done more'.

In addition, this workshop is a way for a company to "add value" to its people by providing them with some know how that will enable them to leverage what they have earned from the firm. "We might not be able to pay them more, but we can help them with some pointers on how to maximise what they do with what they do earn".

##### **Workshop objectives**

This short valuable seminar will provide a starting point for your people to better understand the process of building some element of wealth, and the various choices that are open to them.

Providing this opportunity for employees in an organisation is one way of developing the potential of your people that will engender a strong 'thank you' and loyalty as they develop their ideas on what they can do to get ahead financially. It is designed primarily for people to explore some of the choices that are today readily available. It will point people in the right direction for where they need to go to develop their "Financial Intelligence" further.

##### **Who will benefit**

This seminar is appropriate for anyone who wants to develop their ideas around the concept of "wealth and cash flow" and what they need to do to maximise the return from their hard earned employment dollars.

### **PERFORMANCE COACHING SKILLS**

#### **1 day workshop**

##### **What this workshop is about**

The modern manager has to spend much of his/her time working "on" the business, as opposed to working "in" the business.

This demands that the manager is a successful coach and developer of their people.

Managers who develop their people are admired and valued in organisations.

##### **Workshop objectives**

- Learn the strategies of a good coach
- Understand the relationship between mentoring and coaching
- Strategies for setting up a coaching relationship
- Learn how to run a coaching session
- The GROW model
- Developing a coaching plan, setting objectives and monitoring progress
- Record keeping in the coaching relationship
- Giving performance feedback
- Receive hands on practice in coaching sessions

##### **Who will benefit**

This workshop is for managers and team leaders who want to lift their relationships to a new level, bring their people on, and develop their performance.

## **COLLABORATE FOR SUCCESS**

### **2 day workshop**

#### **What this workshop is about**

In an increasingly more complex world people need to come together and mine their collective knowledge and energy to make things happen. People need more than ever to collaborate within their team, across their organisation, across multiple organisations or even across a whole industry. However, to successfully collaborate is often complicated and difficult to maintain.

What is needed is a simple road map that allows people to master the art of collaborating and to achieve results quicker.

The Collaborating for Success workshop provides a clear road map that is highly useable. The fundamental skill of being able to get collaborative results quickly is facilitation. Facilitating the involvement of the implementers in the decision making process is a very powerful way to engage people's hearts and minds. Done well, it paradoxically takes less time, and results in not only better ideas or strategies, but solid follow through of action plans.

#### **Workshop modules**

##### **Needs Analysis and Overview**

- Establishing the needs of the group
- Introduction and overview
- Explanation of interactive teaching method

##### **Collaboration and Teamwork**

- What is facilitation?
- How does facilitation help teams work?
- Creating a collaborative culture

##### **Four Season Collaboration Process**

- Moving your team from a stuck state to a goal orientated state
- Understanding why the process works
- Cross cultural examples of the model eg: Africa, North American Indian, Japanese
- Applications in the work place and personally

##### **Group-Mind Mapping**

- Understanding how your brain and other's brains organise and absorb information
- Using Group-Mind Mapping to collect group ideas
- Stimulating Group creativity

##### **Facilitators Profile**

- Identify your personal behavioural profile
- Understanding the facilitator's behaviour
- People reading

##### **Active Listening**

- The importance of Active Listening to building consensus
- The three steps of active listening
- Role of active listening in conflict resolution

##### **Interview Process**

- Building a powerful interviewing technique
- Establishing rapport and trust
- Paraphrasing and debriefing

##### **Ownership**

- Detecting when people say "yes" they really mean "no"
- Ensuring tasks actually happen
- Having people act with enthusiasm
- Encouraging and rewarding group achievements

##### **Action**

- Why do some groups achieve and others don't?
- Introducing team accountability so the important things get done
- Using technology for anytime anywhere access and support
- Building on successes

##### **Conflict Resolution**

- Why do people get into conflict?
- How to prevent 50% of group conflicts
- Turning negative energy into productive outcomes
- Getting to "Yes" every time

##### **Group Dynamics**

- How to keep people engaged and energised
- Optimum numbers for groups and team
- Getting groups to work cross functionally
- Aligning individual goals with the group goals

#### **Who will benefit**

Anyone who has a need to facilitate outcomes and solutions through groups of people as part of their job roles. This is an invaluable skill for any manager or team leader in particular, but is also a skill for those technical staff who need to facilitate internal or external group sessions.

