

Keynote Presentations

CONNECTING THE DOTS TO POWERFUL RELATIONSHIPS & BUSINESS SUCCESS!

Have you ever wondered why connecting with some people is easier for you than with others? Maybe you've noticed that you relate better to colleagues and customers who focus more on creating momentum and inspiring others. Or, maybe you're more comfortable working with those who take a spontaneous, energetic approach than those who work at a steadier, more cautious pace. And, perhaps you relate best to people who are more expressive than restrained.

This interactive, engaging and thought-provoking keynote will help you understand yourself and others in order to build strong, long-lasting relationships. Audience members will literally be out of their seats as they experience connecting the dots. Entertaining video will drive home the value of modifying your behavior and communication style to accomplish the desired results.

Key highlights of the presentation are:

- Where Are You On The Map?
- How You React To Others
- Connecting The Dots: Strategies To Increase Your Effectiveness
 - When Trying To Connect
 - When Problems Need To Be Solved
 - When Things Get Tense

POWER SELLING!

How often do you use a map to determine the direction you need to go to reach your destination? That strategy is no different with sales. Whether you're 'in' sales or not, everyone is a salesperson because you're always selling yourself and your company. To be successful you need to identify where you are, where your customers are and learn how to navigate that path in between.

All sales begin with a person and since people are different you can't use the same approach with every customer. Differences are not bad... they're just *different*. When you look at your Customer base and the value of your sales relationships, you start seeing that you don't have to struggle to close every sale.

This multi-media, interactive keynote delivers presentations of different sales scenarios – both good and bad – and examines techniques that can be used to successfully close sales and build long-term Customer relationships.

Key highlights of the presentation are:

- Selling Strengths & Challenges
- Customer Expectations
- Customer Buying Style Tips
- Action Plan For Success

CLUELESS CONVERSATIONS – “I DON’T THINK YOU HEARD WHAT I MEANT”

Have you ever had one of *those* conversations? Successful communication is built on conveying a message with clarity and effective listening. Poor listening is a contributing factor to miscommunication. Research shows that people screen out or misunderstand the intended meaning in over **70%** of communications! Wow, so only 30% is actually heard correctly! Humorous video illustrates what goes wrong when “I don’t think you heard what I meant.”

Key highlights of the presentation are:

- Think Before You Speak!
- Listening Filters That Garble Conversations
- 5 Listening Approaches
- Conversational Gaps

MAGNIFY YOUR SUCCESS WITH COLLABORATION!

More than likely, we’ve all had to work with people who were quite different than us. But have you ever worked on a team where people *have learned* to deal with their differences? Conflict and miscommunication are reduced, meetings have a purpose and time is managed efficiently. The target of this entertaining and engaging keynote, which includes hilarious way-wicked video, is to reconcile the inherent differences of team members to create engaged, collaborative teams.

Key highlights of the presentation are:

- Roles Within Teams
- Communication Breakdowns : “He Said – She Said”
- Team Interaction In Meetings
- Time-Management Preferences

STANDARDS FOR SERVICE EXCELLENCE

Every time a member of your organization encounters a Customer, an opportunity is created to meet the Customer’s needs and exceed the Customer’s expectations. By establishing and attaining Standards For Service Excellence throughout your organization, you will deliver efficient, effective, high quality service resulting in a positive Customer Experience. Executing the highest standards and paying attention to the smallest detail ensures that the Customer is the focus of your service.

Key highlights of the presentation are:

- What I CAN Do For You!
- The Lost Art Of Listening
- The C.A.L.M.™ Approach: Defusing Angry Customers
- Eye-Sight: Your Vision Into The Customer’s Experience