### **MASTERFUL MEETINGS**

**1/2 day workshop**

#### **What this workshop is about**

Meetings are a way of life for most organisations. Many meetings result in overload and frustration for participants. Many people complain that meetings are often a waste of their time, in a time-poor world. Poor time keeping, lack of structure, trying to accomplish too much, agenda items that don't apply to all the attendees, and others, all combine to create a poor experience for attendees, and a loss of reputation for the manager.

It doesn't have to be this way - there are some easy to learn guidelines and strategies that any manager can learn to create a rewarding and motivating experience for those attending.



#### **Workshop objectives**

The objectives of this workshop are to provide clear and concise guidelines and strategies for people who run meetings as part of their job role. Running meetings is a core skill for managers and teamleaders.

This workshop will give you core skills, enable you to develop some rules around meetings and enable you to begin to take control of the meetings that you have to take regularly which don't seem to go anywhere.

#### **Who will benefit**

Any person who runs group meetings as part of their job role.

### **MOTIVATE YOUR PEOPLE**

**1/2 day workshop**

#### **What this workshop is about**

Motivation of staff is a cornerstone of effective management and leadership. With a highly motivated team, the energy levels are high and much can be accomplished. When motivation levels are low, the wheel grinds to a halt.

It is necessary for any manager or leader to understand the factors that create motivation and those that destroy motivation. More importantly, to know what to do about the factors that are eating away at motivation, and to learn how to leverage off the factors that build motivation.

If you want a team that is energised, excited, driven and that has a "can-do" attitude, then this workshop is for you.

#### **Workshop objectives**

This workshop clearly explains the motivating factors and those factors that destroy motivation. Through a simple personal analysis of our own motivations, we learn the factors that are common to most people and that different things motivate different people to different degrees. We use the work of Frederick Herzberg to develop a practical and powerful model of motivation. We develop an action plan that you can take back to work to start to apply.

We guarantee that you'll look at your people in a different light once you have attended this workshop.

#### **Who will benefit**

Any leader, manager or team leader seeking to understand motivation of people and seeking to build a stronger and more powerful motivating environment for their team.

### **DESIGN YOUR CONFERENCE**

**Take the strategic approach to conference design and facilitation**

***“It’s no secret that good conference design is as much about behavioural science and team behaviours as it is about logistics.”***

***Martin Moroney***

Planning a conference can become a very complex situation. Professional Conference Organisers tell us that their clients usually know what they want to achieve, the problem is that they often don't know how to go about it.

It's in our interest as much as yours to get real clarity about what you want to achieve and the best way to go about it, so that we can throw all our resources into delivering an outstanding outcome for you.

Martin Moroney is a professional Organisational Coach and specialises in the behavioural science aspects of conference design.

**As a mark of our commitment to you, PACE Australia is pleased to offer you a one-hour complimentary consultation with Martin.**

This session is not about logistics such as timings, menus etc. - it's about the conference design and content. As a result of having this session you will have:

- A clear definition of the “big picture” outcomes for the conference
- An outline storyboard for your conference, the program, the workshop sessions and teambuilding outcomes.
- A running order and timetable
- A selection of activities (such as teambuilding and skills training activities) that will be a seamless fit into your conference and produce the desired outcomes

Once you have a plan in place you will be in a confident position to move ahead and get the logistics in place that will support the plan - and deliver a Great Conference for your people. This is an efficient and proven way to reducing your risk, getting a great conference outcome, and a smooth ride on the way.

We suggest that Martin meet with you and your team at your offices. This meeting will be at no cost and with no obligation to you - we gift this one-hour meeting to you.



To arrange a meeting call Kathryn Archer on 02 9453 2300 or email us at [info@paceaus.com.au](mailto:info@paceaus.com.au)



### **Martin Moroney**

Martin is a Business Improvement Specialist. He specialises in helping managers lift their performance to new levels, improve their job satisfaction and make them stronger and more effective. He is an NLP Master Practitioner and an accredited professional trainer in the leading edge training technologies of Educational NLP and "Generative Learning®". He holds a level IV Certificate in Workplace Training and is a Graduate Member of the Institute of Company Directors.

Martin's earlier career involved working in the medical industry. He was Managing Director of a division of Baxter Laboratories, a medical Multinational. He conceived, designed and developed innovative "hospital at home systems", and was responsible for looking after 2,000 patients on life support systems in their own homes. He has a professional interest in high performance service delivery.

Martin has extensive experience in business - from start ups to multinationals. His work is not just based on his experiences; it's based on research into the strategies and skills used by people who perform management tasks at world-class levels - and that's the material in his workshops. His mission in life is help managers develop their skills and get into "the nuts and bolts" of their businesses. That will enable them to deliver at all levels, to their customers, the shareholders and the people who work for them. His work is characterised by people having fun in a fast moving, businesslike environment.

Martin has many war stories of success. Some existing clients include major corporations such as Macquarie Bank, AMP, Mowlem Aqumen, Coca-Cola, and Caltex, as well as many small award-winning organisations such as Image and Brand Management, Hunter Valley Wine Country Tourism and Hard and Forester.



### **Evelyn Lundstrom**

Evelyn is one of Australia's most experienced image and communications consultants. Evelyn is a Master Practitioner in Neuro-Linguistic Programming (NLP) and is experienced in accelerated learning techniques. Evelyn's training experience includes communication skills, presentation skills, time management, selling skills and customer service.

Evelyn has successfully developed and delivered training programs for industries as diverse as financial services, professional services, travel, hospitality and tertiary education. Her workshops are insightful, entertaining and tailored to clients' needs. Numerous client testimonials and repeat engagements are indicative of the impact of her presentations and one-on-one coaching.

Evelyn has also advised companies and institutions on their corporate uniforms and wardrobes, working closely with designers and retailers. Evelyn is accredited by two international image training organisations and is Past President of the Sydney Chapter of the Association of Image Consultants International (AICI), current VP Education for the AICI, member of National Speakers Association of Australia, and Member of the Australian Institute of Management.

Evelyn has worked in the image and communications field for over 15 years and her clients include organisations such as IBM, Perpetual Trustees, Citibank, Lend Lease, Commonwealth Bank, Kodak, Norwich Union, the Australian Jockey Club, Accor Group, Cisco, Crown Pacific, CSC, ShelstonIP and Ernst & Young.

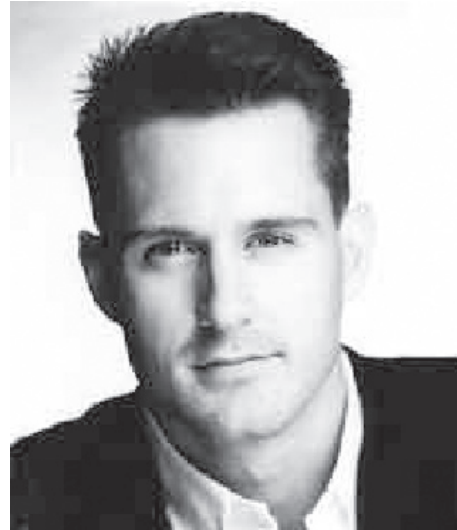


### **Carol Cooper**

Carol is a facilitator who enjoys helping people achieve their goals. She integrates information on human behaviour; personal development and NLP strategies whenever appropriate in her programs. With sales management, sales and customer service as her main areas of personal experience, Carol is able to share stories and knowledge and create relevance to help participants to learn.

Carol began her sales career selling office furniture and equipment. She then moved into Real Estate for 10 years. During this time she became fully licensed and managed four different offices. She also became one of the rare female auctioneers, which provided her with an opportunity to develop her unique presentation style that is her signature today. In 1991 Carol moved to Sydney where she fast tracked her career into Training and Development and wrote the highly acclaimed book "How To Sell To Women". Carol also became DISC accredited and trained in NLP.

Carol's main areas of expertise are: Selling skills basic and advanced, Telesales Skills, Customer Service Excellence / Call Centre, Overcoming Call Reluctance, Management and Coaching Skills, DISC Behavioural Styles, Developing a Positive Mental Attitude. Some of the industries Carol has worked in are; financial, telecommunications, travel, retail, shipping, security, advertising, real estate, pharmaceutical, medical equipment, freight, manufacturing and hospitality.



### **Nic Whitfeld**

Nic is a trainer, coach and facilitator and speaks regularly at conferences. He has worked with leaders at all levels in organisations to enhance their performance and that of their teams. Nic uses a step-by-step facilitation process with teams who are experiencing a range of internal and external barriers to peak performance. This allows them to move from underachievement towards maximum performance.

Nic has worked closely with a variety of clients ranging from the private and public sectors, to international athletes. These have included individuals, teams and organisations from industries such as information technology, financial services, telecommunications, utilities, education, corrective services, retail, recruitment, and professional sport.

Nic has completed a Bachelor of Arts, Diploma of Education, Master of Arts (Communication Management) and a Certificate in Psychodynamic Counselling. His professional accreditations include DiSC Personal Profile Systems; the Organisational Culture Inventory and Life Styles Inventory from Human Synergistics; Myers-Briggs Type Indicator including the Expanded Interpretive Report; and Leader as Facilitator from Waterfield Consulting which enables him to facilitate as well as train others in the facilitation process and skills.